



# Kiongozi cha kupigia simu kwa huduma yetu ya simu ya lugha nyingi

Tuna huduma na taarifa katika lugha yako kukusaidia.

Unaweza kuzungumza na mtu katika lugha yako kuhusu malipo na huduma za Centrelink kwa kupigia simu kwa **131 202** Jumatatu hadi Ijumaa, kutoka saa 2 asubuhi (8 am) hadi saa 11 jioni (5 pm).

Nenda kwa tovuti yetu [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) ambapo unaweza kusoma, kutazama au kusikiliza tarifa kuhusu malipo na huduma zetu katika zaidi ya lugha 65.

## Jinsi ya kuzungumza na mtu katika lugha yako unapopiga simu kwetu kwa 131 202

- Utasikia ujumbe katika Kiingereza kukiomba uingie customer access number (CAN). Huenda ujue hii kama customer reference number (CRN) yako. Unaweza kuiona kwenye barua yoyote tunayotumia kwako. Ingiza tarakimu 9 zile bila herufi ya mwishoni.
- Usipotoa CRN yako, rekodi ya sauti itakuuliza kwa namba hii mara tatu. Kisha utasikia:
  - 'What language please?' (Lugha ipi tafadhali?)  
Sema lugha yako katika Kiingereza - 'Swahili'
  - Itarudia lugha uliyosema.
- Sema 'Yes' ikiwa unasikia lugha yako.
- Usiposikia lugha yako, sema no. Utaulizwa kusema lugha yako tena.
- Kisha tutakuomba ubonyeze namba fulani kwenye kibodi chako ili kuchagua malipo au huduma unayotaka.

Kwenye kibodi chako bonyeza:

1 – Malipo ya familia au ya matunzo ya watoto

2 – Jobseeker Payment, Special Benefit au ikiwa unatafuta kazi

3 – Youth Allowance, Austudy au ikiwa unasoma

4 – Malipo ya ulemavu au mtunzaji au ikiwa wewe ni mgonjwa, mjeruhi au mtunzaji

5 – Age Pension au ikiwa una umri kubwa zaidi ya miaka 65

6 – SRSS (Huduma za Kusaidia Kutatua Hali)

Tafadhali subiri hadi mfanyakazi anajibu simu yako.

Wakati unapozungumza na mfanyakazi wetu umwulize kuangalia kama lugha yako imeongezekwa kwenye faili yako. Hii itatusaidia kupata lugha yako wakati ujao unapotupigia simu au kutembelea kwetu.

## **Msaada zaidi**

Unaweza kuomba kupata mkalimani wakati unapotembelea vituo vyetu vya huduma. Unaweza pia kuomba kupata mkalimani wakati unapopiga simu kwa Medicare kwa **132 011** na Child Support kwa **131 272**. Wajulishe wafanyakazi wetu na watapanga mmoja bila malipo.

Ikiwa unahitaji nyaraka kutafsiriwa ili kukusaidia kudai malipo au huduma, tunaweza pia kupanga hii bila malipo. Tujulisha tu wakati unapotutembelea au kupiga simu.

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 na 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.



# 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 - 'Swahili'
  - 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.