



Taarifa na usaidizi kwa wateja wa kitamaduni

Je, unajua unaweza kupata taarifa na usaidizi kutoka Services Australia katika lugha yako?

Ili kuzungumza na mtu katika lugha yako kuhusu malipo na huduma za Centrelink piga simu kwa **131 202**, Jumatatu hadi Ijumaa kuanzia saa 2 asubuhi (8 am) hadi saa 11 jioni (5 pm). Wafanyakazi wetu wanaweza kujibu maswali yako.

Wakati unapotupigia simu:

- utahitaji Centrelink Reference Number (CRN) [*Nambari yako ya Marejeleo ya Centrelink*] au Customer Access Number (CAN) [*Nambari ya Ufikiaji wa Wateja*].
- Usipotoa CRN au CAN yako utasikia rekodi mara 3 kwa Kiingereza (English). Baada ya mara ya tatu, sauti itasema 'Tafadhali, lugha gani'?
- taja jina la lugha yako kwa Kiingereza (English).
- Tutakuomba uthibitishie lugha yako.
- kisha chagua sababu ya simu yako kutoka kwenye chaguo 6.
- tafadhali subiri hadi mfanyakazi ajibu simu yako.

Unaweza pia kuomba mkalimani unapopiga simu kwa Medicare na Child Support [*Huduma kwa Watoto*] na tutaandaa mkalimani bila malipo.

Kwa Medicare piga simu kwa **132 011** Jumatatu hadi Ijumaa kuanzia saa 1 asubuhi (7 am) hadi saa 4 usiku (10pm), na Jumamosi na Jumapili saa 1 asubuhi (7 am) hadi saa 1 usiku (7 pm).

Kwa Child Support [*Huduma kwa Watoto*] piga simu kwa **131 272** Jumatatu hadi Ijumaa saa 2:30 asubuhi (8:30 am) hadi saa 10:45 jioni (4:45 pm).

Unaweza kuomba mkalimani unapoenda kwenye vituo vyetu vya huduma. Wajulishe wafanyakazi wetu nao wataandaa mkalimani bila malipo. Ukihitaji hati zilizotafsiriwa ili kukusaidia kudai malipo au huduma, tunaweza pia kupanga bila malipo.

Tuna wafanyakazi wanaoitwa Multicultural Service Officers [*Maafisa wa Huduma za Tamaduni Mbalimbali*] wanaofanya kazi na vikundi vya kitamaduni na mashirika ya kijamii. Huwa wanaenda kwenye matukio ya kijamii na kutembelea mashirika mengine ili kushiriki taarifa kuhusu malipo na huduma zetu. Wanawajulisha wahamiaji na wakimbizi jinsi wanavyoweza kupata msaada kutoka kwetu.

Nenda kwenye servicessaustralia.gov.au/swahili ambapo unaweza kusoma, kutazama au kusikiliza taarifa kuhusu malipo na huduma zetu katika lugha zaidi ya 65.



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