



## Cabashooyinka iyo ra'yi celinta

Waan qadarinaa ra'yi celintaada. Waad soo gudbin kartaa cabasho, amaan ama waxaad soo jeedin kartaa talo si ay nooga caawiso hagaajinta adeegeena.

Waxaad xaq u leedahay inaad codsatid dib u eegis ku saabsan go'aanka. Waxaad sameyn kartaa tan haddii aanad ku raacsaneyn go'aanka ku saabsan:

- lacagahaaga ama adeegyada Centrelink
- Medicare
- Child Support.

Macluumaadka ku saabsan dib-u-eegistayada iyo nidaamka rafcaanka, ka eeg adeegyada Australiya [servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.gov.au/reviewsandappeals)

Haddii aad tahay ganacsi ama xirfadle caafimaad, waxaad sidoo kale na siin kartaa ya'yi celin ama cabasho.

### Sida loo sameeyo cabasho, soo jeedin ama amaan

Haddii aad jecleysatid inaad soo gudbisid cabasho, ama aad soo jeedisid talo ama amaan, waad la hadli kartaa shaqaalahayaga. Haddii aanad ku faraxsanayn jawaabtooda, waxaad la hadli kartaa maamulhooda.

Waxaad wici kartaa:

- Laynkayaga Complaints and Feedback line **1800 132 468**
- Ku National Relay Service haddii aad dhagoole tahay, maqalku kugu adag yahay ama hadalku kugu adag yahay. Booqo [communication.gov.au/accesshub/nrs](https://communication.gov.au/accesshub/nrs)
- mid ka mid ah lambarrada taleefannadeena caalamiga ah haddii aad dibedda joogto. Liiska lambarrada taleefannadeena caalamiga ah, ka eeg adeegyadaaustrialya [servicesaustralia.gov.au/internationalphone](https://servicesaustralia.gov.au/internationalphone)

Noo soo sheeg haddii aad u baahan tahay turjumaan oo waxaan kuu diyaarin doonaa mid bilaash ah.

Waxaad sidoo kale ku bixin kartaa ra'yi celin adoo adeegsanaya akowka myGov, adigoo buuxinaya foomka khadka tooska ah ama aad noo soo diraya warqad. Boosta waa lacag la'aan gudaha Australiya.

**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**

Fadlan xusuusnow, haddii aad noo soo dirtid ra'yi celin ama cabashooyin qoraal ah, waxay nagu qaadan kartaa waqti dheer inaan ku soo jawaabno.

Wixii macluumaad dheeraad ah, ka eeg adeegyada Australiya [servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)

## Waxaan kaaga baahanahay

Fadlan ahow mid si cad, oo xaqiiq ah, noona sheeg natiijada aad jeclaan lahayd. Bixinta magacaaga iyo faahfaahinta xidhiidhkaaga ayaa naga caawin doonta inaan kula soo xidhiidhno oo naga caawino xallino arrinta. Haddii aadan bixin magacaaga iyo faahfaahinta xidhiidhkaaga, awood uma yeelan doonno inaan shaqsi ahaan kaaga jawaabno.

## Sida aan uga jawaabi doonno

Waxaan dooneynaa inaan kaga jawaabno cabashooyinka 10 maalmood oo la shaqeynayo. Haddii aan xallin kari weyno cabashadaada, waan kuu sharixi doonnaa sababta oo waxaan kuu sheegi doonnaa ikhtiyaarada kale ee kuu furan.

Haddii aan u baahanahay inaan ku soo wacno, waxay ka imaanaysaa lambar gaar loo leeyahay. Sababo la xidhiidha arrimo gaar ahaaneed awgeed, kama tagi karno farriin, haddii aan codkaaga si cad loo aqoonsan cidada aad tahay.

## Goorma lala xiriirayo Ombudsman-ka

Haddii aadan ku qanacsanayn natiijada cabashadaada, waxaad la xidhiidhi kartaa Ombudsman-ka Commonwealth Commonwealth Ombudsman. Tag [ombudsman.gov.au](http://ombudsman.gov.au)

## Wixii macluumaad dheeraad ah

- Wac khadkaaga lacag bixinta ee caadiga ah oo noo soo sheeg inaad u baahan tahay turjubaan. Waxaan kuu diyaarin doonaa mid bilaash ah. Liiska lambarrada taleefannadeena, ka eeg adeegyada Australiya. [servicesaustralia.gov.au/phoneus](http://servicesaustralia.gov.au/phoneus)
- Wac **131 202** si aad noogula hadasho afkaaga wixii ku saabsan lacag-bixinta iyo adeegyada Centrelink.
- Wac Adeegga Tarjumaadda iyo Afcelinta (TIS National) **131 450** si aad noogula hadashid luqaddaada wixii ku saabsan lacag-bixinta iyo adeegyada Taageerada Carruurta.
- Tag adeegyada Australiya [servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage) halkaasoo aad wax ku akhrisan kartid, ku dhageysan kartid ama ku daawan kartid macluumaadka ku qoran afkaaga.
- Booqo adeegyada Australiya [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) si aad u hesho macluumaad dheeraad ah oo Ingiriisi ah.
- Booqo xarun adeeg.

**Fiio gaar ah:** wicitaanada taleefanka gurigaaga ee lambarrada '13' meel kasta oo Australiya ka mid ah waxaa lagu dalacayaa qiime go'an. Heerkaasi wuu ku kala duwanaan karaa qiimaha wicitaanka maxalliga ah wuxuuna sidoo kale ku kala duwanaan karaa kuwa bixiya adeegga taleefanka. Wicitaanada lambarrada '1800' ee taleefankaaga guriga waa lacag la'aan. Wicitaanada ka imanaya dadweynaha iyo taleefoonada gacanta waxaa laga yaabaa inay ku dhacaan wakhti qiimahoodana sarreeyo.

## Afeef

Macluumaadka ku jira daabacaadan waxaa loogu talagalay kaliya hagitaan ku saabsan lacag-bixinta iyo adeegyada. Waa masuuliyadaada inaad go aansatid haddii aad dooneysid inaad dalbatid lacag bixin iyo inaad sameysid codsi ku saabsan xaaladahaaga gaarka ah.



## 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 **[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.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](https://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 **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.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.

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

For more information, go to **[servicesaustralia.gov.au/feedback](https://servicesaustralia.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](http://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](http://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](http://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch information in your language.
- Go to **[servicesaustralia.gov.au/feedback](http://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.