



Malalamiko na maoni

Maoni yako ni muhimu kwetu. Unaweza kufanya malalamiko, kutoa sifa au kutupa dokezo ili kutusaidia kuboresha huduma zetu.

Una haki ya kuomba ukaguzi wa maamuzi yetu. Unaweza kufanya hivi ikiwa hukubali na uamuzi kuhusu malipo, huduma au deni unayopata kutoka Medicare, Centrelink au Child Support.

Kwa maelezo kuhusu mchakato wetu wa ukaguzi na rufaa, nenda kwa **servicesaustralia.gov.au/reviewsandappeals**

Iwapo wewe ni mtaalamu wa biashara au afya, unaweza kutupa maoni au fanya lalamiko.

Jinsi ya kufanya lalamiko, dokezo au sifa

Iwapo unataka kufanya lalamiko au kutoa dokezo au sifa, unaweza kuzungumzia na wafanyakazi wetu. Ikiwa hufurahi na jibu lao, unaweza kuzungumza na meneja yao.

Unaweza kupiga:

- simu yetu ya Malalamiko na Maoni kwenye **1800 132 468**
- National Relay Service ikiwa wewe ni kisiwi, una shida ya kusikia au una ulemavu wa kunena. Nenda kwa **communications.gov.au/accesshub/nrs**
- mmojawapo wa nambari zetu za simu za kimataifa ikiwa wewe ni nje ya nchi. Ili kupata orodha ya nambari zetu za simu za kimataifa, nenda kwa **servicesaustralia.gov.au/internationalphone**

Tujulishe ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure.

Unaweza pia kutoa maoni kwa kutumia akaunti yako ya myGov, kukamilisha fomu ya mtandaoni au kututuma barua. Kutuma post ni bure katika 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

Tafadhali kumbuka, ikiwa utatuma maoni au malalamiko kwa maandishi, inaweza tutachukua muda mrefu zaidi kujibu.

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

Tunachohitaji kutoka kwao

Tafadhali uwe wazi, sema ukweli na tujulisha matokeo ambayo ungetaka. Tafadhali toa jina lako na nambari ya simu ikiwa unafanya lalamiko na unataka tuwasiliane nawe juu lake. Usipotoa jina lako na nambari ya simu, hatataweza kukujibu.

Jinsi tutakavyojibu

Tunalenga kutatua malalamiko katika siku 10 za kazi. Ikiwa hatuwezi kutatua lalamiko lako, tutaeleza kwa nini na kukujulisha chaguzi zako zingine.

Ikiwa tunahitaji kukupiga simu, itakuwa kutoka nambari ya kibinafsi.

Wakati gani kuwasiliana na Mchunguzi Mkuu

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

Kwa habari zaidi

- nenda kwa servicesaustralia.gov.au/feedback kwa maelezo zaidi katika Kiingereza
- nenda kwa servicesaustralia.gov.au/yourlanguage unapoweza kusoma, kusikiliza au kutazama video yenye habari katika lugha yako
- piga simu kwa **131 202** kuongea nasi katika lugha yako kuhusu malipo na huduma ya Centrelink
- Piga simu kwa **132 011** kwa Medicare na **131 272** kwa Child Support. Tujulisha ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure
- tembelea kituo cha huduma.

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

Kanusho

Maelezo yaliyomo katika chapisho hili yanakusudiwa kama mwongozo pekee wa malipo na huduma. Ni wajibu wako kuamua kama ungependa kuomba malipo na kufanya maombi kuhusiana na hali yako mahususi.



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.

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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.