



## Awërenj nɔŋic ke yenë ke tɔŋ de kɔc macthok ku baai tɪŋ thɪn

Na ye të diir yɪn në kërɛɛc bɪ yɪn ka kɔc macthokku yök, yök alëu buk kony. Käk aye kalik ba muk ë yɪ nhom na cɔl yɪn Child Support, Centrelink ka Medicare.

### 1. Dëk ë yɪn tɔ kekë awërak kuk yenë ke kɔc nyic?

Yök alëu buk thiëc në awërak yenë kɔc nyic ke yɪn ku mɪthku. Kän alëu bɪ nanj awërak cɪt ë kāk:

- cääda ë kuëth
- cääda de dhiëëth
- bɪtha ë bɪi ë
- awërenj yenë cath.

Na kek tënë yɪn, yök alëu buk yɪn dhiel kuɔny. Yuöpë yook ku yök abɪ luui kekë yɪn buk kuer kök them.

### 2. Dëk ë yɪn nyic yekë wëu ko kek ye yɪn ke dɔm?

Luöl ë Payment and Service Finder ba tɪŋ ye kë wëu ka konykony ko lëu bɪ yɪn ke yök.

Yɪn alëu ba luöl aya bɪn konykony thiök ke yɪn yök. Lɔc state ka territory du, ku kɔc macthokku tɔŋ baai. Lɔɔr në [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder) në lëk juëc ë English (Dɪŋgɪlɪth).

### 3. Dëk ë nɔŋ raan dɔ peei lëu bɪ luui ka yook në nyindu yic?

Yök alëu buk yɪn kuɔny ë tēm kōu de ajuëɛr kënel na nɔŋ raan dɔ tɔ:

- gam ë riel bɪk luui kekë Centrelink, Medicare ka Child Support në nyindu yic
- yök de ku luui de wëu kuk ë Centrelink.

Yök abɪ yɪn luööp na kɔɔr yök buk raan dɔ lëk në biäk de kë cɪ rɔt geer.

### 4. Dëk ë yɪn ka mɪthku nɔŋ My Health Record?

My Health Record du yɪn ka mɪthku alëu bɪ yic lëk ë jam cɪtmen de anuan (të cienj).

Na bɪ kän cɔk atëëu kɔc kuk macthok në yök de kërɛɛc, cɔl laany ë kuɔny de My Health Record në **1800 723 471** ku lɔc **alöc 1**.

## 5. Dëk ë yin nong kuat ë kë ye koor yen koor yin ba kan luööl nhom ba wëu kuk Centrelink jal yök?

Yin alëu ba luui ë nhom ka luoi ëkë koor ba looi bin wëu ë Centrelink yök.

Jamë ke yook, ka raan dun kony yi, na ci looi yin:

- loor tënë thää ë röm ci ruk
- luööl ë këdun ye koor ba looi, ka luoi ëkë koor ba looi.

## 6. Ci yin kakuk yenë ke yin yök cökpiny tënë yook?

Keye bak de ajuier ë tiët röt tënë kërec, cökë ka yenë ke jam piny tënë Child Support, Centrelink ku Medicare. Kän alëu bi ya anuan (të cien) ë yam ka nëmba de puun.

Kän ee bi looi apuoth ba wëu ku yök ku jam ë kaamic tënë yook.

## 7. Dëk ë yin koor ba kuat ë këdun nyic yitök geer?

Na nong raandö ye lonj thin tënë aköndun ë laanyic ka myGov, yin alëu ba këdun nyic yitök geer në kuat ë thää.

Na diëer yin në biäk de nyintit ë kakuk ci gätpiny, cök anyic yook. Citmen de , na ye yin tak anong raan ci aköndun ë myGov tinjic ,col mëktëm ë kuöny de myGov në **132 307 në kuöny ë English**.

## 8. Dëk ë yin koor ba rot geer në kääät dö de Medicare?

Yin ba rot geer në kääät ë yam de Medicare na ye yök ke nong kërec lëu bi yin yok të gëk yin eyi muk kääät theer.

Të binë kän looi, col Medicare në **132 011** ku lëk yook kë yen koor bi looi në English. Yök abi yin nyuöth dö yen ba looi.

## 9. Dëk ë yin nong aköon ë bej tö në rin adöcku ye tinjic?

Keye bak ajuier ë tiit nyindu , yin alëu ba nanj aköon ë bej në rinku yiic yitök.

Na ye të nhier yin yook buk wëu tuöc aköndun këne yic, yin abi koor ba aköndun ë bej geeric. muknhom, yin abi koor ba ë kän kake ca tekic tënë Centrelink, Medicare ku Child Support

## 10. Dëk ë yin koor kuöny në të bin lëkkua deetiic thin?

Na ye të koor yin kuöny në të bin lëk deetic thin në biäk de wëu ku konykony kua, yen anong kuër ye loc yiic tö. citmen de, yok alëu buk kony na:

- yin acie pinj ka jam apuoth
- yin aköor ba jam kekë raan dö në thondu
- yin ka raandö muk yen nuöp njäk, tuaany ka tëtöök.

Të bin jam kekë yook në thondu, col:

- **131 202** ë biäk de wëu ë Centrelink ku konykony
- Translating ku Interpreting Service (TIS National) ë **131 450** biäk de wëu ku konykony ë Medicare ka Child Support.

Loor tënë **servicesaustralia.gov.au/accessibility** në lëk juëc ë English yic.

Yin alëu ba lëk yök në thoŋu në [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

## 11. Dëk ë yin nŋ luŋ ë child support ëmən ka kɔɔr ba thiēc ë child support në wëu kuk ë Family Tax Benefit?

Cɔl Child Support ë **131 272** në lëk ë English yic na ye tē diir yin në biäk de:

- göör ë child support tənŋ mony cĩ wek dāk
- yook ayup monydun cĩ wek dāk.

## 12. Nŋ wët ë tacjir kɔɔr yin ba jam kekë yook?

Yin alëu ba jam ke yook na nŋ yin kē yen thiēc :

- wëu ka këny ë Centrelink
- wëu ka kuɛr ë Medicare
- athëëm ka këny ë Child Support
- nyintĩit ë kē kuk ë Child Support, Centrelink ka Medicare cĩ kek göt.

Lɔɔr tēnë [servicesaustralia.gov.au/contact](https://servicesaustralia.gov.au/contact) në lëk juēc ë English yic.

## 13. Ye tēnë lëu bĩ ɣən konykony kök ku kēk ë luɔi yök thĩn?

Kɔc ë luɔi de kuɔɔny kua aye kuny ciēnë wëu ye thiēc, jiěëm ë nhom gam. Kek alëu bĩk yin tuɔɔc tēnë ɣän ë konykony kök lëu bĩk yĩ kony. Cɔl laany ë Employment Services da ë **132 850** ku thiēc ba jam kekë raan ë luɔi de kuɔɔny. Cɔk anyic yook na kɔɔn yin raan ë thok waaric. ɣok abĩ tők juiir tēnë tē cĩn wëu thiēc kek.

Yen anŋ manëthëmaa kök kek kony yin. Yin alëu ba awëren cĩnë kɛɛr thĩn yök ë English në [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

**1800RESPECT (1800 737 732)** anŋ thää ke 24, nĩn ke 7 ë läätic ke laany ë kuɔɔny ku 'yök de konykony në baai lŋ cieng' lui.

Ask Izzy ee anyuuth ë kuɔɔny de yin në yök ë konykony në baai lŋ cieng, lɔɔr në [askizzy.org.au](https://askizzy.org.au)



## Family and domestic violence checklist

If you are concerned about your or your family's safety, we can help. Here are some things to keep in mind if you contact Child Support, Centrelink or Medicare.

### 1. Do you have access to personal identity documents?

We may ask for personal identity documents for you and your children. This could include documents like these:

- driver licence
- birth certificate
- visa details
- passport.

If you do not have access to them, we can still help you. Contact us and we will work with you to find other options.

### 2. Do you know what payments you can get?

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

You can also use it to find services near you. Select your state or territory, then family and domestic violence. Go to [servicessaustralia.gov.au/paymentfinder](https://servicessaustralia.gov.au/paymentfinder) for more information in English.

### 3. Does someone else deal with us on your behalf?

We can help you end an arrangement if someone else:

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

We will let you know if we need to tell the other party about the change.

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

Your or your child's My Health Record 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**.

## **5. Do you have any requirements you need to meet to get your Centrelink payment?**

You may need to meet participation or mutual obligation requirements to get a Centrelink payment.

Talk to us, or your provider, if you cannot:

- attend an appointment
- meet your participation or mutual obligation requirements.

## **6. Have you updated your personal details with us?**

As part of your safety planning, update your personal details with Child Support, Centrelink and Medicare. This could be a new postal address or phone number.

This is to make sure only you get payments and correspondence from us.

## **7. Do you need to change any of your passwords?**

If someone else has access to your online or myGov accounts, you can change your passwords at any time.

If you are concerned about the security of your records, let us know. For example, if you think someone has accessed your myGov account, call the myGov help desk on **132 307** for help in English.

## **8. Do you need to transfer yourself to another Medicare card?**

You can transfer to a new Medicare card if it is unsafe to remain on a previous card.

To do this, call Medicare on **132 011** and tell us what you want to do in English. We will direct you to the next step.

## **9. Do you have secure access to a bank account in your own name?**

As part of your safety planning, you may have secure access to a bank account in your name only.

If you would like us to send your payments to that account, you will need to change your bank account details. Remember, you will need to do this separately for Centrelink, Medicare and Child Support.

## **10. 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 a disability, illness or injury.

To speak to us in your language, call:

- **131 202** about Centrelink payments and services
- the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

Go to [servicesaustralia.gov.au/accessibility](https://servicesaustralia.gov.au/accessibility) for more information in English.

You can also find information in your language at [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

## **11. Do you have a current child support case or need to apply for child support for your Family Tax Benefit?**

Call Child Support on **131 272** for information in English if you are concerned about:

- seeking child support from your ex-partner
- us contacting your ex-partner.

## **12. Is there other business you need to talk to us about?**

You can talk to us if you have questions about:

- Centrelink payments or debt
- Medicare payments or processes
- Child Support assessments or debt
- the security of your Child Support, Centrelink or Medicare records.

Go to [servicesaustralia.gov.au/contact](https://servicesaustralia.gov.au/contact) for more information in English.

## **13. 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 will arrange one for free.

There are other organisations to help you. You can find a list in English at [servicesaustralia.gov.au/domesticviolence](https://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](https://askizzy.org.au)