

Jinsi tunavyoweza kukusaidia

Swahili



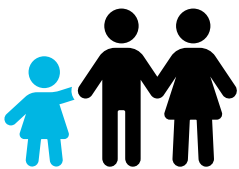
Wakati unapozungumzia nasi, tunakuuliza maswali kuhakikisha ni wewe na si mtu anayejifanya kuwa wewe.

Hii inatusaidia kuweka maelezo yako salama.



Malipo na msaada unaoweza kupata kutoka kwetu hutegemea hali yako.

Ongea na wafanyakazi wetu ikiwa unahitaji msaada, taarifa au ikiwa kitu kinabadilika.



Family Tax Benefit ni pesa za kuwasaidia wazazi kuwatunza watoto wao.

Tunailipa kwa mzazi mmoja ili kusaidia familia nzima.



Ikiwa mtoto wako anaenda kwa huduma ya watoto unapofanya kazi au kusoma, Child Care Subsidy inaweza kusaidia kupunguza gharama zako za huduma ya watoto.



Rent Assistance ni kiasi ziada cha kawaida unachoweza kupata ikiwa unalipa kodi na kupata malipo ya kustahiki kutoka kwetu.

Ikiwa unahamia au kiasi cha kodi yako kinabadilika, lazima utuambie.



Ikiwa unafanya kazi au kupata pesa nyingine, lazima utuambie katika siku 14.

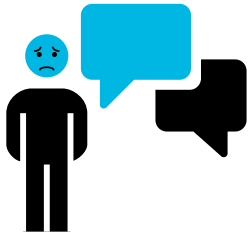
Hii ni ili tunaweza kukulipa kiasi sahihi.



Unaweza kuwa na mtu unayemwamini kukusaidia kushughulikia nasi. Tunamwita nominee.

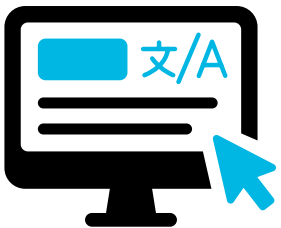
Anaweza kuongea nasi, kutupa taarifa au kupata malipo kwa ajili yako.

Tujulishe ikiwa unataka kukomesha hii wakati wowote.



Social workers wanaweza kuwasaidia watu wanapokuwa na matatizo. Unaweza kuwaambia kuhusu mambo anayokufanya uhisi wasiwasi au mfadhaiko.

Watasikiliza, kukupa taarifa na kukuambia juu ya usaidizi mwingine.



Tuna taarifa unayoweza kusoma, kusikiliza au kutazama katika lugha nyingine kwa servicesaustralia.gov.au/yourlanguage



Unaweza kutupiga simu kwa **131 202** au kwenda kwa kituo cha huduma.

Tujulishe ikiwa unahitaji mkalimani unapotupiga simu au kututembelea.

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.