



Msaada wa Services Australia kwa wateja wetu wa tamaduni mbalimbali

Je, unajua kuwa Services Australia ina huduma na msaada ili kukusaidia kukuunganisha nasi katika lugha yako?

Ili kuzungumza na mtu katika lugha yako kuhusu malipo na huduma za Centrelink pigia simu **131 202**, na wafanyakazi wetu wa simu za lugha mbalimbali wanaweza kujibu maswali yako.

Kama una swali kuhusu Medicare au Child Support, pigia simu Translating and Interpreting Service, TIS National, kwa **131 450**.

Laini zote za simu zinapatikana kuanzia Jumatatu hadi Ijumaa, saa 2 asubuhi (8am) hadi saa 11 jioni (5pm).

Unaweza pia kuuliza kupewa mkalimani unapotembelea vituo vyetu vya huduma. Wajulishe wafanyakazi wetu na wataaandaa mmoja kwa bure. Ikiwa unahitaji nyaraka kutafsiriwa ili kukusaidia kudai malipo au huduma, tunaweza pia kuzipangilia bila malipo yoyote. Tujulishe tu pale unapotutembelea au kutupiga kwa simu.

Multicultural Service Officers wetu husaidia kuwaunganisha wahamiaji na wakimbizi kwa habari zetu, malipo na huduma zetu. Pia hufanya kazi na vikundi vya jamii na mashirika ya msaada ili kuwasaidia watu kupata huduma zetu.

Tembelea **servicesaustralia/your language** ambapo unaweza kusoma, kutazama au kusikiliza maelezo kuhusu malipo na huduma zetu kwa lugha zaidi ya 65.



Services Australia support for our multicultural customers

Do you know Services Australia has services and support to help you connect with us in your language?

To speak to someone in your language about Centrelink payments and services call **131 202**, and our multilingual phone staff can answer your questions.

If your enquiry is about Medicare or Child Support, call the Translating and Interpreting Service, TIS National, on **131 450**.

Both these phone lines are available Monday to Friday, from 8 am to 5 pm.

You can also ask for an interpreter when you visit our service centres. Just let our staff know and they will arrange one for free. If you need documents translated to help you claim a payment or service, we can also arrange it for free. Just let us know when you visit or call.

Our Multicultural Service Officers help connect migrants and refugees to our information, payments and services. They also work with community groups and support organisations to help people access our services.

Go to **servicesaustralia/your language** where you can read, watch or listen to information about our payments and services in over 65 languages.