



社工服务

如果您遇到了困难，我们的社工可以帮助您。

我们如何提供帮助

我们的社工可以在以下方面帮助您：

- 短期咨询
- 信息，以及
- 推荐支持服务。

我们帮助哪些人

如果您觉得您需要他人的支持，我们的社工可以帮助您。

您可以和他们交流：

- 家庭暴力
- 自杀或自残的想法
- 作为一个没有生计的年轻人您如何生活
- 个人或家庭危机
- 精神健康问题，和
- 自然灾害对您造成的影响。

遭遇暴力

如果您遭遇了家庭暴力，我们的社工可以帮助您获得：

- 家庭暴力服务
- 紧急住宿和住房支持
- 经济援助
- 辅导服务
- 健康服务，以及
- 法律服务。

精神健康

如果您属于以下情况，我们的社工可以帮助您获得精神健康支持服务：

- 感到沮丧



- 感到焦虑
- 萌生了自杀或自残的想法，或者
- 有精神疾病或精神错乱。

训练有素、资质齐全

我们所有的社工都拥有社工学位并免费提供服务。

我们是 Australian Association of Social Workers 的会员，遵守最高的专业标准。

您的隐私

我们尊重您的隐私权。我们会根据我们的隐私政策处理您提供给我们所有信息。

我们的社工可能会向您推荐支持服务。只有在您同意或法律要求或授权的情况下，他们才能传递这些信息。

如何联系社工

用英语联系社工请拨打 Centrelink employment services line 电话 **132 850**，并要求接通社工。

或者前往某个服务中心并要求与社工沟通。

您可以带您的家人或朋友一同前往。

口译员

如果您需要口译员，请告诉我们，我们将为您安排。我们的口译员会遵守其职业道德准则。这意味着他们不会将您谈论过的内容告诉任何人。

更多信息

- 请前往 humanservices.gov.au/social-work-services 以获取更多英文信息
- 请前往 humanservices.gov.au/yourlanguage，您可以在这里读、听或观看您自己语言的信息
- 致电 **131 202**，使用您的母语与我们讨论 Centrelink 福利金发放和服务
- 致电 **131 450** 联系 Translating and Interpreting Service (TIS National)，以使用您的母语与我们讨论 Medicare 和 Child Support 福利金发放和服务
- 前往服务中心。

注：用澳大利亚境内任何地方的住宅电话拨打‘13’号码都按固定费率收费。该费率可能因本地通话的费率而异，也可能因电话服务供应商而异。可免费用住宅电话拨打‘1800’号码。从公共电话和移动电话的通话可能会计时并按较高的费率收费。

免责声明

本出版物中所包含的信息仅将作为福利金和服务的指南。由您自行负责决定是否要申请福利金以及就自己的特定处境作出申请。



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.