



Dhoilla bodhoilla rosómor maincolla maalumát edde modot okkol

Services Australia ttun maalumát edde modot okkol tuáñr zubanot loi faribade híyan zano ne?

Centerlink or thiñyar modot edde hédmot okkolor baabote tuáñr zubanot hono ekzon loi hotá hoibolla **131 202** lomborot call gori fariba, Combar ottu Cukkurbar, bínna 8 wa baze loti háñzinna 5 wa baze fán. Aañrar hamor maince tuáñr suwal okkolor juwab di faribo.

Tuñi añrare call goribade thaimot:

- Tuáñr Centrelink Reference Number (CRN) yato Customer Access Number (CAN) lagibo.
- Zodi tuñi tuáñr CRN yato CAN lombor no dile, tuñi computer or recording gua English ot 3 bar funiba. Tin bar baade, recording híbat ‘What language please?’ hén hoibo tuñar zuban honnua sínibolla.
- Híyan fúnile, English ot tuáñr zubanor naam ho.
- Baade tuáñr zubanor naam hoiyode híyan abbar confám goribolla hoibo.
- Híyar baade 6 wan hotá hoibode héntu, tuñi call kiyolla gojjode híyan basi loiyo.
- Aañrar uggua hamor maince zetun tuñar call no tule hetun meherbani gori entezar gojjo.

Medicare edde Child Support ore call gorode thaimot, tuñalla hotá báñgi doya lagile yo hoi fariba, añra maana híyanor entezam gori diyum.

Medicare olla **132 011** lomborot call gori fariba, Combar ottu Cukkurbar, bínna 7 wa baze loti raitta 10 wa baze fan, ar Conibar edde Roibar e, bínna 7 wa baze loti raitta 7 wa baze fán.

Child Support olla **131 272** lomborot call gori fariba, Combar ottu Cukkurbar, bínna 8:30 wa baze loti háñzinna 4:45 minith fán.

Tuñi añrar service centre ot zaibade híya hotá báñgi doya lagile hoi fariba. Aañrar hamor maincore hoile, hítara híyanor maana entezam gori dibo. Zodi hono thiñya yato hédmot loibar baabote tuáñttu hono habosfonna torjuma gora foredde oile, añra híyanoro maana entezam gori di faijjum.

Aañrar hodun Multicultural Service Officer boli hoi hamor manuc ase, hítara dhoilla bodhoilla rosómi maincor dhai edde koumi tonzím okkol loi ham gore. Hítara koumi mujilic okkolot ar oinno oinno tonzím okkolot zai baade, añrar thiñyar modot edde hédmot babute maalumát okkol maincore zanaide. Hítara bidecoitta manuc ar refuzi okkolore añrar modot keen gori loi faribo hín zanai de.

Nethot servicesaustralia.gov.au/rohingya lekí mari saiyo, héçe añrar thiñyar modot edde hédmot okkolor babute 65 zubanot fori fariba, sai fariba, yato fúni fariba.



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 servicesaustralia.gov.au/rohingya where you can read, watch or listen to information about our payments and services in over 65 languages.