

# Family and domestic violence checklist

for Aboriginal and Torres Strait Islander peoples.



If you're worried about your safety, or your family's safety, we can help in a way that's culturally safe. Here are some things to keep in mind to make it easier when you contact Medicare, Centrelink and Child Support.

## 1 To talk to someone who is culturally trained call our:

- Medicare Aboriginal and Torres Strait Islander Access Line on **Freecall™ 1800 556 955**.
- Centrelink Indigenous Call Centre on **Freecall™ 1800 136 380**.
- Indigenous Centrelink Debt Line on **Freecall™ 1800 138 193**
- Child Support Line on **131 272** and ask for Indigenous Services if you're concerned about:
  - seeking child support from your ex-partner
  - us contacting your ex-partner.

If there's other business you need to talk to us about, go to [servicesaustralia.gov.au/contact](https://servicesaustralia.gov.au/contact)

## 2 Keep your personal identity documents handy

We may ask for these to confirm your identity.

This could include documents like your:

- drivers licence
- birth certificate
- divorce papers
- marriage certificate

If you don't have access to them, we can still help you. Contact us and we'll work with you to find other options.

If you are, or were, married under Aboriginal or Torres Strait Islander Australian lore, you could use a statement from an Elder responsible for cultural ceremonies confirming the marriage.

## 3 How do you find out what payments you can get?

Talk to one of our Indigenous Service Officers or Remote Servicing Teams.

Or, use our Payment and Service Finder to see what payments and services you may be able to get.

You can also use Payment and Service Finder to find services near you. Select your state or territory, then 'Family and domestic violence'. Go to [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder).

**Please note:** you can access free Wi-Fi without a password at any Agent and Access Point.

## 4 Does someone else deal with us on your behalf?

We can help you end an arrangement if someone else:

- has permission to deal with Medicare, Centrelink, or Child Support on your behalf
- is getting and keeping your Centrelink payment.

We'll let you know if we need to tell that person about the change.

## 5 Do you or your children have a My Health Record?

My Health Records can contain contact information such as your address.

If this could put your family at risk, call the My Health Record Help line on **1800 723 471** and select **option 1**.



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## 6 Do you have any requirements you need to meet to get your Centrelink payment?

If you need to meet requirements to get your Centrelink payment, talk to us, or your provider if you can't:

- get to your appointment
- meet your participation or mutual obligation requirements.

To talk to us, go to **servicesaustralia.gov.au/contact** to find the right phone number for your circumstance.

## 7 Have you updated your details with us?

Let Medicare, Centrelink and Child Support know if any of your details have changed to make sure you still get the right payments and correspondence. This could be a new partner, postal address, bank account or phone number.

## 8 Does anyone know your passwords?

If someone else knows your online or myGov account passwords, you should change them as soon as you can.

If you think someone's accessed your myGov account, call the myGov help desk on **132 307**.

## 9 Do you need another Medicare card?

You can get a new Medicare card for yourself and your children if it's not safe to stay on the card you have.

Just call Medicare on **132 011** and they can let you know what you need to do.

If you don't have a Medicare card or any identity documents you can fill in the *Aboriginal and Torres Strait Islander Medicare enrolment and amendment* form to get a card. You can do this at home or at your local service centre. If you fill the form in at home you can send it to:

- **mes@servicesaustralia.gov.au**
- Services Australia  
Medicare Enrolment Services  
PO Box 7856  
Canberra BC ACT 2610

## 10 Do you have your own bank account that only you can access?

As part of your safety plan, you should have a bank account in your name that only you can access.

We can send your payments to that account. Remember, you'll need to tell Centrelink, Medicare and Child Support your new account details.

## 11 Do you need help to understand our information?

If you need help to understand information about our payments and services, there are options available. For example, we can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have disability, illness or injury.

Indigenous interpreters are available in 9 Northern and Central Australian languages. Call **1800 334 944** to connect with an On Demand Telephone Interpreter. Go to **servicesaustralia.gov.au/accessibility**

## 12 Where can I find other support services and tools?

Our social workers provide free, confidential counselling. They can refer you to other services that might help. Call our Employment Services line on **132 850** and ask to speak to a social worker. Let us know if you need an interpreter. We'll arrange one for free.

Our Indigenous Service Offers can help you access cultural support and services.

There are other organisations to help you. You can find a list at **servicesaustralia.gov.au/domesticviolence**

**1800RESPECT (1800 737 732)** has a 24 hour, 7 day a week helpline and 'Find services in your area' function.

Ask Izzy is a directory to help you find services in your area. Go to **askizzy.org.au**