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

Cɔl 000 naa tɔ̈u të rac

Yeeŋö ye tɔŋ baai ku tɔŋ de kɔc baai

Tɔŋ baai ku tɔŋ de kɔc baai ee gɛɛr de aciëëk ye tɔŋ looi, kɔc waai, kedɛ̈ŋ lueel në riɛl wëlɛ̈/ka bï yï gël, wëlɛ̈/ka bï raan cɔk riɔ̈ɔ̈c.

Lë bukku kɔc kuɔɔny yedi

Naa tɔ̈u wëlɛ̈/ka raa dët ŋic ke tɔ̈u në tɔŋ baai ku tɔŋ de kɔc baai yic, wɔ lë bukku yï kony në cuɛtpiny de wëu ku kä yeke gaam. Yïn lë ba jam ëya dët wenë raan lui tëde raan ëbɛ̈n.

Abukku tïŋ naa ba wëu yök tënë wuɔɔk, cït mɛn de kuɔɔny de wëu wëlɛ̈/ka Crisis Payment.

Rɛ̈ɛ̈rë Apieth naa päkë

Naa ca juiir ke yïn bï määth pääk ë ka thiekic ba naŋ athiaan de käku ku ba nyuɔɔth naadɛ̈ ke wëlku aatɔ̈u apieth.

Kuany kee kuɛɛr thiekiic käke cök bïkë yï kony ku wël ke guɔ̈pdu bïkë tɔ̈u apieth naa päkë.

1. **Waar nimraa yïnke käku liep ku jal yaa (nimra yenë yï ŋic) mɛn ye cɔl (personal identification numbers) (PINs)**

Nyuɔɔthë naadɛ̈ ke yïn cï nimraa ku personal identification numbers (PINs) de myGov du waar ku gɛɛr de käke aliiric. Lɔc nimraa wääc yiic wëlɛ̈/ka wël yenë ke liep lë bïkë yiic riɛl tënɔŋ kɔc naa meekë keek. Yekënë aye nyuɔɔth naadɛ̈ ke yïn ë kee yeen yök yitök. Yïn lë ba nimraa juëc ke liɛ̈p thiëëc në kä kuun cïke tɔ̈ɔ̈u yiic bïkë wëlku gël.

2. **Tïŋ ajuiir kuun cïke looi**

Naa nɔŋ raan kony yïïn në Centrelink, Medicare wëlɛ̈/ka Child Support, ke yïn kɔɔr ba ye ajuiir kënë tïŋ ke pieth. Naa yee yök ke ajuiir kënë abï yïïn tääu të rac, cɔl wuɔɔk bukku ajuiir kënë waar wëlɛ̈/ka bukku cɔk kääc ago raan dëtë wëlku cïï yök.

3. **Cɔ̈kë tände të tɔ̈u yïn thïn piny wenë wuɔɔk**

Ke yïn ŋot ke yï këc gɛɛr de wël ke guɔ̈pdu cɔ̈kpiny ke yïn kɔɔr ba Medicare, Centrelink ku Child Support cɔɔl ë ke wääc yiic ku thiëc wuɔɔk bukku kä kuun cïke tɔ̈ɔ̈u tekiic ku bukku tän duun tɔ̈u yïn thïn cɔ̈kpiny. Yekënë ee acän bï mony/tiŋ thɛɛrdu kä kuun ye jöt cïï tïŋ. Naa cukku kä kuun cïke tɔ̈ɔ̈u tekiic, ke yïn bï wɔ thiëëc bukku wëlke guɔ̈pdu jal cɔ̈kpiny cït mɛn de telepundu wëlɛ̈/ka të ceŋ.

4. **Tuɔɔcë rɔt ku mïthku wëlɛ̈/ka kɔc rɛ̈ɛ̈rë në yïïn tëde kan de Medicare ye jöt**

Ke yïn këc gɛɛr de wëlke guɔ̈pdu goa cɔ̈kpiny wenë Medicare ke yïn kɔɔr ba rɔt ku mïthku wëlɛ̈/ka kɔc rɛ̈ɛ̈rë në yïïn tuɔɔc tëde kan de Medicare ye jöt. Yekënë ee bï gɛɛr de raan kɔɔr bï wëlkuun ye jöt tïŋ nyaai, të ceŋ ye jöt ku gɛɛr de kä yeke gäm yïïn ku mïthku bïke luɔ̈ɔ̈ï.

5. **Cɔ̈kë kä kuun ke gän de Medicare Safety Net piny**

Acän ba wɔ cɔk kääc bukku raan cï kuany ba cɔɔl lɛ̈k tënɔŋ paandu në biäk de wɛ̈ɛ̈r/gɛ̈ɛ̈r de käku ke yïn kɔɔr ba raan duun thɛɛr ca thiaak nyaai wëlɛ̈/ka raan de baai tɔ̈u në gän de rin ë Medicare Safety Net yic.

6. Tïŋ rɔt, mɛnhdu wɛ̈lɛ̈/ka kɔc rɛ̈ɛ̈r kenë yïïn mɛn nɔŋkë My Health Record ku yeeŋa lë bï ye yök

Naa yï, mɛnhdu wɛ̈lɛ̈/ka raan rɛ̈ɛ̈r ke yïïn nɔŋkë My Health Record aalë bïkë yiic naŋ nïmraa, cït mɛn de të duöön ceŋ/rëër yïn thïn. Naa bï yekënë paandu tääu të rac, cɔl telepun de kuɔɔny de My Health Record në **1800 723 471**.

7. Nyuɔɔthë naadɛ̈ ke yïn nɔŋ tëde tɔ̈ɔ̈u ë wëu tɔ̈u në rinku

Ba wëuku cɔk tɔ̈u apieth, ke yïn kɔɔr akoun de tɔ̈ɔ̈u de wëu tɔ̈u në rinku yetök. Naa kɔɔr wuɔɔk bukku ye tuöc wëu në yen akoun këënë, yïn kɔɔr ba käkun ke bɛŋ waar peei kenë Medicare, Centrelink ku Child Support.

Naa cïn akuon pieth ku cï gël në rinku, yïn thiëcku ba wuɔɔk cɔɔl ku wɔ bï kä kuɔɔn tɔ̈u kenë wuɔɔk tïŋ, cït mɛn de Electronic Benefit Transfer card.

8. Nyuɔɔthë naadɛ̈ ke yïn nɔŋ wereek ye yïïn nyuɔɔth

Ba wëu yök wɛ̈lɛ̈/ka kä yeke gaam ke wɔ bï wereek kuun ye yïn nyuɔɔth thiëëc. Yekënë alë bï yic naŋ wereŋ duun de gɛ̈ɛ̈r, wereŋ de dhiɛ̈ɛ̈th, wereŋ de cäth, ImmiCard, kan de bɛŋ wɛ̈lɛ̈/ka myID.

Naa liu wereek kuun ye yïn nyuɔɔth ke wɔ ŋot ke yïn bukku kuɔɔny. Cɔl wuɔɔk ku wɔ bï luui kenë yïïn bukku kuɛɛr kɔ̈k bɛ̈i.

Naa kɔɔr wël juëc

- Lɔɔr tënë **servicesaustralia.gov.au/domesticviolence** wɛ̈lɛ̈/ka **servicesaustralia.gov.au/keepinformationsafe** naa kɔɔr wël në Thoŋë Dïŋliith.
- Lɔɔr tënë **servicesaustralia.gov.au/yourlanguage** ago ya lɔ kuen, ba ya lɔ piŋ, wennë ba ya lɔ daai në wël cï keek gɔ̈ɔ̈r në thoŋ de paanduɔ̈n.
- Yuɔ̈pe/cɔl **131 202** ba jam wennë wuɔɔk në thoŋdu në kë de wëu ke centrelink ku jɔl ya loilooi kɔ̈k peei yukku keek yiɛ̈n kɔc.
- Cɔl wuɔɔk në biäk de Medicare ku Medicare Safety Net në **132 011.** Cɔk nyicku naa kɔɔr raan de wɛ̈ɛ̈r wël yiic, ku wɔ bï raan tök juiir tënë abac.
- Cɔl Child Support në **131 272**. Cɔk nyicku naa kɔɔr raan de wɛ̈ɛ̈r wël yiic, ku wɔ bï raan tök juiir tënë abac
- Nem ɣän ke luɔi.

Naa kɔɔr kuɔɔny ba wël kuɔɔn ke cuɛtoiny de wëu deetiic ku kä yukku keek gaam, ë ka nɔŋ kuɛɛr juëc lë bïn ke lɔc thïn tɔ̈u. Yïn lë ba wɔ thiëëc naa jam wenë wuɔɔk.

Kuɔɔny bɔ̈ tënë ɣän kɔ̈k

Anɔŋ ɣän kɔ̈k lë bïkë yïïn kony në jiɛ̈ɛ̈m de nhom, kuɔɔny ku jiɛ̈ɛ̈m de wël.

Në këde jiɛ̈ɛ̈m de nhom ku kuɔɔny në thɛɛr kaa 24 yiic në kööl, nïn kaa 7 në wikic, cɔl 1800RESPECT në **1800 737 732**. Yïn lë ba agamlöŋ thiëëc.

Yen Leaving Violence Program ee wëu ku kuɔɔny dɛ̈t gäm kɔc päl kɔc keen ye tɔŋ looi cïkë ke thiaak. Naa kɔɔr wël juëc cɔl **1800 253 283** ku thiëc agamlöŋ, wɛ̈lɛ̈/ka lɔɔr tënë **leavingviolenceprogram.org.au/resources-other-languages**

Reec de Löŋ

Wël cï keek guötbei ëtënnë, acï juiir ke bennë kɔc ya nyuɔ̈ɔ̈th yetök në tɛ̈n bennë wëu ya cuat piny ku jɔl ya të bennë luɔɔi ya yiɛ̈n kɔc. Abï ya löŋduɔ̈ɔ̈n cï tääu në yï yeth ago naa ca yekënnë ya tak

cï të kɔɔr bïn ya thiɔ̈ɔ̈ŋ në athöör bennë yïn ya lɔ miɔɔc në wëu ke kuɔɔny ku jɔl ya kueer bïn ye athöör këннë ya thiääŋ thïn ke thiäk ke tɛ̈n tɔ̈nnë pïïrdu thïn.

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.