



တၢ်ကဒူးကဒ့ၣ်ဒီးတၢ်ဟ့ၣ်ကဒါတၢ်ထံၣ်တၢ်ဟံးသး

နတၢ်ဟ့ၣ်ကဒါတၢ်ထံၣ်တၢ်ဟံးသးန့ၣ်အကါဒိၣ်လၢပဂီၢ်လီၤ. နမၤဝဲဒၣ်တၢ်ကဒူးကဒ့ၣ်တခါသ့, ဟ့ၣ်တၢ်အိၣ်အူးစံးပတြၢၤမ့တမ့ၢ်ဟ့ၣ်တၢ်ဟ့ၣ်ကူၣ်လၢကမၤစၢၤပုၤလၢပကမၤဂ့ၤထီၣ် ပတၢ်မၤစၢၤအဂီၢ်သ့လီၤ.

နအိၣ်ဒီးခွဲးယၢ်လၢတၢ်ကယုၤန့ၣ်တၢ်ကွၢ်သမံသမိးက့ၤတၢ်တခါလၢပတၢ်ဆၢတဲာ်အဂီၢ်န့ၣ်လီၤ. နမၤတၢ်တခါအံၤဖဲန့ၣ်မ့ၢ်တအၢၣ်လီၤတူၢ်လိာ်ဝဲဒၣ်တၢ်ဆၢတဲာ်တခါအံၤလၢအဘၣ်ယးဒီးတၢ်ဟ့ၣ်အလဲ, တၢ်မၤစၢၤမ့တမ့ၢ်ဒ့ၣ်ကမၤလၢနမၤန့ၣ်အီၤလၢ Medicare, Centrelink မ့တမ့ၢ် Child Support.အဂီၢ်သ့လီၤ.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဘၣ်ယးပတၢ်ကွၢ်သမံသမိးက့ၤဒီးတၢ်ပတံထီၣ်အကျိၤအကွၢ်အဂီၢ်, လဲၤဘၣ်ဆူ **servicesaustralia.gov.au/reviewsandappeals**

ဖဲန့ၣ်မ့ၢ်မုၢ်ဝဲၤတၢ်ဖဲတၢ်မၤတခါမ့တမ့ၢ်ဆူၣ်အပူၤစဲၣ်နီၤတၢ်ကန့ၣ်, နဟ့ၣ်ကဒါပုၤဒီးတၢ်ထံၣ်တၢ်ဟံးသး မ့တမ့ၢ်မၤတၢ်ကဒူးကဒ့ၣ်တခါသ့လီၤ.

မ့ၢ်တၢ်ကမၤတၢ်ကဒူးကဒ့ၣ်တခါ, တၢ်ဟ့ၣ်ကူၣ်တဖၣ်မ့တမ့ၢ်တၢ်အိၣ်အူးစံးပတြၢၤဒ်လဲၣ်

ဖဲန့ၣ်မ့ၢ်အဲၣ်ဒီးမၤတၢ်ကဒူးကဒ့ၣ်တခါမ့တမ့ၢ်ဟ့ၣ်တၢ်ဆၢ တဲာ်မ့တမ့ၢ်တၢ်အိၣ်အူးစံးပတြၢၤန့ၣ်, နကတိၤတၢ်ဒီးပပုၤမၤတၢ်ဖိသ့လီၤ. ဖဲန့ၣ်သးမ့ၢ်တမ့ၢ်ဒီးပတၢ်စံးဆၢက့ၤန့ၣ်, နကတိၤတၢ်ဒီးအဝဲသ့ၣ်အမူဒါခိၣ်သ့လီၤ.

နကိးဝဲဒၣ်-

- ပတၢ်ကဒူးကဒ့ၣ်ဒီးတၢ်ဟ့ၣ်ကဒါတၢ်ထံၣ်အလီၤကျိၤလၢ **1800 132 468** န့ၣ်သ့လီၤ
- National Relay Service ဖဲန့ၣ်မ့ၢ်တအၢၤ, အိၣ်ဒီးတၢ်ကီတၢ်ခဲလၢတၢ်ကန့ၣ်ဟ့ၣ်တၢ်မ့တမ့ၢ်အိၣ်ဒီးတၢ်သ့စံးသ့ကတိၤအတၢ်တဘၣ်လီၢ် ဘၣ်စးတဖၣ်န့ၣ်လီၤ. လဲၤဘၣ်ဆူ **communications.gov.au/accesshub/nrs**
- ပထံဂ့ၢ်ကီၢ်ဂၤအလီၤတဲစိနီၢ်ဂံၢ်တခါဖဲန့ၣ်မ့ၢ်အိၣ်လၢကီၢ်ချၢအခါန့ၣ်လီၤ. လၢပထံဂ့ၢ်ကီၢ်ဂၤအလီၤတဲစိနီၢ်ဂံၢ်အစရီတခါအဂီၢ်, လဲၤဘၣ်ဆူ **servicesaustralia.gov.au/internationalphone**

ဒူးသ့ၣ်ညါဘၣ်ပုၤဖဲန့ၣ်မ့ၢ်ကလိၣ်ဘၣ်ပုၤကတိၤကျိၤထံတၢ်တဂၤဒီးပကကျဲၤကလီၤန့ၣ်လီၤ.

နဆုၤစ့ၢ်ကိးတၢ်ထံၣ်တၢ်ဟံးသးခိဖျိတၢ်သူ myGov အစရီသ့, မၤပုၤလီၤပုၤယဲၤအဖီခိၣ်လံာ်တက့ၢ်ဒိတဘ့ၣ် မ့တမ့ၢ်ဆူန့ၣ်ပုၤဒီးလံာ်ပရၢတဘ့ၣ်တက့ၢ်. တၢ်ဆူလံာ်လၢလံာ်ပရၢတဘးတဆီန့ၣ်လၢအီးစတြဲလယါအပူၤတလိၣ်ဟ့ၣ်အပူၤဘၣ်.

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

ဝံသးစူသ့ၣ်နီၣ်ထီၣ်တက့ၢ်၊
ဖဲနမ့ၢ်ဆုၢ်ဃီၤတၢ်ထံၣ်တၢ်ဟံးသးမ့တမ့ၢ်တၢ်ကဒူးကဒ့ၣ်လၢတၢ်ကွဲးန့ၣ်,ဘၣ်သ့ၣ်သ့ၣ်ကယံာ်တၢ်ဆၢကတီၢ်လၢတၢ်ကစံး
ဆၢက့ၢ်အီၤအဂီၢ်လီၤ.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်, လဲၤဆူ servicessaustralia.gov.au/feedback

မ့ၢ်ပလိၣ်ဘၣ်တၢ်မနုၤလၢနအိၣ်လဲၣ်

ဝံသးစူသ့ၣ်ညါတၢ်ဂ့ၢ်ဆ့ဆ့ဖိ,တဲတၢ်ဂ့ၢ်တၢ်ကျိၤဘၣ်ဘၣ်ဒီးတဲဘၣ်ပှၤတၢ်အစၢလၢအအဲၣ်ဒီးအကဲထီၣ်န့ၣ်တက့ၢ်.
ဝံသးစူဟ့ၣ်ထီၣ်ဘၣ်နမံၤဒီးလီၤတဲစိနီၣ်ဂံၢ်ဖဲနမ့ၢ်မၤတၢ်ကဒူးကဒ့ၣ်တခါအခါဒီးအဲၣ်ဒီးပှၤလၢတၢ်ကဆဲးကျိးဘၣ်ဃးဒီးတၢ်
ဂ့ၢ်အံၤန့ၣ်တက့ၢ်. ဖဲနမ့ၢ်တဟ့ၣ်ထီၣ်နမံၤဒီးနလီၤတဲစိအနီၣ်ဂံၢ်အခါ,ပစံးဆၢန့ၣ်တသ့ဘၣ်.

မ့ၢ်ပကဒီဆၢ, မၤန့ၢ်တၢ်ဒ်လဲၣ်

ပပညိၣ်ဟံးလၢပကယဲၣ်လီၤဘျါလီၤတၢ်ကဒူးကဒ့ၣ်တဖၣ်လၢတၢ်ဖဲးတၢ်မၤအသီ 10 အတီၢ်ပူၤလီၤ. ဖဲပယဲၣ်လီၤ
ဘျါလီၤနတၢ်ကဒူးကဒ့ၣ်တဖၣ်မ့ၢ်တသ့န့ၣ်, ပကရဲၤပှၤလၢဘၣ်မနုၤပမၤတသ့လဲၣ်ဒီးဒုးသ့ၣ်ညါန့ၣ်ဒီး တၢ်ဃုထၢအဂၢၤ
တဖၣ်န့ၣ်လီၤ.

ဖဲပမ့ၢ်ကလိၣ်ကိးန့ၣ်အခါ, ပကကိးန့ၣ်ဒီးလီၤတဲစိနီၣ်ဂံၢ် private (လၢအဘၣ်ထွဲဒၣ်ထဲပှၤတဖုတဂၢၤ) န့ၣ်လီၤ.

မ့တၢ်ကဆဲးကျိးပုၤစဲၣ်နီၤဒိကန့ၢ်ကမျၢၢ်အတၢ်တူၢ်ဘၣ်ဒီးရဲၣ်ကျဲၤမၤန့ၢ်တၢ်လၢအခါဖဲလဲၣ်

ဖဲနသးမ့တၢ်မ့ၢ်ဒီးတၢ်အစၢလၢနတၢ်ကဒူးကဒ့ၣ်အဂီၢ်အခါ,နဆဲးကျိးဝဲဒၣ် Commonwealth Ombudsman သ့လီၤ. လဲၤဆူ ombudsman.gov.au

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်

- လဲၤဘၣ်ဆူ servicesaustralia.gov.au/feedback လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါလၢအဲကလံးအကျိၢ်အပူၤတက့ၢ်
- လဲၤဆူ servicesaustralia.gov.au/yourlanguage ဖဲနဖး, ကန့ၢ်မ့တၢ်မ့ၢ်ကွၢ်တၢ်ဂီၤမူတဖၣ်လၢအအိၣ်ဃုာ်ဒီးတၢ်ဂ့ၢ်တၢ်ကျိၤလၢအအိၣ်လၢနကျိၢ်တဖၣ်န့ၢ်တက့ၢ်
- ကိးဘၣ် **131 202** လၢတၢ်ကကတိၤတၢ်ဒီးပုၤလၢနကျိၢ်ဘၣ်ဃး Centrelink တၢ်ဟ့ၣ်ဘူးလဲၤတဖၣ်ဒီးတၢ်မၤစၢၤအတၢ်ဖဲတၢ်မၤအဂီၢ်တက့ၢ်
- ကိးဘၣ် **132 011** လၢ Medicare ဒီး **131 272** လၢ Child Support အဂီၢ်တက့ၢ်. ဒူးသ့ၣ်ညါဘၣ်ပုၤဖဲနမ့ၢ်ကလိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ်တဂၢၤဒီးပကကျဲၤကလီၤန့ၢ်န့ၢ်လီၤ
- လဲၤအိၣ်သကိးဘၣ်တၢ်မၤစၢၤအတၢ်ဖဲတၢ်မၤအလီၢ်တခါတက့ၢ်.

မၤနီၣ်-တၢ်ကိးလၢနဟံၣ်အလီၢ်တဲစိဆူ '13' အနီၣ်
 ဂံၢ်တဖၣ်လၢတၢ်လီၢ်တခါလၢလၢအိးစၢၤတြၢလၢယါအပူၤန့ၢ်တၢ်ဃုာ်အပူၤလၢအအိၣ်ဒီးအယုၢ်လၢအသံတခါတက့ၢ်.
 တၢ်အယုၢ်သ့ၣ်တဖၣ်အံၤကလီၤဆီလိာ်အသးလၢလီၢ်ကဝီၤအတၢ်ကိးတခါအဂီၢ်ဒီးကလီၤဆီစ့ၢ်ကိးအသးလၢလီၢ်တဲစိအ
 တၢ်မၤစၢၤအပူၤဟ့ၣ်တၢ်တဖၣ်အဘၢၣ်စၢၤစ့ၢ်ကိးန့ၢ်လီၤ. တၢ်ကိးဆူ '1800'
 အနီၣ်ဂံၢ်တဖၣ်လၢနဟံၣ်အလီၢ်တဲစိန့ၢ်အပူၤတအိၣ်ဘၣ်.
 တၢ်ကိးလၢကမျၢၢ်ဒီးလီၤတဲစိစိစုတဖၣ်ဘၣ်တဘၣ်တၢ်ကမၤနီၣ်ဃာ်တၢ်ဆၢကတီၢ်ဒီးတၢ်ကယုၤအပူၤလၢအအါတခါသ့
 လီၤ.

တၢ်ဘိးဘၣ်ဟံၣ်ဖျါ-

တၢ်ဂ့ၢ်တၢ်ကျိၤလၢအဟံၣ်ဃုာ်လၢတၢ်ထုးထီၣ်ရၤလီၤတခါအံၤအပူၤန့ၢ်အတၢ်ပညိၣ်မ့ၢ်ထဲဒၣ်လၢတၢ်ကဟ့ၣ်တၢ်န့ၢ်ကျဲၤလၢ
 တၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတၢ်မၤစၢၤအတၢ်ဖဲတၢ်မၤတဖၣ်အဂီၢ်ဧၤလီၤ.
 တၢ်အံၤမ့ၢ်နမူဒါလၢနကဆၢတံၢ်မ့ၢ်နအဲၣ်ဒီးပတံထီၣ်ဝဲဒၣ်လၢတၢ်ဟ့ၣ်အလဲတခါအဂီၢ်ဧၤဒီးမ့ၢ်တၢ်ကတီၣ်ထီၣ်လံာ်ပတံ
 ထီၣ်တခါလၢအဘၣ်ထွဲဒီးနတၢ်အိၣ်သးလီၤလီၤဆီဆီဧၤန့ၢ်လီၤ.



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**

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**
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **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**

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**

For more information

- go to **servicesaustralia.gov.au/feedback** for more information in English
- go to **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.