



Tɔŋ baai ku tɔŋ kɔc baai - Lë bukku kɔc kuɔɔny yedi

Cɔl 000 naa tɔu tē rac

Yeenö ye tɔŋ baai ku tɔŋ de kɔc baai

Tɔŋ baai ku tɔŋ de kɔc baai ee gɛɛr de aciëëk ye tɔŋ looi, kɔc waai, kedɛŋ lueel nē riel wëlë/ka bī yī gël, wëlë/ka bī raan cɔk riöc.

Lë bukku kɔc kuɔɔny yedi

Naa tɔu wëlë/ka raa dët ŋic ke tɔu nē tɔŋ baai ku tɔŋ de kɔc baai yic, wɔ lë bukku yī kony nē cuetpiny de wëu ku kä yeke gaam. Yīn lë ba jam ëya dët wenë raan lui tēde raan ëbën.

Abukku tīŋ naa ba wëu yök tēnē wuɔɔk, cīt mēn de kuɔɔny de wëu wëlë/ka Crisis Payment.

Rëërë Apieth naa päkë

Naa ca juuir ke yīn bī mäath pääk ë ka thiekic ba naŋ athiaan de käku ku ba nyuɔɔth naadë ke wëlku aatɔu apieth.

Kuany kee kuɛɛr thiekiic käke cök bīkë yī kony ku wël ke guɔpdu bīkë tɔu apieth naa päkë.

1. Waar nimraa yīnke käku liep ku jal yaa (nimra yenë yī ŋic) mēn ye cɔl (personal identification numbers) (PINs)

Nyuɔɔthë naadë ke yīn cī nimraa ku personal identification numbers (PINs) de myGov du waar ku gɛɛr de käke aliiric. Lɔc nimraa wäac yiic wëlë/ka wël yenë ke liep lë bīkë yiic riel tēnɔŋ kɔc naa meekë keek. Yekënë aye nyuɔɔth naadë ke yīn ë kee yeen yök yitök. Yīn lë ba nimraa juëc ke liëp thiëc nē kä kuun cīke tɔɔu yiic bīkë wëlku gël.

2. Tīŋ ajuiir kuun cīke looi

Naa nɔŋ raan kony yīin nē Centrelink, Medicare wëlë/ka Child Support, ke yīn kɔɔr ba ye ajuiir kënë tīŋ ke pieth. Naa yee yök ke ajuiir kënë abī yīin tääu tē rac, cɔl wuɔɔk bukku ajuiir kënë waar wëlë/ka bukku cɔk käac ago raan dëtë wëlku cīi yök.

3. Cökë tände tē tɔu yīn thīn piny wenë wuɔɔk

Ke yīn ŋot ke yī kēc gɛɛr de wël ke guɔpdu cökpiny ke yīn kɔɔr ba Medicare, Centrelink ku Child Support cɔl ë ke wäac yiic ku thiëc wuɔɔk bukku kä kuun cīke tɔɔu tekiic ku bukku tän duun tɔu yīn thīn cökpiny. Yekënë ee acän bī mony/tīŋ thæɛrdu kä kuun ye jöt cīi tīŋ. Naa cukku kä kuun cīke tɔɔu tekiic, ke yīn bī wɔ thiëc bukku wëlke guɔpdu jal cökpiny cīt mēn de telepundu wëlë/ka tē ceŋ.

4. Tuɔɔcë rɔt ku mīthku wëlë/ka kɔc rëërë nē yīin tēde kan de Medicare ye jöt

Ke yīn kēc gɛɛr de wëlke guɔpdu goa cökpiny wenë Medicare ke yīn kɔɔr ba rɔt ku mīthku wëlë/ka kɔc rëërë nē yīin tuɔɔc tēde kan de Medicare ye jöt. Yekënë ee bī gɛɛr de raan kɔɔr bī wëlkuun ye jöt tīŋ nyaai, tē ceŋ ye jöt ku gɛɛr de kä yeke gām yīin ku mīthku bīke luöi.

5. Cökë kä kuun ke gän de Medicare Safety Net piny

Acän ba wɔ cɔk käac bukku raan cī kuany ba cɔl lëk tēnɔŋ paandu nē biäk de wëër/gëër de käku ke yīn kɔɔr ba raan duun thæɛr ca thiaak nyaai wëlë/ka raan de baai tɔu nē gän de rin ë Medicare Safety Net yic.

6. Tiŋ rot, menhdu wëlë/ka koc rëër kenë yïin men nɔŋkë My Health Record ku yeeŋa lë bï ye yök

Naa yï, menhdu wëlë/ka raan rëër ke yïin nɔŋkë My Health Record aalë bikë yiic naŋ nimraa, cit men de të duöŋ ceŋ/rëër yïn thïn. Naa bï yekënë paandu tääu të rac, cɔl telepun de kuɔny de My Health Record në **1800 723 471**.

7. Nyuɔthë naadë ke yïn nɔŋ tëde tɔɔu ë wëu tɔu në rinku

Ba wëuku cɔk tɔu apieth, ke yïn kɔɔr akoun de tɔɔu de wëu tɔu në rinku yetök. Naa kɔɔr wuɔk bukku ye tuɔc wëu në yen akoun kënë, yïn kɔɔr ba kākun ke beŋ waar peei kenë Medicare, Centrelink ku Child Support.

Naa cïn akuon pieth ku cï gël në rinku, yïn thiëcku ba wuɔk cɔl ku wo bï kã kuɔn tɔu kenë wuɔk tiŋ, cit men de Electronic Benefit Transfer card.

8. Nyuɔthë naadë ke yïn nɔŋ wereek ye yïin nyuɔth

Ba wëu yök wëlë/ka kã yeke gaam ke wo bï wereek kuun ye yïn nyuɔth thiëc. Yekënë alë bï yic naŋ wereŋ duun de gëër, wereŋ de dhiëëth, wereŋ de cãth, ImmiCard, kan de beŋ wëlë/ka myID.

Naa liu wereek kuun ye yïn nyuɔth ke wo ɲot ke yïn bukku kuɔny. Cɔl wuɔk ku wo bï luui kenë yïin bukku kuɛer kök bëi.

Naa kɔɔr wël juëc

- Lɔɔr tënë servicesaustralia.gov.au/domesticviolence wëlë/ka servicesaustralia.gov.au/keepinformationsafe naa kɔɔr wël në Thonë Dïŋliith.
- Lɔɔr tënë servicesaustralia.gov.au/yourlanguage ago ya lo kuen, ba ya lo piŋ, wennë ba ya lo daai në wël cï keek göör në thonj de paanduŋ.
- Yuöpe/cɔl **131 202** ba jam wennë wuɔk në thonj de kë de wëu ke centrelink ku jol ya loilooi kök peei yukku keek yiën koc.
- Cɔl wuɔk në biäk de Medicare ku Medicare Safety Net në **132 011**. Cɔk nyicku naa kɔɔr raan de wëër wël yiic, ku wo bï raan tøk juiir tënë abac.
- Cɔl Child Support në **131 272**. Cɔk nyicku naa kɔɔr raan de wëër wël yiic, ku wo bï raan tøk juiir tënë abac
- Nem ɣän ke luoi.

Naa kɔɔr kuɔny ba wël kuɔn ke custoiny de wëu deetiic ku kã yukku keek gaam, ë ka nɔŋ kuɛer juëc lë bïn ke loc thïn tɔu. Yïn lë ba wo thiëc naa jam wenë wuɔk.

Kuɔny bö tënë ɣän kök

Anɔŋ ɣän kök lë bikë yïin kony në jiëëm de nhom, kuɔny ku jiëëm de wël.

Në këde jiëëm de nhom ku kuɔny në theer kaa 24 yiic në kööl, nïn kaa 7 në wikic, cɔl 1800RESPECT në **1800 737 732**. Yïn lë ba agamlöŋ thiëc.

Yen Leaving Violence Program ee wëu ku kuɔny dët gãm koc päl koc keen ye tɔŋ looi cikë ke thiaak. Naa kɔɔr wël juëc cɔl **1800 253 283** ku thiëc agamlöŋ, wëlë/ka loor tënë leavingviolenceprogram.org.au/resources-other-languages

Reec de Löŋ

Wël cï keek guötbei ëtënë, aci juiir ke bennë koc ya nyuöth yetök në tən bennë wëu ya cuat piny ku jol ya të bennë luoi ya yiën koc. Abi ya löŋduöŋ cï tääu në yi yeth ago naa ca yekënë ya tak

cī tē koor bīn ya thiöŋ nē athöör bennē yīn ya lo miöcc nē wëu ke kusony ku jol ya kueer bīn ye
athöör kennē ya thiääŋ thīn ke thiäk ke tēn tōnnē piirdu thīn.



Family and domestic violence – how we can help

Call 000 if you are in immediate danger

What is family and domestic violence

Family and domestic violence is any behaviour that is violent, threatening, forceful or controlling, or makes a person feel scared.

How we can help

If you or someone you know is affected by family and domestic violence, we can help with payments and services. You can also speak with a social worker.

We will check if you can get a payment from us, such as an income support payment or Crisis Payment.

Stay safe when separating

If you are planning to end a relationship it is important to protect your privacy and make sure your information is safe.

Follow these important steps when separating to help keep you and your personal information safe.

1. Change your passwords and personal identification numbers (PINs)

Make sure you change any passwords and personal identification numbers (PINs) for your myGov and any other online accounts. Choose different passwords or passphrases that are hard for people to guess. This will make sure only you have access. You can also ask for more passwords on your records to protect your information.

2. Check your acting arrangements

If you have someone helping you with Centrelink, Medicare or Child Support, you need to consider if this arrangement is still safe. If you feel this arrangement could put you at risk, call us to change or end the arrangement so the other person cannot access your information.

3. Update your relationship status with us

Before you update any personal information you will need to call Medicare, Centrelink and Child Support separately and ask us to separate your records and update your relationship details. This is so your ex-partner can't see your new details. After we have separated your records, you can ask us to update your personal information like your phone number or address.

4. Transfer yourself and your children or dependents to a new Medicare card

Before you update any of your personal details with Medicare you need to transfer yourself and your children or dependents to a new Medicare card. This is to stop anyone seeing your new contact details, new address and any services you and your children use.

5. Update your Medicare Safety Net registration

To stop us notifying the nominated contact person for your family about the change in your details you will need to remove your ex-partner or family member from your Medicare Safety Net registration.

6. Check if you, your children or dependants have a My Health Record and who can access it

If you, your child or dependants have a My Health Record it may contain contact details, such as your address. If this could put your family at risk, call the My Health Record Help line on **1800 723 471**.

7. Make sure you have a secure bank account in your name

To keep your money safe, you should have a bank account in your name only. If you want us to send your payments to that account, you need to change your bank account details separately with Medicare, Centrelink and Child Support.

If you do not have a safe and secure bank account in your name only, please contact us and we can look at other options, such as Electronic Benefit Transfer card.

8. Make sure you have your personal identity documents

To get a payment or service we may ask for your personal identity documents. This could include your driver licence, birth certificate, passport, ImmiCard, bank card or myID.

If you do not have your identity documents we can still help you. Call us and we will work with you to find other options.

For more information

- Go to servicesaustralia.gov.au/domesticviolence or servicesaustralia.gov.au/keepinformationsafe for information in English.
- Go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language.
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call us about Medicare and Medicare Safety Net on **132 011**. Let us know if you need an interpreter and we will arrange one for free.
- Call Child Support on **131 272**. Let us know if you need an interpreter and we will arrange one for free.
- Visit a service centre.

If you need help to understand information about our payments and services, there are many options available. You can ask us when you talk to us.

Help from other places

There are other places that can help you with counselling, support and advice.

For counselling and support 24 hours a day, 7 days a week, call 1800RESPECT on **1800 737 732**. You can ask for an interpreter.

The Leaving Violence Program gives financial and other help to people leaving a violent partner. For more information call **1800 253 283** and ask for an interpreter, or go to leavingviolenceprogram.org.au/resources-other-languages

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.