



## 我们的服务承诺

我们提供高品质的Centrelink、Medicare和Child Support服务。

### 您可以对我们有何期望

#### 尊重

我们将听取您的意见并与您一起了解您的个人和文化需求。

#### 高品质信息

我们承诺提供一致、准确的信息。

#### 诚实与诚信

我们奉行公开、诚实的原则，并恪守我们的承诺。

#### 高效

我们会简化为您提供服务的方式。

### 您可以通过以下方式帮助我们：

- 及时提供关于您自己和您个人情况的完整、准确信息；
- 尊重并礼貌地对待我们的工作人员和其他服务使用者；
- 如果您在使用我们的产品和服务时需要帮助，请告诉我们；
- 如果您对结果不满意，请告诉我们的工作人员。

了解有关我们服务承诺的更多信息，请造访[humanservices.gov.au/servicecommitments](https://humanservices.gov.au/servicecommitments)

我们非常重视您的意见并希望了解您的想法。如欲提供反馈意见或提出投诉，请拨打或  
**1800 132 468** 或登录 [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)**