



## Orodha ya ukaguzi ya ukatili wa kifamilia na nyumbani

Ikiwa unajali jii ya usalama wako au wa familia yako, tunaweza kusaidia. Hapa kuna mambo kadhaa ya kuzingatia ukitaka kuwasiliana na Child Support, Centrelink au Medicare.

### 1. Je! Unayo hati za utambulisho wa binafsi?

Tunaweza kukuuliza hati za kitambulisho cha binafsi kwako na watoto wako. Hizi ni pamoja na hati kama hizi zifuatazo:

- leseni ya dereva
- chati cha kuzaliwa
- maelezo ya viza
- pasipoti.

Ikiwa hauna njia za kuzipata, bado tunaweza kukusaidia. Uwasiliane nasi na tutashughulikia nawe kupata uchaguzi wengine.

### 2. Je! Unajua unaweza kupata malipo gani?

Tumia Payment and Service Finder (Kifaa cha Kutafuta Malipo na Huduma) yetu ili kuona malipo na haduma ipi unaweza kuzipata.

Pia unaweza kuitumia kupata huduma karibu kwako. Chagua jimbo au wilaya yako, ndipo ukatili wa kifamilia na wa nyumbani. Enda kwa [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder) kwa habari zaidi katika Kiingereza.

### 3. Je! Kuna mtu mwingine anayeshughulikia na sisi kwa niaba yako?

Tunaweza kukusaidia kumaliza mpangalio ikiwa mtu mwingine:

- ana ruhusa kushughulika na Centrelink, Medicare au Child Support kwa niaba yako
- anapata na kutumia malipo yako ya Centrelink.

Tutakuambia kama tunahitaji kumwambia yule mtu mwingine juu ya mabadiliko.

#### **4. Je! Wewe au watoto wako unayo My Health Record (Rekodi Yangu ya Afya)?**

My Health Record yako na ya mtoto wako zinaweza kuwa na habari ya mawasiliano kama anwani yako.

Ikiwa hii ingeweza kuhatarisha familia yako, pigia simu kwenye laini ya Msaada ya My Health Record kwenye **1800 723 471** na chagua **chaguo 1**.

#### **5. Je! Una mahitaji yoyote unayohitaji kutimiza ili kupata malipo yako ya Centrelink?**

Unaweza kuhitaji kutimiza ushiriki au mahitaji ya majukumu ya pande zote ili kupata malipo ya Centrelink.

Zungumza na sisi, au mtoa huduma wako, ikiwa huwezi:

- kuhudhuria miadi
- kutosheleza ushiriki yako au mahitaji ya majukumu ya pande zote.

#### **6. Je! Umesasisha habari yako ya kibinafsi na sisi?**

Kama sehemu ya mpango wako wa usalama, sasisha habari yako ya kibinafsi na Child Support, Centrelink na Medicare. Hii ingeweza kuwa anwani mpya ya posta au nambari mpya ya simu.

Hii ni kuhakikisha wewe tu unapata malipo na mawasiliano kutoka kwetu.

#### **7. Unahitaji kubadilisha neno lako lolote la siri?**

Ikiwa mtu mwingine anaweza kuingia akaunti yako mtandaoni au myGov, unaweza kubadilisha neno lako la siri wakati wowote.

Ikiwa unajali juu ya usalama wa rekodi zako, utuambie. Kwa mfano, ikiwa unafikiria mtu mwingine ameingia akaunti yako ya myGov, piga simu kwenye meza ya msaada ya myGov kwenye **132 307** kwa msaada katika Kiingereza.

#### **8. Je! Unahitaji kujihamisha kwenda kadi nyingine ya Medicare?**

Unaweza kuhamisha kwa kadi mpya ya Medicare ikiwa sio salama kubakia kwenye kadi iliyopita.

Kwa kufanya hivyo, piga simu Medicare kwenye **132 011** na utuambie unataka kufanya nini kwa Kiingereza. Tutakuelekeza kwa hatua inayofuata.

#### **9. Je! Una upatikanaji salama wa akaunti ya benki kwa jina lako mwenyewe?**

Kama sehemu ya mpango wako wa usalama, unaweza kuwa na upatikanaji salama kwa akaunti ya benki kwa jina lako tu.

Ikiwa ungetaka tutumie malipo yako kwa akaunti hiyo, utahitaji kubadilisha maelezo ya akaunti yako ya benki. Kumbuka, utahitaji kufanya hivyo kwa kila moja ya Centrelink, Medicare na Child Support.

## 10. Je! Unahitaji msaada wa kuelewa habari zetu?

Ikiwa unahitaji msaada wa kuelewa habari juu ya malipo na huduma zetu, kunapatikana chaguzi . Kwa mfano, tunaweza kusaidia ikiwa:

- una shida ya kusikia au kusema
- unahitaji kuongea na mtu kwa lugha yako
- wewe au mtu katika utunzaji wako ana ulemavu, ugonjwa au kuumia.

Kuzungumza nasi kwa lugha yako, pigia simu:

- **131 202** juu ya malipo na huduma za Centrelink
- Translating and Interpreting Service (TIS National) (Huduma ya Utafsiri na Ukalimani) kwenye **131 450** juu ya malipo na huduma ya Medicare au Child Support.

Enda kwa [servicesaustralia.gov.au/accessibility](https://servicesaustralia.gov.au/accessibility) kwa habari zaidi katika Kiingereza.

Pia unaweza kupata habari katika lugha yako kwa [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

## 11. Je! Unayo kesi ya sasa hivi ya child support au unahitaji kuomba kwa child support kwa ajili ya Family Tax Benefit (Posho ya Kodi ya Familia) yako?

Pigia simu Child Support kwenye **131 272** kwa habari katika Kiingereza ikiwa unajali kuhusu:

- kutafuta child support kutoka kwa mwenzi wako wa zamani
- sisi kuwasiliana na mwenzi wako wa zamani.

## 12. Je! Kuna biashara nyingine unayohitaji kuzungumza nasi kuhusu ile?

Unaweza kuongea nasi ikiwa una maswali kuhusu:

- malipo au deni ya Centrelink
- malipo au michakato ya Medicare
- tathmini au deni ya Child Support
- usalama wa kumbukumbu yako ya Child Support, Centrelink au Medicare.

Enda kwa [servicesaustralia.gov.au/contact](https://servicesaustralia.gov.au/contact) kwa habari zaidi katika Kiingereza.

## 13. Naweza kupata wapi huduma zingine za msaada na vifaa?

Wafanyakazi wetu wa ustawi wa jamii hutoa ushauri bure na wa siri. Wanaweza kukuelekeza kwa huduma zingine zinazoweza kusaidia. Piga simu kwa simu yetu ya Employment Services (Huduma ya Ajira) kwenye **132 850** na uombe kuongea na mfanyakazi wa ustawi wa jamii. Tufahamisha ikiwa unahitaji mkalimani. Tutapanga moja bila malipo.

Kuna mashirika mengine ya kukusaidia. Unaweza kupata orodha katika Kiingereza kwenye [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

**1800RESPECT (1800 737 732)** ina simu ya msaada kwa masaa 24, siku 7 kwa wiki na msaada wa 'Pata huduma katika eneo lako.'

Ask Izzy ni orodha ya kukusaidia kupata huduma katika eneo lako. Nenda kwa [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)**