



## Ang Mga Pangako namin sa Serbisyo

Nagbibigay kami ng mataas na uring mga serbisyo ng Centrelink, Medicare, at Child Support.

### Ang inyong maaasahan sa amin

#### Respeto

Makikinig kami at makikipagtulungan sa inyo para maintindihan ang inyong mga pang-indibidwal at pangkulturang pangangailangan.

#### May kalidad na impormasyon

Kami ay nakapangakong magbibigay ng kaugma at wastong impormasyon.

#### Katapatan at Integridad

Kami ay magiging nakabukas at tapat at tutuparin ang aming mga pangako.

#### Pagkaepektibo

Gagawin naming simple ang paraan ng pagbibigay ng mga serbisyo sa inyo.

### Matutulungan mo kami kung ikaw ay:

- magbibigay ng kumpleto, wasto at napapanahong impormasyon tungkol sa inyong sarili at pang-indibidwal na mga kalagayan.
- may respeto at magalang sa kawani at iba pang mga kustomer
- magsasabi sa amin kung kailangan ninyo ng tulong sa paggamit ng aming mga produkto at serbisyo.
- makikipag-usap sa aming kawani kung hindi nasiyahan sa naging resulta.

Para sa higit pang impormasyon tungkol sa Aming Mga Pangako sa Serbisyo, bisitahin ang [humanservices.gov.au/servicecommitments](https://humanservices.gov.au/servicecommitments)

Pinahalagahan namin ang inyong opinyon at gusto naming mapakinggan ang nasa inyong isipan. Para makapagbigay ng balik-puna o magreklamo, tumawag sa **1800 132 468** o bisitahin ang [humanservices.gov.au](https://humanservices.gov.au)



## Our Service Commitments

We provide high quality Centrelink, Medicare, and Child Support services.

### What you can expect from us

#### Respect

We will listen and work with you to understand your individual and cultural needs.

#### Quality information

We are committed to providing consistent and accurate information.

#### Honesty and Integrity

We will be open and honest and follow through on our commitments.

#### Efficiency

We will simplify the way we deliver services to you.

### You can help us if you:

- provide complete, accurate and timely information about yourself and your individual circumstances
- are respectful and courteous to staff and other customers
- tell us if you need help to use our products and services
- talk to our staff if you are not happy with the outcome.

For more information about Our Service Commitments visit  
**[humanservices.gov.au/servicecommitments](https://humanservices.gov.au/servicecommitments)**

We value your opinion and want to hear what you think. To give feedback or make a complaint call **1800 132 468** or visit **[humanservices.gov.au](https://humanservices.gov.au)**