



တၢ်ဂ့ၢ်တၢ်ကျိၤဒီးတၢ်မၤစၢၤလၢလုၢ်လၢ်ထူၤသနူၤအါမံၤအပူၤသ့တၢ်မၤစၢၤတဖၣ်အဂီၢ်

နမၤန့ၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤဒီးတၢ်မၤစၢၤလၢ Services Australia (တၢ်မၤစၢၤအီးစတြဲလယါ)အအိၣ်လၢနကစၢ်အကျိၣ်သ့န့ၢ်န့ၣ်ညါၤ။

လၢတၢ်ကကတိၤတၢ်ဒီးပုၤတၢ်လၢနကစၢ်အကျိၣ်ဘၣ်ဃးဒီး Centrelink အတၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတၢ်မၤစၢၤတဖၣ်အဂီၢ်ကိးဘၣ် **131 202**, မ့ၢ်ဆၣ်တုၤမ့ၢ်ဖိဖးစးထီၣ်ဂီၤ 8 န့ၣ်ရံၣ်တုၤဟါ 5 န့ၣ်ရံၣ်တက့ၢ်. ပပုၤမၤတၢ်ဖိစံးဆၢနတၢ်သံကွၢ်တဖၣ်သ့လီၤ.

ဖဲနကိးပုၤအခါ-

- နကလိၣ်ဘၣ်န Centrelink Reference Number (CRN) မ့တမ့ၢ် Customer Access Number (CAN) န့ၣ်လီၤ.
- ဖဲန CRN မ့တမ့ၢ် CAN မ့ၢ်တအိၣ်အခါနကန့ၢ်ဟ့ၣ်တၢ်ဩဃာ်တၢ်ကလုၢ် 3 ဘျီလၢအဲကလံးအကျိၣ် (English) န့ၣ်လီၤ. ဖဲတၢ်သၢၤဘျီဝံၤအလီၢ်ခံ, တၢ်ကလုၢ်ကစံးဝဲဒၣ် 'What language please (ဝံၤသးစူၤတဲဘၣ်မ့ၢ်ကျိၣ်မနုၤလဲၣ်)' န့ၣ်လီၤ.
- တဲဘၣ်နကျိၣ်အမံၤလၢအဲကလံးအကျိၣ် (English) တက့ၢ်.
- ပကသံကွၢ်နလၢတၢ်ကမၤလီၤတံၢ်နကျိၣ်လီၤ.
- မ့ၢ်ဝံၤဃုထၢတၢ်ဂ့ၢ်လၢနတၢ်ကိးအဂီၢ်လၢတၢ်ဃုထၢ 6 မံၤအကျိၣ်တက့ၢ်.
- ဝံၤသးစူၤအိၣ်ခိးတုၤလၢပုၤမၤတၢ်ဖိတၢ်စံးဆၢနတၢ်ကိးတက့ၢ်.

နယုန့ၢ်စ့ၢ်ကိးပုၤကတိၤကျိၤထံတၢ်တကၤဖဲနကိးဝဲဒၣ် Medicare ဒီး Child Support ဒီးပကကျဲၤကလီၤန့ၢ်န့ၣ်လီၤ.

လၢ Medicare အဂီၢ်ကိးဘၣ် **132 011** မ့ၢ်ဆၣ်တုၤမ့ၢ်ဖိဖးစးထီၣ် ဂီၤ 7 န့ၣ်ရံၣ်တုၤဟါ 10 န့ၣ်ရံၣ်ဒီးမ့ၢ်ဘူၣ်ဒီးမ့ၢ်ဒဲး ဂီၤ 7 န့ၣ်ရံၣ်တုၤ ဟါ 7 န့ၣ်ရံၣ်တက့ၢ်.

လၢ Child Support အဂီၢ်ကိးဘၣ် **131 272** မ့ၢ်ဆၣ်တုၤမ့ၢ်ဖိဖးစး ဂီၤ 8:30 တုၤ ဟါ 4:45 မံးနံးတက့ၢ်.

နယုထီၣ်ပုၤကတိၤကျိၤထံတၢ်တကၤဖဲနလဲၤဆူပတၢ်မၤစၢၤအလီၢ်ခါၣ်သးတဖၣ်အအိၣ်အခါသ့လီၤ. ထဲဒၣ်ဒုးသ့ၣ်ညါဘၣ်ပပုၤမၤတၢ်ဖိဒီးအဝဲသ့ၣ်ကရဲၣ်ကျဲၤန့ၢ်ပုၤတၢ်လၢတလိၣ်ဟ့ၣ်အပူၤဘၣ်န့ၣ်လီၤ. ဖဲနမ့ၢ်လိၣ်ဘၣ်လံာ်လံာ်လၢတၢ်ကျိၤထံဟံၤလၢကမၤစၢၤနယုထီၣ်တၢ်ဟ့ၣ်အလဲတခါမ့တမ့ၢ်တၢ်မၤစၢၤတဖၣ်န့ၣ်, ပရဲၣ်ကျဲၤကလီၤန့ၢ်န့ၣ်သ့စ့ၢ်ကိးလီၤ.

ပအိၣ်ဒီးပုၤမၤတၢ်ဖိလၢတၢ်ကိးအမံၤလၢ Multicultural Service Officers လၢအမၤသကိးတၢ်ဒီးလုၢ်လၢ်ထူၤသနူၤအါ မံၤအကရူၢ်တဖၣ်ဒီး ပုၤတၢ်အတၢ်ကရၢကရိတဖၣ်န့ၣ်လီၤ.

အဝဲသ့ၣ်လဲၤဆူပတၢ်အမူးတဖၣ်ဒီးလဲၤအိၣ်သကိးတၢ်ကရၢကရိအဂၤလၢကနီၤဟ့ၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဘၣ်ဃးပတၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးပတၢ်မၤစၢၤတဖၣ်န့ၣ်လီၤ. အဝဲသ့ၣ်ဒုးသ့ၣ်ညါပုၤသးလီၤသးကျဲၤဃုဖဲဃုမၤဒီးပုၤဘၣ်ကီဘၣ်ခဲတဖၣ်လၢမ့ၢ်အဝဲသ့ၣ်မၤန့ၢ်တၢ်မၤစၢၤလၢပအိၣ်ကသ့ၣ်လဲၣ်န့ၣ်လီၤ.

လဲၤဘၣ်ဆူ servicesaustralia.gov.au/karen

ဖဲနဖး, ကွၢ်မ့တမ့ၢ်ကန့ၢ်ဝဲဒၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဘၣ်ဃးပတၢ်ဟ့ၣ်အလဲဒီးတၢ်မၤစၢၤလၢအအိၣ်ဝဲဒၣ်လၢကျိၣ်အါန့ၢ် 65 ကျိၣ်အပူၤန့ၣ်တက့ၢ်.



Information and help for multicultural customers

Do you know you can get information and help from Services Australia in your language?

To speak to someone in your language about Centrelink payments and services call **131 202**, Monday to Friday from 8 am to 5 pm. Our staff can answer your questions.

When you call us:

- you will need your Centrelink Reference Number (CRN) or Customer Access Number (CAN).
- If you do not give your CRN or CAN you will hear the recording 3 times in English (English). After the third time, the voice will say 'What language please'?
- say the name of your language in English (English).
- We will ask you to confirm your language.
- next choose the reason for your call from the 6 options.
- please wait until a staff member answers your call.

You can also ask for an interpreter when you call Medicare and Child Support and we will arrange one for free.

For Medicare call **132 011** Monday to Friday from 7 am to 10 pm, and Saturday and Sunday 7 am to 7 pm.

For Child Support call **131 272** Monday to Friday 8:30 am to 4:45 pm.

You can ask for an interpreter when you go to 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 services, we can also arrange it for free.

We have staff called Multicultural Service Officers who work with multicultural groups and community organisations. They go to community events and visit other organisations to share information about our payments and services. They let migrants and refugees know how they can get help from us.

Go to **servicessaustralia.gov.au/karen** where you can read, watch or listen to information about our payments and services in over 65 languages.