



## Liiska jeegareynta qalalaasaha Guriga iyo qoyska

Haddii aad saluugsan tahay wax ku saabsan ammaankaaga iyo ka qoyskaaga, waan ku caawin karnaa. Halkan waxaa jira waxyaalo ah inaad xasuusato haddii aad la soo xiriirto Child Support, Centrelink ama Medicare.

### 1. Ma heli kartaa dukumiintiyada aqoonsiga shakhsiyeed?

Waxaa laga yaabaa inaan ku weydiino dukumiintiyada aqoonsiga shakhsiyeed adiga iyo carruurtaada tan waxaa ka mid ah dukumiintiyada:

- liisanka darawalka
- warqada dhalashada
- faafaahinta fiisaha
- Baasaboorka.

Haddii aadan heli karin, weli waan ku caawin karnaa. Nala soo xiriir waanu kula shaqeyn doonaa si aan u helno doorashooyin kale.

### 2. Ma taqaan lacagaha aad heli kartid?

Isticmaa Payment and Service Finder kayaga si aad u aragtid adeegyada iyo lacag bixinaha laga yaabo inaad heli kartid.

Waxaad sidoo kale isticmaali kartaa inaad heshid adeegyada kuu dhow. Dooro Gobolkaaga ama territory-ga, ka dib qalalaasaha guriga iyo qoyska. Gal [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder) wixii macluumaad dheeraad ah ee Ingiriis ah.

### 3. Cidkale oo adiga ku metelaya oo nala macaamishaa miyey jirtaa?

Waxaan kaa caawin karnaa inaad joojiso hehiis haddii qof kale:

- uu leeyahay ogolaansho uu kula macaamilo Centrelink, Medicare ama Child Support on isagoo ku metelaya
- uu qaato oo isticmaalo lacagtaada Centrelink.

Waxaan ku soo ogeysiinaynaa haddii aad u baahan tahay inaad u sheegto dhinaca kale wax ku saabsan isbedelka.

## 4. Adiga iyo carruurtaadu ma heystaan a My Health Record?

My Health Record kaaga iyo ka ilmahaaga waxay ka koobnaan karaan macluumaadka xiriirka sida cinwaankaaga.

Haddii ay tani khatar gelin karto qoyskaaga, ka wac My Health Record Khadka taleefanka ee **1800 723 471** oo dooro fursada 1.

## 5. Miyaad leedahay wax shuruudo ah oo ah inaad fulisid si aad u hesho lacagta Centrelink?

Waxaa laga yaabaa inaad u baahato fulinta ka qaybqaadashada ama shuruuda waajibaadka labada dhinac ah si aad u hesho lacagta Centrelink.

Nala hadal, ama adeeg bixiyahaaga, haddii aadan awoodin:

- tag ballan
- fuli ka qaybgalkaaga ama shuruuda waajibaadka labada dhinac ah.

## 6. Ma noo cusbooneysiisay macluumaadkaaga shakhsiyeed?

Ka qayb ahaan qorshahaaga ammaanka, ka cusbooneysiis macluumaadkaaga shakhsiyeed Child Support, Centrelink iyo Medicare. Tani waxay noqon kartaa lambarkii taleefanka ama cinwaanka boosta ee cusub.

Tani waa in la hubiyo oo kaliya inaad hesho lacagta iyo xiriirkaaga waraaqaaha.

## 7. Ma dooneysaa inaad bedesho wax ka mid ah afgarashadaada (passwords)?

Haddii qof uu isticmaali karo xisaabtaada online ka ama myGov, waad bedeli kartaa afgarashadaada wakhti khasta.

Haddii aad saluugsan tahay nabadgelyada diiwaankaaga, noo sheeg. Tusaale, haddii aad u maleyso in qof galay xisaabtaada myGov, ka wac caawiyaha myGov **132 307** wixii caawimaad Ingiriis ah.

## 8. Miyaad dooneysaa inaad ku wareegto kaar kale oo Medicare?

Waxaad ku wareegi kartaa kaar kale oo Medicare haddii aysan ammaan ahayn inaad ku sii jirto kaarkii hore.

Si aad tan u sameysid, ka wac Medicare **132 011** oo noo sheeg waxaad dooneysid inaad sameysid oo Ingiriis ah. Waxaan kuu tilmaami doonaa talaabada ku xigta.

## 9. Ma leedahay isticmaal ammaan ah xisaabtaada bangiga ee magacaaga ah?

Ka qayb ahaan qorsheynta ammaanka, waxaa laga yaabaa inaad leedahay isticmaal ammaan ah oo ah xisaabta bangigaaga oo magacaaga oo kaliya ah.

Haddii aad jeclaan lahayd inaan lacagtaada u soo dirno xisaabtaas, waxaad u baahan doontaa inaad bedesho faahfaahinta xisaabsaada bangiga. Xasuuso, waxaad u baahan doontaa inaad tan ugu sameysid si gaar ah Centrelink, Medicare iyo Child Support.

## 10. Miyaad u baahan tahay caawimaad si aad u fahamtid macluumaadkeena?

Haddii aad u baahan tahay caawimaad si aad u fahamtid macluumaadkeena ku saabsan adeegyadeena iyo lacagaheena, waxaa jira doorashooyin la helayo, waan ku caawin karnaa haddii:

- aad ka qabto dhibaato maqalka ama hadalka
- aad u baahan tahay inaad qof kula hadashid luuqadaada
- aad adiga ama qofaad xannaaneysid uu qabo iin, jiro ama dhaawac.

Si aad noolagula hadashid luuqadaada, wac:

- **131 202** oo ku saabsan adeegyada iyo lacagaha Centrelink
- Translating and Interpreting Service (TIS National) ee **131 450** ku saabsan Medicare ama adeegyada iyo lacagaha Child Support .

Gal [servicesaustralia.gov.au/accessibility](https://servicesaustralia.gov.au/accessibility) wixii macluumaad dheeraad Ingiriis ah.

Waxaad sidoo kale ka heli kartaa macluumaad ku saabsan luuqadaada ee [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

## 11. Ma heysataa kiis cusub oo ah child support si aad uga codsato child support -gaaga Family Tax Benefit?

Wac Child Support ee **131 272** wixii macluumaad Ingiriis ah haddii aad saluugsan tahay wax ku saabsan:

- ka doonashada child support saygaagii hore
- anagu inaan la xiriirno saygaagii hore.

## 12. Miyey jirtaa wax kale oo aad nagala hadleysid anaga?

Waad nalagala hadli kartaa haddii aad wax su'aalo ah qabtid oo ku saabsan:

- Deyn ama lacagaha Centrelink
- Lacag bixinada ama nidaamyada Medicare
- Deyn ama qiimeynaha Child Support
- Ammaanka diiwaanka Child Support, Centrelink ama Medicare.

Gal [servicesaustralia.gov.au/contact](https://servicesaustralia.gov.au/contact) wixii macluumaad dheeraad ah ee Ingiriis ah.

## 13. Xaggee baan ka heli karaa adeegyada kale iyo qalabka?

Shaqaalaha bulshada waxay bixiyaan la talin qarsoon oo bilaash ah. Waxay kuu diri karaan adeegyada kale eel aga yaabo inay ku caawiyaan. Wac khadka Employment Services **132 850** oo weydii inaad la hadashid shaqaalaha bulshada. Aab ogaano inaad u baahan tahay turjumaan Waxaanu kuugu sameynaynaa mid bilaash.

Waxaa jira ururo kale oo ku caawinaya. Waxaad ka heli kartaa liis Ingiriis ah [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

**1800RESPECT (1800 737 732)** khadka taleefanka 24 saac, 7 maalmood toddobaadkaii 'Raadi adeegyada goobtaada ah'.

Ask Izzy waa tusaha kaa caawinaya adeegyada goobtaada. Gal **[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)**