



Añárar hoek-zubani phún or hédmot ot koól gorár raábari

Tuñáre modot goríbolla añáratu tuñár zuban ot hédmot ókkol adde maalumát asé.

Centrelink thiñyadiya ókkol adde hédmot ókkol cómmonde tuñár zuban ot kiyór loi tuñí hotá hoói faribá Cómbar ottu Cúkkurbar, bíinna 8 baze loti háñzinna 5 baze fuijonto **131 202** ot koól goríyore.

Añárar wébsait servicessaustralia.gov.au/yourlanguage ot zaisó zeçé tuñí 65 zuban ot añárar thiñyadiya ókkol adde hédmot ókkol cómmonde maalumát forí, saái yáto fúni faribá.

Zehón tuñí añárare 131 202 ot koól goríba, kiyór loi tuñár zuban ot keén gorí hotá hoibá

- Tuñí English ot ekkán meséij fúniba, ziyáne tuñáre hoibó tuñár customer access number (CAN) - gaák or gólooni nombór) gólaibolla. Tuñí ibáre tuñár customer reference number (CRN) hísafe zanifaribá. Añára difeçáiyide zehonó ciñçít tuñí híba faiba. Akhérit aséde hórof sára 9 wá gonti hórof gólo.
- Zodi tuñí nizer CRN nodilé, rekóding e tuñáttú híba tin bar magibó. Tarfore tuñí fúniba:
 - 'What language please?' (Meérbanigorí tuñár zuban kí?)
Tuñár zuban kí English ot hoó - 'Rohingya'
 - Tuñí hoiyóde zuban oré híane duaraibó.
- 'Yes' hoó, zodi tuñí tuñár zuban fúno.
- Zodi tuñí tuñár zuban nofúno, toíle no boli hoó. Tuñáre huázaibo tuñár zuban fítin hoibólla.
- Tarfore tuñí soódde thiñyadiya yáto hédmot basíbolla tuñár nombór-gór ot oggúá nombór sibibólla añára tuñáre hoiyúm.

Tuñár nombór-gór ot sibo:

- 1 – Fémili yáto fuwar kérmos or thiñyadiya ókkol
- 2 – Jobseeker Payment, Special Benefit yáto zodi tuñí ham tuwoódde óile
- 3 – Youth Allowance, Austudy yáto zodi tuñí fonná foróode óile
- 4 – Maazuri yáto kérmosgar or thiñyadiya ókkol yáto zodi ocúikka, zohóm faiya yáto ekzon kérmosgar óile
- 5 – Age Pension yáto zodi tuñí 65 bosór boc ottúnaro burá óile
- 6 – SRSS (Táka Kaanuni Gorár Modoti Hédmot Ókkol)

Ekzon soñijja sáñti ye tuñár koól dóre fuijonto entezar goró.

Zehón tuñi añárar soñijja loi hotá hoibá hítarattu fusár goró tuñár zuban gúa tuñár fáil ot tulá giyyéne. Sárme bar tuñi añárare koól goríle yáto ziyarot goríle tuñár zuban tuwaité híane añárar modot goríbo.

Beec modot

Añárar hédmoti morkoz ókkol ot tuñi zehón ziyarot goríba tuñi ekzon buzái doiya magi faribá. Zehón tuñi Medicare óre **132 011** ot ar Child Support ore **131 272** ot koól goríba tuñi ekzon buzái doiya magi faribá. Añárar soñijja ré zanaido ar hítara tuñálla ek zon mana entezam gorí difaribó.

Oggúa thiñyadiya yáto ekkán hédmot dabi goríte tuñár modot goríbolla dokumén ókkol torjoma gorár tuñáttu zorurot óile, añára hían ó maana entezam gorí fariyúm. Bana añárare zanaidibade zehón tuñi ziyarot goríba yáto koól goríba.

Yaadraikkó: tuñár gór or phún óttu '13' nombór ókkol ót Australiar zehonó zaga ttú koól ókkol ólla dóijja dam asé. Oggúa mokami koól or dam loi dor híba forók óitfare ar thelifún hédmot doiya ókkol ór dormiyanot ot forók óitfare. Tuñár górgua phún óttu '1800' ot koól ókkol maana. Umumi ar mubáil phún ókkol óttu koól ókkol ór thaim gonazaibo ar usol dame dam dóra zaitfare.



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 - 'Rohingya'
 - 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.