Ukatili wa familia na wa nyumbani - jinsi tunavyosaidia

Piga simu 000 ikiwa uko hatarini mara moja

Ukatili wa familia na wa nyumbani ni nini

Ukatili wa familia na wa nyumbani ni tabia yoyote ambayo ni ya vurugu, ya kutishia, ya nguvu au ya kudhibiti, au kufanya mtu kuhisi hofu.

Jinsi tunavyoweza kusaidia

Ikiwa wewe au mtu mwingine unayemjua anathiriwa na ukatili wa familia na wa nyumbani, tunaweza kusaidia na malipo na huduma. Unaweza pia kuzungumza na mfanyakazi wa jamii.

Tutaangalia ikiwa unaweza kupata malipo kutoka kwetu, kama vile malipo ya msaada wa kipato au Crisis Payment.

Kaa salama wakati wa kuachana

Ikiwa unapanga kuacha uhusiano ni muhimu kulinda faragha yako na kuhakikisha taarifa yako ni salama.

Fuata hatua hizi muhimu mnapoachana kusaidia kukuweka wewe na taarifa zako binafsi salama.

1. Badilisha manenosiri yako na nambari za utambulisho binafsi (PINs)

Hakikisha ubadilishe manenosiri yoyote na nambari za utambulisho binafsi (PINs) kwa akaunti yako ya myGov na nyingine yoyote mtandaoni. Chagua manenosiri tofauti au misemo ya siri ambayo ni vigumu kwa watu kudhani. Hii itahakikisha wewe pekee ndiye unayeweza kufikia. Unaweza pia kuuliza kupata manenosiri zaidi kwenye rekodi zako ili kulinda taarifa zako.

2. Angalia mipango yako ya mtu kutendea kwa niaba yako

Ikiwa una mtu anayekusaidia na Centrelink, Medicare au Child Support, unahitaji kufikiri kama mpango huu ni salama bado. Ikiwa unahisi mpango huu ungeweza kukuweka hatarini, tupiga simu kubadilisha au kukomesha mpango ili mtu mwingine haweza kupata taarifa yako.

3. Sasisha hali yako ya uhusiano nasi

Kabla ya kusasisha taarifa yoyote binafsi utahitaji kupiga simu kwa Medicare, Centrelink na Child Support kila moja kando na utuombe tutenganishe rekodi zenu na kusasisha maelezo ya uhusiano wenu. Hii ni ili mwenzi wako wa zamani hawezi kuona maelezo yako mapya. Baada ya tumetenganisha rekodi zenu, unaweza kutuomba kusasisha taarifa zako binafsi kama vile nambari yako ya simu au anwani.

4. Hamisha wewe mwenyewe na watoto wako au wategemezi kwenye kadi mpya ya Medicare

Kabla ya kusasisha maelezo yoyote yako binafsi na Medicare utahitaji kuhamisha wewe mwenyewe na watoto wako au wategemezi kwenye kadi mpya ya Medicare. Hii ni kuzuia mtu yeyote kuona maelezo yako mapya ya mawasiliano, anwani mpya na huduma yoyote ambayo wewe na watoto wako mnatumia.

5. Sasisha usajili wako wa Medicare Safety Net

Ili kutuzuia kumjulisha mtu aliyeteuliwa kuwasiliana naye kwa niaba ya familia yako kuhusu mabadiliko ya maelezo yako utahitaji kuondoa mwenzi wako wa zamani au mwanafamilia kutoka usajili wako wa Medicare Safety Net.

6. Angalia ikiwa wewe, watoto wako au wategemezi mna My Health Record na ni nani anayeweza kuifikia

Ikiwa wewe, mtoto wako au wategemezi mna My Health Record inaweza kuwa na maelezo ndani, kama vile anwani yako. Ikiwa hii ingeweza kuweka familia yako hatarini, piga simu kwa simu ya Usaidizi wa My Health Record kwa **1800 723 471**.

7. Hakikisha una akaunti salama ya benki yenye jina lako

Kuhifadhi pesa zako salama, unapaswa kuwa na akaunti ya benki yenye jina lako tu. Ikiwa unataka tutume malipo yako kwa akaunti ile, unahitaji kubadilisha maelezo ya akaunti yako ya benki kila moja kando kwa Medicare, Centrelink na Child Support.

Ikiwa huna akaunti salama ya benki yenye jina lako tu, tafadhali wasiliana nasi na tunaweza kuangalia chaguzi zingine, kama vile Electronic Benefit Transfer card.

8. Hakikisha una hati zako za utambulisho binafsi

Ili kupata malipo au huduma tunaweza kuomba hati zako za utambulisho binafsi. Hii ingeweza kujumuisha leseni yako ya dereva, cheti cha kuzaliwa, pasipoti, ImmiCard, kadi ya benki au myID.

Ikiwa huna hati zako za utambulisho tunaweza kukusaidia bado. Tupigia simu kwetu na tutashughulikia nawe kupata chaguzi zingine.

Kwa habari zaidi

- Nenda kwa **servicesaustralia.gov.au/domesticviolence** au**servicesaustralia.gov.au/keepinformationsafe** kupata taarifa katika Kiingereza.
- Nenda kwa **servicesaustralia.gov.au/yourlanguage** ambapo unaweza kusoma, kusikiliza au kutazama habari katika lugha yako.
- Piga simu kwa **131 202** kuongea nasi katika lugha yako kuhusu malipo na huduma ya Centrelink.
- Tupigia simu kuhusu Medicare na Medicare Safety Net kwa **132 011.** Tujulishe ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure.
- Piga simu kwa Child Support kwenye **131 272**. Tujulishe ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure
- Tembelea kituo cha huduma.

Ikiwa unahitaji usaidizi kuelewa habari kuhusu malipo na huduma zetu, kuna chaguzi nyingi zinazopatikana. Unaweza kutuuliza wakati unapoongea nasi.

Usaidizi kutoka maeneo mengine

Kuna maeneo mengine yanayoweza kukusaidia kwa ushauri nasaha, usaidizi na ushauri.

Kupata ushauri nasaha na usaidizi saa 24 kwa siku, siku 7 za wiki, piga simu 1800RESPECT kwa **1800 737 732**. Unaweza kuomba kuwa na mkalimani.

Leaving Violence Program hutoa msaada wa kipesa na msaada mwingine kwa watu wanaoachana na mwenzi wao mkali. Kupata habari zaidi piga simu **1800 253 283** na omba kupata mkalimani, au nenda kwa **leavingviolenceprogram.org.au/resources-other-languages**

Kanusho

Maelezo yaliyomo katika chapisho hili yanakusudiwa kama mwongozo tu wa malipo na huduma. Ni wajibu wako kuamua kama ungependa kuomba malipo na kufanya maombi kuhusiana na hali yako mahususi.

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.