



Malalamiko na maoni

Tunathamini maoni yako. Unaweza kuwasilisha lalamiko, toa sifa au toa pendekezo ili kutusaidia kuboresha huduma yetu.

Una haki ya kuomba kwa ukaguzi wa amuzi. Unaweza kufanya hivi ikiwa hukubali na amuzi kuhusu:

- malipo au huduma yako ya Centrelink
- deni ya Medicare
- Child Support (Msaada kwa Watoto).

Kwa habari juu ya mchakato wetu wa kukagua na rufaa, nenda kwa servicesaustralia.gov.au/reviewsandappeals

Ikiwa wewe mtalaamu wa biashara au afya, unaweza pia kutoa maoni au fanya lalamiko.

Jinsi ya kutoa lalamiko, pendekezo au sifa

Ikiwa unataka kuwasilisha lalamiko au kutoa pendekezo au sifa, unaweza kuzungumza na wafanyakazi wetu. Ikiwa hufurahi na jibu lao, unaweza kuzungumza na meneja wao.

Unaweza kupiga simu:

- Complaints and Feedback line (simu ya Malalamiko na Maoni) yetu kwa nambari ya **1800 132 468**
- National Relay Service (Huduma ya Ujumbe wa Zamu ya Kitatifa) ikiwa wewe ni kiziwi, mgumu wa kusikia au una shida ya kusema. Nenda kwa communications.gov.au/accesshub/nrs
- nmojawapo wa nambari zetu za simu za kimataifa ukiwepo n'gambo. Ili kupata orodha ya nambari zetu za simu za kimataifa, nenda kwa servicesaustralia.gov.au/internationalphone

Utufhamisha ikiwa unahitaji mkalimani na tutapanga kupata mmoja kwa bure.

Unaweza pia kutoa maoni kwa kutumia akaunti yako ya myGov, kujaza fomu ya mtandaoni au kututuma barua. Kutuma kwa posta ni bure kutoka ndani nchini 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**

Tafadhali kumbuka, ikiwa unatuma maoni au malalamiko kwetu kwa maandishi, inaweza kuchukua muda mrefu zaidi kwa sisi kukujibu.

Kwa habari zaidi, nenda kwa servicesaustralia.gov.au/feedback

Nini tunachohitaji kutoka kwako

Tafadhali eleza wazi, wa ukweli, na utuambie matokeo ungeyataka. Kutoa majina yako na maelezo ya mawasiliano kutatusaidia kuwasiliana nawe na kusaidia kutatua suala. Ikiwa hutoi majina yako na maelezo ya mawasiliano yako, hatutaweza kukujibu kwa kibinafsi.

Jinsi tutakavyojibu

Tunalenga kutatua malalamiko katika siku 10 za kazi. Ikiwa hatuwezi kutatua lalamiko lako, tutaeleza kwa nini na tutakufahamisha uchaguzi wako wengine.

Ikiwa tunahitaji kukupiga simu, itakuwa kutoka nambari ya simu ya siri. Kwa sababu ya ufaragha, hatuwezi kuacha ujumbe, ila kama sanduku la sauti linakutambulisha vizuri.

Wakati wa kuwasiliana na Ombudsman (Mchunguzi Mkuu)

Ikiwa hufurahi na matokeo ya lalamiko lako, unaweza kuwasiliana na Commonwealth Ombudsman. Nenda kwa ombudsman.gov.au

Kwa habari zaidi

- Piga simu kwa malipo yako ya kawaida na utujulishe unahitaji mkalimani. Tutapanga moja bure. Kwa orodha ya nambari zetu za simu, enda kwa servicesaustralia.gov.au/phoneus
- Pigia simu **131 202** ili kuongea nasi kwa lugha yako kuhusu malipo na huduma za Centrelink.
- Pigia simu kwa Translating and Interpreting Service (TIS National) (Huduma ya Utafsiri na Ukalimani) kwenye nambari ya **131 450** ili kuongea nasi kwa lugha yako kuhusu malipo na huduma za Medicare na Child Support.
- Nenda kwa servicesaustralia.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama habari kwa lugha yako
- Nenda kwa servicesaustralia.gov.au/feedback kwa habari zaidi katika Kiingereza.
- Tembelea kituo cha huduma.

Kumbuka: simu kutoka simu yako ya nyumbani kwenda nambari za '13' kutoka popote nchini Australia zinatozwa kwa kiwango kamili. Kiwango hicho kinaweza kutofautiana kutoka bei ya simu ya mtaa na kinaweza pia kutofuatiana na watoaji huduma ya simu. Simu za nambari ya '1800' kutoka simu yako ya nyumbani hazina malipo. Simu kutoka simu za umma na za mkononi zinaweza kupimwa kwa muda wao na kutozwa kwa kiwango cha juu zaidi.

Kanusho

Habari iliyomo kwenye chapisho hiki kimekusudiwa tu kama mwongozo kwa malipo na huduma. Ni jukumu lako kuamua ukitaka kuomba kwa malipo na kufanya ombi kulingana na hali yako fulani.



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.

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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 **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.