



တၢ်န့ၣ်ကျဲလၢတၢ်ကကိးပလုၢ်လၢထူသန့အါမံၤအလီၤတဲစိအတၢ်

မၤၤၤ

ပအိၣ်ဒီးတၢ်မၤၤၤတဖၣ်ဒီးတၢ်ဂ့ၢ်တၢ်ကျိၤလၢန့ၣ်ကျိၣ်လၢကမၤၤၤန့ၣ်လီၤ.

နကတိၤတၢ်ဒီးပုၤတဂၤလၢန့ၣ်ကျိၣ်ဘၣ်ဃး Centrelink အတၢ်ဟ့ၣ်အလဲဒီးတၢ်မၤၤၤတဖၣ်ဒီးဖျိတၢ်ကိးဝဲဒၣ် **131 202** မ့ၢ်ဆၣ်တုၤမ့ၢ်ဖိဖး, စးထီၣ်ဂီၤ 8 န့ၣ်ရံၣ်တုၤဟၢ 5 န့ၣ်ရံၣ်န့ၣ်သ့လီၤ.

လဲၤဘၣ်ဆူပှ်ယဲၤသန့ servicesaustralia.gov.au/yourlanguage ဖဲနဖး, ကွၢ်မ့တမ့ၢ် ကန့ၣ်ဝဲဒၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဘၣ်ဃး ပတၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတၢ်မၤၤၤတဖၣ်လၢကျိၣ်အါန့ၢ် 65 ကျိၣ်န့ၣ်သ့လီၤ.

မ့ၢ်တၢ်ကကတိၤတၢ်ဒီးပုၤတဂၤလၢန့ၣ်ကျိၣ်ဖဲနကိးပုၤလၢ 131 202 န့ၣ်ကသ့ဒ်လဲၣ်

- နကန့ၣ်ဟ့ၣ်ဘၣ်တၢ်ကစီၣ်တခါလၢအဲကလံးအကျိၣ်လၢကသံကွၢ်န့ၣ်လၢနကထၢန့ၣ်လီၤန customer access number (ပုၤသ့တၢ်အတၢ်မၤန့ၣ်သ့တၢ်အနီၣ်ဂံၢ်) (CAN) န့ၣ်လီၤ. နကသ့ၣ်ညါတၢ်အံၤဒ်န customer reference number (ပုၤပုၤသ့တၢ်အတၢ်ကွၢ်သယဲၤအဂီၢ်ဂံၢ်) (CRN) န့ၣ်လီၤ. နထံၣ်န့ၢ်အီၤလၢလံာ်ပရၢတဘျီလၢလၢပဆၢန့ၢ်န့ၣ်အပူၤန့ၣ်သ့လီၤ. ထၢန့ၣ်လီၤနီၣ်ဂံၢ် 9 လၢတပၣ်ဃုာ်ဒီးလံာ်ဖျါလၢအကတၢ်ဘၣ်န့ၣ်တက့ၢ်.
- ဖဲနမ့ၢ်တဟ့ၣ်ဝဲဒၣ်န CRN, တၢ်ဩဃာ်တၢ်ကလုာ်ကသံကွၢ်န့ၣ်တၢ် 3 ဘျီလီၤ. မ့ၢ်ဝံၤနကန့ၣ်ဟ့ၣ်ဘၣ်-
 - 'What language please?' (နကျိၣ်မ့ၢ်ကျိၣ်မန့ၣ်လဲၣ်.)
 - တဲထီၣ်ဘၣ်နကျိၣ်လၢအဲကလံးကျိၣ် - 'Karen'
 - အကတဲထီၣ်ကျိၣ်လၢနတဲဘၣ်အီၤန့ၣ်လီၤ.
- တဲဘၣ် "Yes" ဖဲနမ့ၢ်န့ၣ်ဟ့ၣ်န့ၣ်ကျိၣ်အခါတက့ၢ်.
- ဖဲနမ့ၢ်တန့ၣ်ဟ့ၣ်န့ၣ်ကျိၣ်အခါ, စံးဘၣ် no တက့ၢ်. နကဘၣ်တၢ်မၤန့ၣ်လၢနကတဲထီၣ်န့ၣ်ကျိၣ်အသီတဘျီလီၤ.
- ဝံၤပကမၤနဆိၣ်လီၤနီၣ်ဂံၢ်တဖျါလၢနနီၣ်ဆိၣ်အလီၤအလီၤလၢတၢ်ကယုထၢတၢ်ဟ့ၣ်အလဲမ့တမ့ၢ်တၢ်မၤၤၤလၢန အဲၣ်ဒီးအီၤန့ၣ်လီၤ.

လၢနနီၣ်ဆိၣ်အလီၢ်န့ၣ်ဆိၣ်လီၤ-

1 – ဟံၣ်ဖိဃီမ့တမ့ၢ်ဖိသၣ်တၢ်ကွၢ်ထွဲအလဲတဖၣ်

2 – Jobseeker Payment, Special Benefit မ့တမ့ၢ်ဖဲန့ၣ်ဃုတၢ်မၤအဂီၢ်

3 – Youth Allowance, Austudy မ့တမ့ၢ်ဖဲန့ၣ်မၤလိတၢ်အဂီၢ်

4 – သးနီၢ်ခိကွၢ်ဂီၤတလၢတပျဲတဆူၣ်တချ့မ့တမ့ၢ်
ပုၤကွၢ်ထွဲကဟုကယၢ်တၢ်အလဲမ့တမ့ၢ်ဖဲန့ၣ်ဆူးဆါ, ဘၣ်ဒိမ့တမ့ၢ်ကဲပုၤကွၢ်ထွဲကဟုကယၢ်တၢ်တဂၤ

5 – Age Pension မ့တမ့ၢ်ဖဲန့ၣ်သးမ့ၢ်ပုၤဒိၣ်န့ၣ်ဒီး 65 နံၣ်

6 – SRSS (တၢ်န့ၣ်အိၣ်ဆိးထံကီၢ်တၢ်အိၣ်သးအစၢအတၢ်ဆိၣ်ထွဲအတၢ်မၤစၢၤတဖၣ်)

ဝံသးစူၤအိၣ်ခိးဘၣ်တုၤလၢပုၤမၤတၢ်ဖိအကရူၢ်ဖိတဂၤစံးဆၢနတၢ်ကိးန့ၣ်တက့ၢ်.

ဖဲန့ၣ်တၢ်တၢ်ဒီးပပုၤမၤတၢ်ဖိအခါသံကွၢ်ဘၣ်အဝဲသ့ၣ် လၢကသမံသမိးဘၣ်မ့ၢ်န့ၣ်တၢ်တၢ်န့ၣ်လီၤအီၤလၢနလံာ်
တြိၣ်အပူၤခါအဂီၢ်တက့ၢ်.

တၢ်အံၤကမၤစၢၤပုၤလၢတၢ်ကထံၣ်န့ၣ်န့ၣ်လၢခံတဘျီဖဲန့ၣ်ပုၤမ့တမ့ၢ်ဟဲအိၣ်သကိးပုၤအခါန့ၣ်လီၤ.

တၢ်မၤစၢၤဆူညါ

န့ၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤဖဲန့ၣ်လဲၤအိၣ်သကိးပတၢ်မၤစၢၤအလီၢ်ခါသးတဖၣ်န့ၣ်သ့လီၤ. န့ၣ်ပုၤကတိၤကျိး
ထံတၢ်တဂၤဖဲန့ၣ်ကိး Medicare လၢ **132 011** ဒီး Child Support လၢ **131 272** အခါန့ၣ် သ့လီၤ. ပျဲပပုၤမၤတၢ်ဖိ
သ့ၣ်ညါဒီးအဝဲသ့ၣ်ကရဲၣ်ကျဲၤကလီၢ်န့ၣ်တဂၤလီၤ.

ဖဲန့ၣ်လိၣ်ဘၣ်လံာ်တီၤလံာ်မီၤလၢတၢ်ကျိးထံဟံၣ်အတၢ်မၤစၢၤလၢနကယုထီၣ်တၢ်ဟ့ၣ်အလဲတခါမ့တမ့ၢ်တၢ်မၤစၢၤတခါန့ၣ်,
ပရဲၣ်ကျဲၤကလီၢ်န့ၣ်အီၤသ့စ့ၢ်ကိးလီၤ. ထဒၣ်ဒုးသ့ၣ်ညါဘၣ်ပုၤဖဲန့ၣ်ဟဲအိၣ်သကိးမ့တမ့ၢ်ကိးပုၤအခါတက့ၢ်.

မၤနီၣ်-တၢ်ကိးလၢနဟံၣ်အလီၢ်တဲစိဆူ'13' အနီၢ် ဂံၢ်တဖၣ်လၢတၢ်လီၢ်တခါလၢလၢအိးစတြဲလယါအပူၤန့ၣ်တၢ်ဃု
အပူၤလၢအိၣ်ဒီးအယုၢ်လၢအသံတခါတက့ၢ်. တၢ်အယုၢ်သ့ၣ်တဖၣ်အံၤကလီၢ်ဆီလိာ်အသးလၢလီၢ်ကဝီၤအတၢ်ကိး
တခါအဂီၢ်ဒီးကလီၢ်ဆီစ့ၢ်ကိးအသးလၢလီၢ်တဲစိအတၢ်မၤစၢၤအပူၤဟ့ၣ်တၢ်တဖၣ်အဘၣ်စၢၤစ့ၢ်ကိးန့ၣ်လီၤ. တၢ်ကိးဆူ

'1800' အနီဂံင်တဖျာ်လၢနဟံင်အလီတဲစိန့အ ပ္တတအိင်ဘၣ်. တၢ်ကိးလၢကမျၢါဒီးလီတဲစိစိစုတဖျာ်ဘၣ်
တဘၣ်တၢ်ကမၤနီၣ်ဃာ်တၢ်ဆၢကတီၢ်ဒီးတၢ်ကဃုအပ္ပၤလၢ အအါတခါသ့လီၤ.



Guide to calling our multilingual phone service

We have services and information in your language to help you.

You can speak to someone in your language about Centrelink payments and services by calling **131 202** Monday to Friday, from 8 am to 5 pm.

Go to our website servicesaustralia.gov.au/yourlanguage where you can read, watch or listen to information about our payments and services in over 65 languages.

How to speak to someone in your language when you call us on 131 202

- You will hear a message in English asking you to enter your customer access number (CAN). You may know this as your customer reference number (CRN). You can find it on any letter we sent you. Enter the 9 digits without the letter on the end.
- If you do not give your CRN, the recording will ask you for it 3 times. You will then hear:
 - 'What language please?' (What language please?)
Say your language in English - 'Karen'
 - It will repeat the language you said.
- Say 'Yes' if you hear your language.
- If you don't hear your language, say no. You will be asked to say your language again.
- We will then ask you to press a number on your keypad to choose the payment or service you want.

On your keypad press:

- 1 – Family or child care payments
- 2 – Jobseeker Payment, Special Benefit or if you are looking for work
- 3 – Youth Allowance, Austudy or if you are studying
- 4 – Disability or carer payments or if you are sick, injured or a carer
- 5 – Age Pension or if you are older than 65 years of age
- 6 – SRSS (Status Resolution Support Services)

Please wait until a staff member answers your call.

When you speak to our staff ask them to check if your language is added to your file. This will help us to find your language next time you call or visit us.

More help

You can ask for an interpreter when you visit our service centres. You can also ask for an interpreter when you call Medicare on **132 011** and Child Support on **131 272**. Let our staff know and they will arrange one for free.

If you need documents translated to help you claim a payment or service, we can also arrange it for free. Just let us know when you visit or call.

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.