



## Žalbe i komentari

Vaši komentari su nam važni. Možete se žaliti, davati komplimente ili prijedloge koji će nam pomoći poboljšati naše usluge.

Imate pravo tražiti reviziju odluka koje donesemo. Možete se žaliti na odluke o isplatama, uslugama ili dugovima s kojima se ne slažete, a koje donese Medicare, Centrelink ili Child Support.

Za informacije o našem procesu revizija i žalbi, posjetite  
**[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.gov.au/reviewsandappeals)**

Ako ste uposleni u nekoj tvrtki ili zdravstvenoj ustanovi, i vi nam možete dostaviti komentare ili se žaliti na nešto.

## Kako se možete žaliti ili dava-ti prijedloge ili komplimente

Ako se želite žaliti na nešto ili dati neki prijedlog ili kompliment, možete razgovarati s našim osobljem. Ako niste zadovoljni njihovim odgovorom, možete razgovarati s menadžerom.

Možete nazvati:

- našu telefonsku službu za žalbe i komentare, na **1800 132 468**
- National Relay Service ako ste gluhi, nagluhi ili imate govornu manu. Posjetite **[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)**
- za jedan od naših međunarodnih brojeva telefona ako se nalazite u inozemstvu. Za popis naših međunarodnih brojeva telefona, posjetite **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.gov.au/internationalphone)**

Recite nam trebate li tumača i mi ćemo ga pozvati. Besplatno je.

Komentare također možete dostaviti preko vašeg myGov računa, ako ispunite online obrazac ili ako nam pošaljete pismo. Ako pismo šaljete iz Australije, ne plaćate poštarinu.

### Centrelink and Medicare

#### Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

### Child Support

#### Child Support Complaints and Feedback

Reply Paid 9815

Melbourne, Vic 3001

Ne zaboravite da ako nam komentare ili žalbe šaljete pismenim putem, trebat će nam više vremena za odgovor.

Za daljnje informacije, posjetite **[servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)**

## Što trebamo od vas

Budite jasni, navedite činjenice i recite nam kakav ishod želite. Navedite vaše ime i broj telefona ako se žalite na nešto i ako želite da vas kontaktiramo u svezi s tim. Ako nam ne dostavite vaše ime i broj telefona, nećemo vam moći odgovoriti.

## Kako ćemo vam odgovoriti

Žalbe nastojimo riješiti u roku od 10 radnih dana. Ako ne možemo riješiti vašu žalbu, objasnit ćemo vam zašto ne možemo i reći ćemo vam koje druge opcije vam stoje na raspolaganju.

Ako vas budemo zvali telefonom, poziv će biti sa privatnog broja.

## Kada se možete obratiti pučkom pravobranitelju (ombudsmanu)

Ako niste zadovoljni ishodom vaše žalbe, možete kontaktirati ured saveznog pučkog pravobranitelja - Commonwealth Ombudsman. Posjetite [ombudsman.gov.au](http://ombudsman.gov.au)

## Za daljnje informacije

- posjetite [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) za daljnje informacije na engleskom
- posjetite [servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage) gdje možete pročitati, poslušati ili pogledati video snimke s informacijama na vašem jeziku
- nazovite **131 202** kako biste razgovarali s nama na vašem jeziku o Centrelink isplatama i uslugama
- nazovite **132 011** za Medicare i **131 272** za Child Support. Recite nam trebate li tumača i mi ćemo ga pozvati. Besplatno je
- posjetite centar za rad sa strankama.

Pažnja: pozivi sa kućnog telefona na brojeve koji počinju s '13' iz bilo kojeg mjesta u Australiji se naplaćuju po fiksnoj cijeni. Ta cijena se može razlikovati od cijene lokalnog poziva, a također može biti različita ovisno o operateru telefonskog servisa. Pozivi sa kućnog telefona na brojeve koji počinju s '1800' su besplatni. Pozivi sa javnih i mobilnih telefona se mogu mjeriti impulsima i naplatiti po višoj cijeni.

## Odricanje od odgovornosti

Informacije u ovoj publikaciji predstavljaju samo vodič za isplate i usluge. Sami morate odlučiti želite li podnijeti zahtjev za neku isplatu i to učiniti imajući na umu vaše osobne okolnosti.



## Complaints and feedback

Your feedback is important to us. You can make a complaint, give a compliment or give a suggestion to help us improve our service.

You have the right to ask for a review of our decisions. You can do this if you do not agree with a decision about a payment, service or debt you get from Medicare, Centrelink or 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 want to make a complaint or give a suggestion or compliment, you can speak to our staff. If you are not happy with their reply, 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.

### Centrelink and Medicare

#### Services Australia 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 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. Please provide your name and phone number if you are making a complaint and want us to contact you about it. If you do not provide your name and phone number, we will not be able to respond to you.

## 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.

## 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

- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for more information in English
- go to [servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- 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's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.