Australian Government

Services Australia

Uko twagufasha

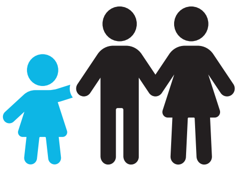
Kinyarwanda

Iyo utuvugisha, tukubaza ibibazo kugira ngo tumenye neza ko ari wowe ubwawe aho kuba umuntu wiyita ko ari wowe.

Ibi bidufasha kubungabunga amakuru yawe mu mutekano.

Amafaranga n’ubufasha ushobora kubona biva uko ibihe byawe byifashe.

Vugana n’abakozi bacu niba ukeneye ubufasha, amakuru cyangwa niba hari icyahindutse.



Family Tax Benefit n’amafaranga yo gufasha ababyeyi kurera abana babo.

Tuyishyura umubyeyi umwe kugira ngo afashe umuryango wose.

Niba umwana wawe ajya muri child care (ikigo cyita ku bana) igihe uri mu kazi cyangwa kw’ishure, Child Care Subsidy ishobora gufasha kugabanya amafaranga utanga kuri child care (ikigo cyita ku bana).

Rent Assistance n’amafaranga y’inyongera asanzwe ushobora guhabwa niba wishyura ubukode kandi tuguha amafaranga yujuje ibisabwa.

Niba wimukiye ahandi cyangwa amafaranga y’ubukode bwawe agahinduka, ugomba kubitubwira.

Niba ukora cyangwa uhabwa andi mafaranga, ugomba kubitubwira mu minsi 14.

Ibi ni ukugira ngo tubashe kukwishyura amafaranga akwiye.

Ushobora kugira umuntu wizeye kugira ngo agufashe gushyikirana natwe. Tumwita nominee.

Arashobora kutuvugisha, kuduha amakuru cyangwa kugufatira amafaranga.

Tubwire niba ushaka guhagarika ibi igihe icyo ari cyo cyose.

Aba social workers barashobora gufasha abantu igihe bafite ibibazo. Ushobora kubabwira ibintu bigutera guhangayika cyangwa kubabara cyane.

Bazagutega amatwi, baguhe amakuru kandi bakubwire n'ubundi bufasha.

Dufite amakuru ushobora gusoma, kumva cyangwa kureba mu zindi ndimi kuri **servicesaustralia.gov.au/yourlanguage**

Urashobora kuduhamagara kuri **131 202** cyangwa kujya ku kigo gitanga serivisi.

Tubwire niba ukeneye umusemuzi igihe uduhamagaye cyangwa udusuye.

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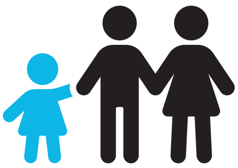
How we can help you

When you speak to us, we ask you questions to make sure it is you and not someone pretending to be you.

This helps us to keep your details safe.

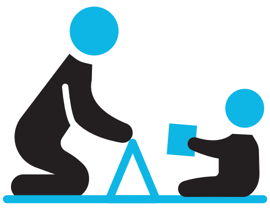
The payments and help you can get from us depends on your situation.

Talk to our staff if you need help, information or if something changes.



Family Tax Benefit is money to help parents take care of their children.

We pay it to one parent to help the whole family.



If your child goes to child care while you work or study, Child Care Subsidy can help lower your child care costs.

Rent Assistance is an extra regular amount you may get if you pay rent and get an eligible payment from us.

If you move or your rent amount changes, you must tell us.

If you work or get other money, you must tell us within 14 days.

This is so we can pay you the right amount.

You can have someone you trust to help you deal with us. We call them a nominee.

They can talk to us, give us information or get payments for you.

Let us know if you want to stop this at any time.

Social workers can help people when they have problems.You can tell them about things that make you feel worried or distressed.

They will listen, give you information and tell you about other help.

We have information you can read,
listen to or watch in other languages at
servicesaustralia.gov.au/yourlanguage

You can call us on **131 202** or go to a service centre.

Let us know if you need an interpreter when you call or visit us.

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