



Social work services

If you are going through a difficult time our social workers can help you.

How we help

Our social workers can help you with:

- short term counselling
- information, and
- referral to support services.

Who we help

Our social workers can help you when you feel you need someone to turn to for support.

You can talk to them about:

- family and domestic violence
- thoughts of suicide or self-harm
- being a young person without support
- a personal or family crisis
- mental health concerns, and
- being affected by a natural disaster.

Experiencing violence

If you are experiencing family and domestic violence our social workers can help you access:

- family and domestic violence services
- emergency accommodation and housing support
- financial help
- counselling
- health services, and
- legal services.

Mental health

Our social workers can help you access mental health support services if you:

- feel depressed
- feel anxious
- are experiencing thoughts of suicide or self-harm, or



- have a mental illness or disorder.

Trained and qualified

All our social workers hold a social work degree and provide their service for free.

We consult with the Australian Association of Social Workers to maintain the highest professional standards.

Your privacy

We respect your right to privacy. We will treat any information you give us in line with our privacy policy.

Our social workers may refer you to a support service. They can only pass on information if you have agreed or if it's required or authorised by law.

How to contact a social worker

To contact a social worker in English call the Centrelink employment services line on **132 850** and ask to speak to a social worker.

Or visit a service centre and ask to speak to a social worker.

You can bring a family member or a friend with you.

Interpreters

If you need an interpreter, tell us and we will arrange one for you. Our interpreters follow a code of ethics. This means they won't tell anyone else what you've talked about.

For more information

- go to humanservices.gov.au/social-work-services for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.