



# Hage kuu sharaxaya sida aad u wici karto adeegeena telefoonka ee luqadaha kala duwan

Waxaan kuu haynaa adeegyo iyo macluumaad ku qoran luqadaada si ay kuu caawiyaan.

Waxaad qof kula hadli kartaa luqadaada adoo kala hadlaya wixii ku saabsan lacagaha Centrelink iyo adeegyada adoo wacaya **131 202** Isniinta ilaa Jimcaha, laga bilaabo 8-da subaxnimo ilaa 5-ta galabnimo.

Booqo boggeena internet ka [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) halkaas oo aad ku akhrin karto, ku daawan karto ama aad ka dhegaysan karto macluumaadka ku saabsan lacag bixintayada iyo adeegyadayada in ka badan 65 luqadood.

## Sida aad qof ugula hadli karto luqadaada marka aad naga soo wacdo 131 202

- Waxaad maqli doontaa fariin Ingiriisi ah taas oo lagugu weydiinayo inaad geliso customer access number (lambarka lagu aqoonsado macmiilka) (CAN). Waxa laga yaabaa inaad kaas u taqaan customer reference number (lambarka tixraaca macaamiisha) (CRN). Waxaad ka heli kartaa warqad kasta oo aan kuu soo dirno. Geli 9-ka nambar oo keliya adiga oon raacineyn xarafka u dambeeya.
- Haddii aadan siin CRN kaaga, codka la duubay ayaa 3 jeer ku weydiin doona. Markaas kabacdi ayaa waxaad maqli doontaa:
  - 'What language please?' (Fadlan luqaddee?)  
Luqadaada ku dheh Ingiriis - 'Somali'
  - Luuqada aad sheegatay ayaa dib lagu maqashiin doonaa.
- Dheh 'Yes' haddii aad maqasho luqadaada.
- Haddii aadan maqlin luqadaada, no dheh. Waxaa hadana markale lagu weydiin doonaa inaad sheegto luuqada aad ku hadasho.
- Markaas kabacdi ayaa waxaan ku dhihi doonaa taabo nambar si aad u doorato lacag bixinta ama adeegga aad rabto.

Nambarada taleefankaaga riix:

1 – Lacagaha daryeelka qoyska ama ilmaha

2 – Jobseeker Payment, Special Benefit ama haddii aad shaqo raadinayso

3 – Youth Allowance, Austudy ama haddii aad wax baranayso

4 – Lacagaha loogu talagalay dadka naafada ah ama daryeelaha ama haddii aad jiran tahay, dhaawacantay ama aad daryeele tahay

5 – Age Pension ama haddii aad ka weyn tahay 65 sano

## 6 – SRSS (Adeegyada Taageerada Xallinta Xaaladda)

Fadlan sug ilaa inta uu qof shaqaale ah ka jawaabayo.

Markaad la hadasho shaqaalaheena waydii inay luuqada aad ku hadasho kuugu dareen faylkaaga oo ay kuu diiwaangeliyeen. Tani waxay naga caawin doontaa inaan helno luqadaada marka xigta ee aad na soo wacdo ama aad na soo booqato.

### **Caawimaad dheeraad ah**

Waxaad codsan kartaa turjubaan markaad soo booqato xarumaheena adeegga. Waxaad sidoo kale codsan kartaa turjubaan markaad Medicare kawacdo **132 011** iyo Child Support markaad kawacdo **131 272**. U sheeg shaqaalaheenna inaad turjubaan u baahan tahay waxayna ku diyaarin doonaan mid lacag la'aan ah.

Haddii aad u baahan tahay in dukumeentiyo qoraal ah lagu fasiro si ay kaaga caawiyaan inaad dalbato lacag-bixin ama adeeg, waxaanu sidoo kale ku diyaarin karnaa qof lacag la'aan kuugu fasira. Keliya un noo sheeg marka aad nasoo booqato ama aad nasoo wacdo.

Fiiro gaar ah: marka aad taleefankaaga guriga kasoo wacayso taleefanada nambarkooda ay ka bilaabanayaan '13' lacaga laguugu dalacayo waa isku wada mid meel kasta oo Australia gudaheeda ah ee aad wacayso. Qiimahaasi waxa laga yaabaa inuu ka duwan yahay qiimaha wicitaanka maxaliga ah sidoo kalena shirkadaha adeega bixiya way ku kala duwanaan karaan qiimaha. Marka aad taleefankaaga guriga ka wacayso lambarada ay ka biloowdaan '1800' waa lacag la'aan. Markaad wax ka wacayso taleefanada dadweynaha iyo moobaylada gacanta waxaa laga yaabaa in waqti go'an lagu qabto sidoo kalena qiimuhu uu aad u sarreeyo.



## 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](https://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 - 'Somali'
  - 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.