



တၢ်ကဒူးကဒ့ၢ်ဒီးတၢ်ဟ့ၣ်ထီၣ်တၢ်ထံၣ်တၢ်ဟံးသး

ပဟ်လုၢ်ဟံးပှၤဝဲဒၣ်နတၢ်ဟ့ၣ်ထီၣ်တၢ်ထံၣ်တၢ်ဟံးသးန့ၣ်လီၤ. နတီၣ်ထီၣ်နတၢ်ကဒူးကဒ့ၢ်တခါ,ဟ့ၣ်နတၢ်အိၣ်အူးစံးပတြၢၤမ့တမ့ၢ်ဟ့ၣ်တၢ်ဟ့ၣ်ကူၣ်တခါလၢတၢ်ကမၤစၢၤမၤဂ့ၤထီၣ်ပတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤအဂီၢ်သ့လီၤ.

နအိၣ်ဒီးခွဲးယၢ်လၢတၢ်ကသံကွၢ်ယုၤန့ၣ်ဝဲဒၣ်တၢ်သမံသမိးကွၢ်ကဒါတၢ်လၢတၢ်ဆၢတံၢ်အဂီၢ်လီၤ. နမၤတၢ်အံၤသ့ဝဲဒၣ်ဖဲနမ့ၢ်တအၢၣ်လီၤတူၢ်လိာ်ဒီးတၢ်ဆၢတံၢ်တခါလၢအဘၣ်ယးဒီး-

- န Centrelink အတၢ်ဟ့ၣ်ဘူးလဲတဖၣ်မ့တမ့ၢ်တၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်
- Medicare အဒၣ်ကမၢ်
- ဖိသၣ်တၢ်ဆိၣ်ထွဲ (Child Support) န့ၣ်လီၤ.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါဘၣ်ယးဒီးပတၢ်ကွၢ်သမံသမိးကဒါက့ၤတၢ်ဒီးတၢ်သကွံၢ်ကညးပတံထီၣ်အတၢ်မၤအကျိၤအကွၢ်အဂီၢ်လဲၤဘၣ်ဆူ servicessaustralia.gov.au/reviewsandappeals

ဖဲနမ့ၢ်မ့ၢ်ဝဲၤတခါ

မ့တမ့ၢ်ဆူၣ်ချ့အပှၤစဲၣ်နီၤတဂၤ,နဟ့ၣ်ပှၤဒီးတၢ်ထံၣ်တၢ်ဟံးသးမ့တမ့ၢ်မၤတၢ်ကဒူးကဒ့ၢ်တခါသ့ဝဲဒၣ်စ့ၢ်ကီးလီၤ.

မ့ၢ်တၢ်ကမၤတၢ်ကဒူးကဒ့ၢ်,တၢ်ဟ့ၣ်ကူၣ်မ့တမ့ၢ်တၢ်အိၣ်အူးစံးပတြၢၤတခါဒဲလဲၣ်.

ဖဲနမ့ၢ်အဲၣ်ဒီးတီၣ်ထီၣ်တၢ်ကဒူးကဒ့ၢ်,မ့တမ့ၢ်ဟ့ၣ်တၢ်ဟ့ၣ်ကူၣ်မ့တမ့ၢ်တၢ်အိၣ်အူးစံးပတြၢၤတခါအခါ,နကတိၤတၢ်ဒီးပပှၤမၤတၢ်ဖိသ့လီၤ. ဖဲနသးမ့ၢ်တမ့ၢ်ဒီးအဝဲသ့ၣ်အတၢ်စံးဆၢတခါ,နကတိၤတၢ်ဒီးအဝဲသ့ၣ်အမူဒါခိၣ်သ့လီၤ.

နကိးဝဲဒၣ်

- ပတၢ်ကဒူးကဒ့ၢ်ဒီးတၢ်ဟ့ၣ်ထီၣ်တၢ်ထံၣ်တၢ်ဟံးသးလီၤကျိၤ Complaints and Feedback line လၢ **1800 132 468** သ့ဝဲဒၣ်လီၤ.
- ထံကီၢ်တၢ်ဆုၢ်ဒီးတၢ်ဆိၣ်ထွဲအတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤ National Relay Service ဖဲနမ့ၢ်မ့ၢ်တအၢၤ, တနၢ်ဟူတၢ်ဂ့ၤဂ့ၤမ့တမ့ၢ်အိၣ်ဒီးတၢ်စံးတၢ်ကတိၤအတၢ်တဘၣ်လီၤဖိဒုအခါန့ၣ်လီၤ. လဲၤဘၣ်ဆူ communications.gov.au/accesshub/nrs
- ပဘီမ့ၢ်ထံကီၢ်လီၤတဲစိနီၢ်ဂံၢ် ဖဲနမ့ၢ်အိၣ်လၢထံယံၤကီၢ်ယံၤအခါန့ၣ်လီၤ. လၢပဘီမ့ၢ်ထံကီၢ်အလီၤတဲစိနီၢ်ဂံၢ်အစရီတခါအဂီၢ်, လဲၤဘၣ်ဆူ servicessaustralia.gov.au/internationalphoneတက့ၢ်.

ဒူးသ့ၣ်ညါဘၣ်ပှၤဖဲနမ့ၢ်လိၣ်ဘၣ်ပှၤကတိၤကျိးထံတၢ်တဂၤဒီးပကရဲၣ်ကျဲၤကလီၤန့ၣ်ဒီးပှၤကတိၤကျိးထံတၢ်တဂၤလီၤ.

နဟ့ၣ်စ့ၢ်ကီးတၢ်ထံၣ်တၢ်ဟံးသးဒီးဖျိတၢ်သူန myGov အစရီသ့ဝဲဒၣ်,မၤပှၤလီၤအဖိခိၣ်လံာ်တက့ၢ်ဒီးမ့တမ့ၢ်ဆုၢ်ပှၤဒီးလံာ်ပရၢတဘျီတက့ၢ်. လံာ်ပရၢတဘျီအလဲန့ၣ်တၢ်လိၣ်ဟ့ၣ်အီၤအပှၤဖဲမ့ၢ်အိၣ်လၢအိးစတြၢၤလယါအပှၤအခါန့ၣ်လီၤ.

**Centrelink and Medicare
Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**

**Child Support
Child Support Complaints and Feedback
Reply Paid 9815
Melbourne Vic 3001**

ဝံသးစူၤသ့ၣ်နီၣ်ဘၣ်တက့ၢ်,ဖဲန့ၣ်ဆ့ၣ်ဝဲဒၣ်တၢ်ထံၣ်တၢ်ဟံၣ်သးမ့တမ့ၢ်တၢ်ကဒူးကဒ့ၢ်တဖၣ်ဆူပအိၣ်လၢတၢ်ကွဲးအခါ,ဘၣ်တဘၣ်ကယံၢ်တၢ်ဆၢကတီၢ်လၢပကစံးဆၢက့ၤတၢ်န့ၣ်လီၤ.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်လဲၤဘၣ်ဆူ servicessaustralia.gov.au/feedback

မ့ၢ်ပလိၣ်ဘၣ်တၢ်မနုၤလၢနအိၣ်လဲၣ်

ဝံသးစူၤတဲဖျါထီၣ်တၢ်ဂ့ၢ်ဆ့ၣ်ဆ့ၣ်ဖိဒီးတဲဘၣ်ပုၤတၢ်လၢနအဲၣ်ဒီးလၢအကဲထီၣ်တက့ၢ်. ဟ့ၣ်ဘၣ်နမံၤဒီးတၢ်ဆဲးကျိးအဂ့ၢ်အကျိၤတဖၣ်န့ၣ်ကမၤစၢၤပုၤလၢတၢ်ကမၤဆဲးကျိးန့ၣ်ဒီးမၤစၢၤယဲၣ်လီၤဘျါလီၤတၢ်ဂ့ၢ်ကီၢ်န့ၣ်လီၤ.ဖဲန့ၣ်တဟ့ၣ်နမံၤဒီးတၢ်ဆဲးကျိးလီၤတၢ်အခါ,ပစံးဆၢန့ၣ်တၢ်ဂ့ၢ်လၢအဘၣ်ထွဲဒီးန့ၣ်လၢနဂီၢ်တသ့ဘၣ်.

မ့ၢ်ပကဒိဆၢတၢ်ဒ်လဲၣ်

ပပညိၣ်လီၤလၢတၢ်ကယံၢ်လီၤဘျါလီၤတၢ်ကဒူးကဒ့ၢ်လၢ တၢ်ဖဲးတၢ်မၤတၢ်အနံၤ 10 သီအတီၢ်ပူၤန့ၣ်လီၤ. ဖဲပယဲၣ်လီၤဘျါလီၤနတၢ်ကဒူးကဒ့ၢ်တဖၣ်မ့ၢ်တသ့အခါ,ပကရဲၤပုၤန့ၣ်ဘၣ်မနုၤအယိလဲၣ်ဒီးဒုးသ့ၣ်ညါန့ၣ်ဒီးတၢ်ယုထၢအဂၤတဖၣ်န့ၣ်လီၤ.

ဖဲပမ့ၢ်ကလိၣ်ကိးန့ၣ်အခါ,ကမ့ၢ်ဝဲဒၣ်လၢလီၤနီၢ်ဂံၢ်လၢအနီၢ်ဂံၢ်တဖျါထီၣ်ဘၣ်န့ၣ်လီၤ. လၢတၢ်အိၣ်သဒံၣ်အိၣ်သဒါအတၢ်ဂ့ၢ်တဖၣ်အဂီၢ်,မ့တမ့ၢ်ဘၣ်လၢနတၢ်ကစီၣ်အကလုာ်န့ၣ်ဖျါန့ၣ်မ့ၢ်မတၤလဲၣ်ဘၣ်ဒီးပဟံၣ်တၢ်ကစီၣ်တသ့ဘၣ်.

မ့ၢ်တၢ်ကဆဲးကျိးကမ့ၢ်ပုၤမၤန့ၣ်ခဲးတၢ် (Ombudsman) လၢအခါဖဲလဲၣ်

ဖဲန့ၣ်သးမ့ၢ်တမံၤဒီးတၢ်အစၢၤလၢအဟဲထီၣ်ခိဖျါနတၢ်ကဒူးကဒ့ၢ်အယိဘၣ်ဒီး,နဆဲးကျိးဝဲဒၣ် Commonwealth Ombudsman သ့ၣ်လီၤ. လဲၤဘၣ်ဆူ ombudsman.gov.au

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်-

- ကိးဘၣ်န့ၣ်တၢ်ဟ့ၣ်အလီၤကျိၤဒီးဒုးသ့ၣ်ညါဘၣ်ပုၤဖဲန့ၣ်မ့ၢ်လိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤအခါတက့ၢ်. ပကကျဲၤန့ၣ်လၢတလိၣ်ဟ့ၣ်အပူၤတခါန့ၣ်လီၤ. လၢပလီၤတဲဖိအနီၢ်ဂံၢ်အစရီၤတခါအဂီၢ်,လဲၤဘၣ်ဆူ servicessaustralia.gov.au/phoneus

- ကိးဘၣ် **131 202** လၢတၢ်ကကတိတၢ်ဒီးပုၤ လၢန့ၣ်ကိၣ် ဒၣ်နဲဘၣ်ဃး Centrelink တၢ်ဟ့ၣ်ဒီးတၢ်မၤစၢၤအ တၢ်ဖံးတၢ်မၤ တဖၣ်အဂီၢ်တက့ၢ်.
- ကိးဘၣ် တၢ်ကျိးထံဒီးတၢ်ကတိကျိးထံအတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤ (Translating and Interpreting Service (TIS National)) လၢ **131 450** လၢတၢ်ကက တိတၢ်ဒီးပုၤလၢန့ၣ်ကိၣ်ဒၣ်နဲဘၣ်ဃး Medicare ဒီး Child Support အတၢ်ဟ့ၣ်အလဲဒီးတၢ်မၤစၢၤအ တၢ်ဖံးတၢ် မၤတဖၣ်အဂီၢ်န့ၣ်တက့ၢ်.
- လဲၤဆူ servicesaustralia.gov.au/yourlanguage တၢ်လီၤလၢနဖး, ကန့ၣ်တၢ်မ့တမ့ၢ်ကွၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢန ကျိၣ်သ့ဝဲဒၣ်အလီၢ်န့ၣ်တက့ၢ်.
- လဲၤဘၣ်ဆူ servicesaustralia.gov.au/feedback လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါလၢအအိၣ်ဝဲဒၣ်လၢအဲးကလံးကျိၣ် အဂီၢ်န့ၣ်တက့ၢ်.
- လဲၤအိၣ်သကိးဘၣ်တၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤအလီၢ်ခၢၣ်သးတခါတက့ၢ်.

တၢ်နီၣ်-တၢ်ကိးလီၤတဲစိလၢနဟံၣ်အလီၢ်ကျိၤဆူ '13' အနီၢ်ဂံၢ်တဖၣ်လၢအိးစၢၤတြၢလယါတၢ်လီၤတခါလၢလၢန့ၣ်တၢ်ဃု အပူၤ လၢအယုၣ်လၢတၢ်ဟံၣ်ပနီၣ်ဃာ်အိၣ်အသိးအဖီခိၣ်လီၤ. တၢ်ဃုအယုၣ်ဘၣ်တဘၣ်ကလီၤဆီလိာ်အသးလၢတၢ်အပူၤလၢ လီၤကဝီၤပူၤအဖီခိၣ်ဒီးဘၣ်တဘၣ်ကလီၤဆီစ့ၢ်ကိးလၢပုၤဟ့ၣ်လီၤတဲစိအတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်အဘၣ်စၢၤန့ၣ် လီၤ. တၢ်ကိးလီၤတဲစိဆူ '1800' အနီၢ်ဂံၢ်လၢနဟံၣ်အလီၢ်တဲစိန့ၣ်အပူၤတအိၣ်ဘၣ်. တၢ်ကိးလၢကမ့ၢ်အလီၢ်တဲစိဒီးလီၤတဲ စိစိာ်စုတဖၣ်ဘၣ်တဘၣ်တၢ်ဟံၣ်ပနီၣ်ဃာ်တၢ်ဆၢကတီၢ်ဒီးတၢ်ဃုအပူၤလၢအယုၣ်လၢအအါသ့ဝဲဒၣ်လီၤ.

တၢ်ဘိးဘၣ်သ့ညါ

တၢ်ဂ့ၢ်တၢ်ကျိၤဟံၣ်ဃုလၢတၢ်ထုးထီၣ်ရၤလီၤတခါအံၤအပူၤအတၢ်ပညိၣ်ထဲဒၣ်လၢတၢ်ကဟ့ၣ်တၢ်န့ၣ်ကျဲတခါလၢအဘၣ် ထွဲဒီးတၢ်ဟ့ၣ်လီၤစ့ဒီးတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်ဒီးအဂီၢ်လီၤ. တၢ်အံၤမ့ၢ်ဒၣ်နမ့ၢ်ဒါဖဲနမ့ၢ်ကဆၢ တံၢ်လၢမ့ၢ်နအဲၣ်ဒီး ပတံထီၣ်တၢ်လၢကျိၣ်စ့တၢ်ဟ့ၣ်လီၤအဂီၢ်ဒီးမ့ၢ်တၢ်ကမၤလံာ်ပတံထီၣ်တခါလၢအဘၣ်ထွဲလိာ်အသးဒီးနတၢ်အိၣ်သးအ ဖီခိၣ်နီၣ်လီၤ.



Complaints and feedback

We value your feedback. You can submit a complaint, give a compliment or offer a suggestion to help us improve our service.

You have the right to ask for a review of the decision. You can do this if you do not agree with a decision about:

- your Centrelink payments or services
- a Medicare debt
- Child Support.

For information about our review and appeal process, go to servicessaustralia.gov.au/reviewsandappeals

If you are a business or health professional, you can also give us feedback or make a complaint.

How to make a complaint, suggestion or compliment

If you wish to submit a complaint, or offer a suggestion or compliment, you can speak to our staff. If you are not happy with their response, you can speak to their manager.

You can call:

- our Complaints and Feedback line on **1800 132 468**
- the National Relay Service if you are deaf, hard of hearing or have a speech impairment. Go to communications.gov.au/accesshub/nrs
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to servicessaustralia.gov.au/internationalphone

Let us know if you need an interpreter and we will arrange one for free.

You can also give feedback using your myGov account, completing an online form or sending us a letter. Postage is free from within Australia.

**Centrelink and Medicare
Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**

**Child Support
Child Support Complaints and Feedback
Reply Paid 9815
Melbourne Vic 3001**

Please remember, if you send feedback or complaints to us in writing, it may take us longer to reply.

For more information, go to servicessaustralia.gov.au/feedback

What we need from you

Please be clear, factual, and tell us the outcome you would like. Providing your name and contact details will help us to get in touch and help resolve the issue. If you do not provide your name and contact details, we will not be able to respond to you personally.

How we will respond

We aim to resolve complaints within 10 working days. If we cannot resolve your complaint, we will explain why and let you know your other options.

If we need to call you, it will be from a private number. For privacy reasons, we cannot leave a message, unless your voicemail clearly identifies who you are.

When to contact the Ombudsman

If you are not happy with the outcome of your complaint, you can contact the Commonwealth Ombudsman. Go to ombudsman.gov.au

For more information

- Call your regular payment line and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to servicesaustralia.gov.au/phoneus
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services.
- Go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language.
- Go to servicesaustralia.gov.au/feedback for more information in English.
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.