



ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကး-မ့ၢ်ပမၤစၢၤကသ့ဒ်လဲၣ်

ကိးဘၣ် 000 ဖဲနမ့ၢ်အိၣ်လၢသတူၢ်ကလၢတၢ်လီၤ ပျံၤလီၤဘၣ်ယိၣ်အပူၤတက့ၢ်

တၢ်လၢဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကး မ့ၢ်မနုၤလဲၣ်

ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကးန့ၣ်မ့ၢ် တၢ်သကံၢ်ပဝးတမံၤလၢလၢအမ့ၢ်တၢ်မၤဆူၣ်တၢ်, တၢ်မၤပျံၤတၢ်, ဆိၣ်သနံးတၢ်မ့ၢ်တမ့ၢ်ဖိၣ်ဃိးတၢ်, မ့ၢ်တမ့ၢ် မၤပျံၤပူၤတဂၤန့ၣ်လီၤ.

မ့ၢ်ပမၤစၢၤကသ့ဒ်လဲၣ်

ဖဲနမ့ၢ်တမ့ၢ်ပူၤတဂၤလၢနသ့ၣ်ညါမ့ၢ်ဘၣ်ဒိဘၣ်ထံးခိဖျိဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကးန့ၣ်, ပမၤစၢၤလၢတၢ်ဟ့ၣ်အလဲဒီးတၢ်မၤစၢၤအတၢ်ဖဲးတၢ် မၤတဖၣ်အဂီၢ်သ့လီၤ. နကတိၤတၢ်ဒီးပုၤဂ့ၢ်ဝီအပူၤမၤတၢ်ဖိတဂၤသ့စ့ၢ်ကိး လီၤ.

ပကကွၢ်မ့ၢ်နဒီးန့ၣ်တၢ်ဟ့ၣ်မၤစၢၤအလဲတခါလၢပအိၣ်, အဒိဒ်သိးစ့တၢ်ဟဲန့ၣ်အတၢ်ဆိၣ်ထွဲတၢ် ဟ့ၣ်အလဲမ့ၢ်တမ့ၢ် Crisis Payment တခါခါကသ့ဒ်လဲၣ်လီၤ.

အိၣ်ဆိးပူၤပူၤဖျဲးဖျဲးဖဲလီၤဖးအခါ

ဖဲနမ့ၢ်ကျဲၤဟံၣ်လၢကဟံၣ်ပတုၢ်တၢ်ရဲလိာ်မုၢ်လိာ်တခါအခါအကါဒိၣ်လၢနဒိသဒါနတၢ်သဒိၣ်သဒါဒီးမၤလီၤတၢ်နတၢ်ဂ့ၢ်တၢ်ကျိၤန့ၣ်အပူၤဖျဲးန့ၣ်လီၤ.

လူၤဟိၣ်မၤထွဲတၢ်မၤအပတီၢ်အကါဒိၣ်သ့ၣ်တဖၣ်အံၤဖဲလီၤဖးအခါလၢတၢ်ကမၤစၢၤဟံၣ်နဒီးန့ၣ်တဂၤအဂ့ၢ်အကျိၤပူၤပူၤဖျဲးန့ၣ်တက့ၢ်.

1. ဆိတလဲနတၢ်ခူသ့ၣ်နီၣ်ဂံၢ်ဒီးနီၣ်တဂၤတၢ်ဟံၣ်ဖျါသ့အနီၣ်ဂံၢ်တဖၣ် (PINs) တက့ၢ်

မၤလီၤတၢ်နဆိတလဲနတၢ်ခူသ့ၣ်နီၣ်ဂံၢ်တခါလၢလၢဒီးနီၣ် တဂၤတၢ်ဟံၣ်ဖျါသ့အနီၣ်ဂံၢ်တဖၣ် (PINs) လၢ myGov ဒီးလီၤအဟံၣ်ယဲၤအစရီၤလၢအဂၤတမံၤလၢလၢတက့ၢ်. ဃုထၢတၢ်ခူသ့ၣ်နီၣ်ဂံၢ်လၢအတၢ်ဒ်သိးတဖၣ်မ့ၢ်တမ့ၢ်လံာ်ဖျါ ဖျိၣ်တဖၣ်လၢကီၤလၢပူၤတယၢ်ကသ့တဖၣ်တက့ၢ်. တၢ်အံၤကမၤလီၤတၢ်လၢထဲဒ်နတဂၤနအိၣ်ဒီးခွဲးယၢ်လၢက န့ၣ်လီၤန့ၣ်လီၤ. နယုန့ၣ်စ့ၢ်ကိးလၢတၢ်ကဟံၣ်တၢ်ခူသ့ၣ်အနီၣ်ဂံၢ်အါထီၣ်လၢနတၢ်မၤနီၣ်မၤယါတဖၣ်အဂီၢ်လၢတၢ်ကဒိသဒါနတၢ်ဂ့ၢ်တၢ်ကျိၤအဂီၢ်သ့လီၤ.

2. သမံသမီးဘဉ်ပုၤလၢအမၤတၢ်လၢန့ၢ်အိၣ်တၢ်ရဲၣ်ကျဲၤ ဟံတဖၣ်တက့ၢ်

ဖဲန့ၢ်အိၣ်ဒီးပုၤတၢ်လၢအမၤတၢ်လၢန့ၢ်အိၣ်ဒီး Centrelink, Medicare မ့တမ့ၢ် Child Support, န့ၢ်နကလိၣ်ဆိကမိၣ် ထီၣ်မ့ၢ်တၢ်ရဲၣ်ကျဲၤအံၤအပူၤဖျဲးဒီးလၢန့ၢ်ဂီၢ်ဒါန့ၢ်လီၤ. ဖဲန့ၢ်တူၢ်ဘဉ်လၢတၢ်ရဲၣ်ကျဲၤတခါအံၤမၤကဲထီၣ်တၢ်လီၤ ပျံၤလၢန့ၢ်ဂီၢ်န့ၢ်, ကိးဘဉ်ပုၤလၢတၢ်ကဆိတလဲ အိၣ်မ့တမ့ၢ်မၤကတၢ်တၢ်ရဲၣ်ကျဲၤမ့ၢ်ဒိးသိးပုၤအဂၤတၢ်မၤန့ၢ်သူန့ၢ် တၢ်ဂ့ၢ်တၢ်ကျိၤတန့ၢ်ဘဉ်အဂီၢ်တက့ၢ်.

3. မၤသီထီၣ်က့ၤန့ၢ်တၢ်ရဲၣ်လိာ်ဘဉ်ထွဲအတၢ်အိၣ်သးအဂ့ၢ်ဒီးပုၤတက့ၢ်

တချုးနမၤသီထီၣ်က့ၤန့ၢ်တၢ်ဂၤအဂ့ၢ်အကျိၤတမံၤလၢ်လၢ်ဒီး Medicare, Centrelink ဒီး Child Support တဖၣ်ဒီးယုထီၣ်လၢပကနီၤဖးန့ၢ်န့ၢ်တၢ်မၤနီၣ်မၤယါတဖၣ်ဒီးမၤသီထီၣ်က့ၤန့ၢ်တၢ်ရဲၣ်လိာ်ဘဉ်ထွဲအတၢ်ဂ့ၢ်လီၤ တံၢ်တဖၣ်န့ၢ်တက့ၢ်. တၢ်အံၤမ့ၢ်ဒိးသိးနမၤဝၤလၢညါတၢ်ထံၣ်န့ၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤအသီတခါအံၤတသ့ဘဉ်အဂီၢ်လီၤ. ဖဲပ နီၤဖးကွံာ်န့ၢ်တၢ်မၤနီၣ်မၤယါတဖၣ်မ့ၢ်ဝံၤန့ၢ်, နမၤပုၤလၢကဘဉ်မၤဘဉ်က့ၤန့ၢ်န့ၢ်တၢ်ဂၤအဂ့ၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤဒိးသိးလီၤတဲ စီနီၢ်ဂံၢ်မ့တမ့ၢ်အိၣ်ဆိးလီၤကျဲၤနီၢ်ဂံၢ် သ့လီၤ.

4. တၢ်ဆုၤယီၤနကစၢ်သးဒီးနဖိမ့တမ့ၢ်ပုၤဒီးသန့ၤထီၣ်သးလၢန့ၢ်ဆူ Medicare အသီတခါအပူၤ

တချုးနမၤသီထီၣ်က့ၤန့ၢ်တၢ်ဂၤအဂ့ၢ်အကျိၤတမံၤလၢ်လၢ်ဒီး Medicare န့ၢ်နကလိၣ်ဆုၤယီၤနကစၢ်ဒီးနဖိမ့တမ့ၢ်ပုၤ သန့ၤထီၣ်သးလၢန့ၢ်တဖၣ်ဆူ Medicare ကးအသီတဘဉ်အပူၤလီၤ. တၢ်အံၤလၢကဟံကတီၢ်ပုၤကိးဂၤထီၣ်ဘဉ်န တၢ်ဆဲး ကျိးလီၤတံၢ်အသီတဖၣ်, အိၣ်ဆိးလီၤကျဲၤနီၢ်ဂံၢ်အသီဒီးတၢ်မၤစၢၤအတၢ်ဖဲတၢ်မၤတမံၤလၢ်လၢန့ၢ်ဒီးနဖိ သ့အိၣ်န့ၢ်လီၤ.

5. မၤသီထီၣ်က့ၤန့ၢ် Medicare Safety Net အတၢ်ဆဲးလီၤမံၤတက့ၢ်

လၢတၢ်ကဟံကတီၢ်တၢ်ဒုးသ့ၣ်ညါပုၤတၢ်လၢအမၤတၢ်လၢန့ၢ်အိၣ်ဒီးလၢအကမ့ၢ်ပုၤလၢတၢ်ဆဲးကျိးအိၣ်လၢန့ၢ်ဟံၣ်ဖိယီဖိအဂီၢ်ဘဉ် ဃးတၢ်ဆိတလဲလၢန့ၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤလီၤတံၢ်အပူၤန့ၢ်နကလိၣ်ထုးကွံာ်နမၤဝၤလၢညါတၢ်မ့တမ့ၢ်ဟံၣ်ဖိယီဖိလၢန့ၢ် Medicare Safety Net တၢ်ဆဲးလီၤမံၤအပူၤလီၤ.

6. သမံသမီးဘဉ်ဖဲန့ၢ်, နဖိမ့တမ့ၢ်ပုၤဒီးသန့ၤထီၣ်သးလၢန့ၢ်အိၣ်ဒီး My Health Record ဒီးမ့ၢ်မတၢ်မၤန့ၢ်သူအိၣ် သ့လဲၣ်န့ၢ်တက့ၢ်

ဖဲန့ၢ်, နဖိမ့တမ့ၢ်ပုၤဒီးသန့ၤထီၣ်သးလၢန့ၢ်မ့ၢ်အိၣ်ဒီး My Health Record န့ၢ်အကအိၣ်ဒီးတၢ်ဆဲးကျိးလီၤတံၢ်တဖၣ် လၢအဒိးသိး နအိၣ်ဆိးလီၤကျဲၤနီၢ်ဂံၢ်န့ၢ်လီၤ. ဖဲတၢ်အံၤကဒုးကဲန့ၢ်ဟံၣ်ဖိယီဖိဒီးတၢ်လီၤပျံၤန့ၢ်, ကိးဘဉ် My Health Record တၢ်မၤစၢၤအလီၤကျိၤဖဲ **1800 723 471** တက့ၢ်.

7. မၤလီၤတံၢ်န့ၢ်အိၣ်ဒီးစ့တၢ်စရိလၢအအိၣ်လၢန့ၢ်မံၤလၢအပူၤဖျဲးတခါတက့ၢ်

လၢတၢ်ကဟံန့ၢ်ပူၤဖျဲးဖျဲးအဂီၢ်, နကြၢၤအိၣ်ဒီးစ့တၢ်စရိလၢအအိၣ်ထဲနမံၤတဖျၢၣ်ဒိးလီၤ. ဖဲန့ၢ်အဲၣ်ဒီးလၢပကဆုၤန့ၢ်တၢ် မၤစၢၤအလဲလၢန့ၢ်ဂီၢ်ဆူစရိတခါအံၤအပူၤန့ၢ်, နကလိၣ်ဆိတလဲစ့တၢ်စရိအဂ့ၢ်အကျိၤ လၢအလီၤဆိဒီး Medicare, Centrelink ဒီး Child Support န့ၢ်လီၤ.

ဖဲနစုတေးစရီလၢအပူၤဖျဲးဒီးဘိတ်ဘၢလၢအအိၣ်လၢနမံၤတခါဒီးမ့ၢ်တအိၣ်န့ၣ်, ဝံသးစူၤဆဲးကျိးဘၣ်ပုၤဒီး ပကကွၢ်ယု တၢ်ယုထၢလၢ အဂၤတဖၣ်,အဒိဒ် Electronic Benefit Transfer card န့ၣ်လီၤ.

8. မၤလီၤတၢ်နအိၣ်ဒီးနနီၣ်တဂၤအကွၢ်ပနီၣ်အလံာ်တီလံာ် မိတဖၣ်တက့ၢ်

လၢတၢ်ကမၤန့ၢ်တၢ်အလဲတခါမ့ၢ်တမ့ၢ်တၢ်မၤစၢၤန့ၣ်ပကယုနၤဒီးနနီၣ်တဂၤတၢ်မၤနီၣ်မၤယါအလံာ်အလဲတဖၣ် န့ၣ်လီၤ. တၢ်အံၤကဲဝဲဒၣ်နပုၤနီၣ်သိလ့ၣ်အလဲစ့ၣ်, အိၣ်ဖျဲၣ်လံာ် အုၣ်သး, လံာ်ခီကီၢ်, ImmiCard, စုတေးအကး မ့တမ့ၢ် myID သ့လီၤ.

ဖဲနကွၢ်ပနီၣ်အလံာ်အလဲမ့ၢ်တအိၣ်ဒၣ်လံာ်ပမၤစၢၤန့ၣ်လီၤ. ကိးဘၣ်ပုၤဒီးပကမၤသကိးတၢ်ဒီးနလၢတၢ်ကထံၣ်န့ၢ် တၢ်ယုထၢလၢအဂၤတဖၣ်န့ၣ်တက့ၢ်.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်

- လဲၤဘၣ်ဆူ servicesaustralia.gov.au/domesticviolence မ့တမ့ၢ် servicesaustralia.gov.au/keepinformationsafe လၢတၢ်ဂ့ၢ်တၢ်ကျိၤလၢအဲကလံးကျိၣ်အဂီၢ် တက့ၢ်.
- လဲၤဘၣ်ဆူ servicesaustralia.gov.au/yourlanguage တၢ်လီၤဖဲနဖး,ကန့ၣ်မ့တမ့ၢ်ကွၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢနကျိၣ်သ့န့ၣ်တက့ၢ်.
- ကိးဘၣ် **131 202** လၢတၢ်ကကတိၤတၢ်ဒီးပုၤလၢနကျိၣ်ဘၣ်သး Centrelink တၢ်ဟ့ၣ်ဘူးလဲတဖၣ်ဒီးတၢ်မၤစၢၤ အတၢ်ဖဲးတၢ်မၤအဂီၢ်တက့ၢ်.
- ကိးဘၣ်ပုၤဘၣ်သး Medicare ဒီး Medicare Safety Net **132 011** တက့ၢ်. ဒုးသ့ၣ်ညါဘၣ်ပုၤဖဲနမ့ၢ်က လိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤဒီးပကကျဲၤကလီၤန့ၣ်လီၤ.
- ကိးဘၣ် Child Support လၢ **131 272** တက့ၢ်. ဒုးသ့ၣ်ညါဘၣ်ပုၤဖဲနမ့ၢ်ကလိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ် တဂၤဒီးပကကျဲၤကလီၤန့ၣ်လီၤ
- လဲၤအိၣ်သကိးဘၣ်တၢ်မၤစၢၤအတၢ်ဖဲးတၢ်မၤအလီၢ်တခါတက့ၢ်.

ဖဲနမ့ၢ်ကလိၣ်ဘၣ်တၢ်မၤစၢၤလၢတၢ်ကန့ၢ်ပၢၢ်တၢ်ဂ့ၢ် တၢ်ကျိၤဘၣ်သးပတၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတၢ်မၤစၢၤ တဖၣ်အခါ, တၢ်ယုထၢတဖၣ်အိၣ်ဝဲဒၣ်အါကလုာ်လီၤ. နသံကွၢ်ပုၤဖဲနကတိၤတၢ်ဒီးပုၤအခါသ့လီၤ.

တၢ်မၤစၢၤလၢတၢ်လီၢ်အဂၤတဖၣ်

တၢ်လီၢ်အဂၤတဖၣ်လၢအမၤစၢၤန့ၣ်ယုဒီးတၢ်တၢ်ပိၣ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖး,တၢ်ဆိၣ်ထွဲဒီးတၢ်ဟ့ၣ်ကူၣ်န့ၣ်အိၣ်ဝဲဒၣ်လီၤ.

လၢတၢ်တၢ်ပိၣ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖးဒီးတၢ်ဆိၣ်ထွဲ တသီ 24 န့ၣ်ရံၣ်, တနွံ 7 သီ, ကိးဘၣ် 1800RESPECT လၢ **1800 737 732** တက့ၢ်. နယုန့ၢ်ပုၤကတိၤကျိးထံတၢ်တဂၤသ့လီၤ.

Leaving Violence Program ဟုတ်ကျိန်စွဲဒီးတမ်မၤစၢၤအဂၤဆူပုၤလၢအကဟ်တုၤမၤဝၤလၢအမၤဆူၤမၤစိးတၢ်န့ၣ်လီၤ.
လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်ကိးဘၣ် **1800 253 283** ဒီးယုထီၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤ, မ့တမ့ၢ်လဲၤဆူ
leavingviolenceprogram.org.au/resources-other-languages တက့ၢ်.

တၢ်ဘိးဘၣ်ဟ်ဖျါ-

တၢ်ဂ့ၢ်တၢ်ကျိၤလၢအဟ်ယုၣ်လၢတၢ်ထုးထီၣ်ရၤလီၤတခါအံၤအပူၤန့ၣ်အတၢ်ပညိၣ်မ့ၢ်ထဲဒၣ်လၢတၢ်ကဟ့ၣ်တၢ်န့ၣ်ကျဲလၢ
တၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတမ်မၤစၢၤအတၢ်ဖိးတမ်မၤတဖၣ်အဂီၢ်ဧၤလီၤ. တၢ်အံၤမ့ၢ်နမူနုၤဒါလၢနကဆၢတံၢ်မ့ၢ်နအဲၣ် ဒီးပတံ
ထီၣ်ဝဲဒၣ်လၢတၢ်ဟ့ၣ်အလဲတခါအဂီၢ်ဧၤဒီးမ့ၢ်တၢ်ကတီၣ်ထီၣ်လံာ်ပတံထီၣ်တခါလၢအဘၣ်ထွဲဒီးနတၢ်အိၣ်သးလီၤလီၤဆီ
ဆီဧၤန့ၣ်လီၤ.



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.