



ပုဂ္ဂိုလ်အတိအကျမေးမြန်းမှုအတိအကျဖော်ပြချက်

ဖဲနမ့်လဲခီဖျိဘဉ်တၢ်ဆၢကတီၢ်အကီအခဲတခါအခါ, ပုဂ္ဂိုလ်အတိအကျမေးမြန်းမှုဖိတဖဉ်မေးမြန်းသ့လီၤ.

မ့ၢ်ပမၤစၢၤသ့ဒ်လဲၣ်

ပုဂ္ဂိုလ်အတိအကျမေးမြန်းမှုဖိတဖဉ်မေးမြန်းသ့ခီဖျိ-

- တၢ်ဟ့ၣ်ကတီၢ်ဖျိတၢ်တၢ်ပီၣ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖး
- ဟ့ၣ်နၢၤဒီးတၢ်ဂ့ၢ်တၢ်ကျိၤဒီးတၢ်ဆိၣ်ထွဲ
- ဘျးစဲန့ၢ်နၢၤဒီးတၢ်မၤစၢၤလၢအမၤစၢၤန့ၢ်လီၤ.

ပမၤစၢၤမတၤလဲၣ်

ပုဂ္ဂိုလ်အတိအကျမေးမြန်းမှုဖိတဖဉ်မေးမြန်းတၢ်သ့ဖဲနမ့်လိၣ်ဘဉ်ပုၤတၢ်လၢတၢ်ဆိၣ်ထွဲအဂီၢ်အခါလီၤ. အဝဲသ့ၣ်ဟ့ၣ်တၢ်အခိၣ်သ့ၣ်လၢပုၤလၢအအိၣ်ဒီးတၢ်လိၣ်ဘဉ်လၢအဘၢ်ဘူတဖဉ်ဒီးမ့ၢ်ပုၤလၢတၢ်အိၣ်ဒီးဟံၣ်ဖိယီဖိတၢ်ဆိၣ်ထွဲမ့ၢ်တၢ်မၤစၢၤအဂၤလၢပုၤတၢ်အပူၤတဖဉ်န့ၢ်လီၤ.

နကတီၢ်တၢ်ဒီးအဝဲသ့ၣ်သ့ဘဉ်ဃး-

- ဟံၣ်ဖိယီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကး
- တၢ်ဆိကမိၣ်ထီၣ်လၢကမၤသံလီၤသးမ့ၢ်တၢ်မၤဘၣ်ဒိလီၤနကစၢ်အသး
- ကဲသးစၢ်လၢတၢ်အိၣ်ဒီးတၢ်ဆိၣ်ထွဲ
- နီၢ်တၢ်မ့ၢ်တၢ်ဟံၣ်ဖိယီဖိအတၢ်သဘၣ်သဘၣ်တခါ
- သးတၢ်ဆိကမိၣ်အတၢ်အိၣ်ဆူၣ်အိၣ်ချ့အတၢ်ဘဉ်ယိၣ်တဖဉ်
- တူၢ်ဘဉ်တၢ်ဘဉ်ယိၣ်တဖဉ်, တၢ်သးအုး, တၢ်သးဆိၣ်သနးမ့ၢ်တၢ်အိၣ်လီၤတံၢ်ထဲတဂၤ
- ဘဉ်ဒိဘဉ်ထံးခီဖျိန့ၢ်ဆၢတၢ်တတၢ်တနီၤဒီးမ့ၢ်အမၤဘၣ်ဒိန့ၢ်လဲၣ်.

လဲၣ်ခီဖျိဘဉ်တၢ်စုဆူၣ်ခိၣ်တကး

ဟံၣ်ဖိယီဖိဒီးဟံၣ်ပူၤဃီပူၤတၢ်စုဆူၣ်ခိၣ်တကးမ့ၢ်တၢ်သကံၢ်ပဝးတမံၤလၢလၢအမ့ၢ်တၢ်မၤဆူၣ်, မၤပျံၤတၢ်, ထီၣ်ဒုၣ်ထီၣ်ဒါ မ့ၢ်တၢ်ဖိၣ်ဃံးတၢ်န့ၢ်လီၤ. ဒုးတူၢ်ဘဉ်န့ၢ်မ့ၢ်တၢ်ဟံၣ်ဖိယီဖိလၢကပျံၤတၢ်ဒီးတူၢ်ဘဉ်တၢ်တပူၤတဖျဲးန့ၢ်လီၤ.

ပုလုလဲအလဲခါဖျိဘၣ်ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူဃီပူတၢ်စုဆူၣ်ခိၣ်တကးလၢတၢ်ဆၢကတီၢ်တခါလၢလၢသ့လီၤ. ဖဲနဟံၣ်တၢ်
ရ့လီၢ်မုၢ်လီၢ်လၢအမၤဆူၣ်မၤစိးတၢ်ဝံၤအလီၢ်ခဲဒၣ်လဲၣ်တဘျီအကကဲထီၣ်အသးဆူညါလီၤ. မၤဘၣ်ဒိဘၣ်ထံးပုၤတဂၤ
လၢလၢတၢ်ရ့လီၢ်မုၢ်လီၢ်အကလုာ်ခဲလၢာ်, လၢအဟံၣ်ဃုာ်-

- တၢ်ရ့လီၢ်မုၢ်လီၢ်တံၢ်နီၢ်လၢအအိၣ်ဝဲဒၣ်ခဲအံၤမ့တမ့ၢ်အပူၤကွၢ်လၢအဟံၣ်ဃုာ်တၢ်ရ့လီၢ်မုၢ်လီၢ်ဖဲနဟံၣ်အဲၣ်တီမ့တမ့ၢ်အိၣ်
ဆိးတပူဃီ, လၢတကွၢ်မုၢ်ခွါတၢ်အိၣ်သးမ့တမ့ၢ်သ့ၣ်ထံးအတၢ်တူၢ်ဘၣ်ပလၢဘၣ်န့ၣ်လီၤ
- တၢ်ရ့လီၢ်မုၢ်လီၢ်ဟံၣ်ဃုာ်ပုၤလၢအဟံၣ်ဃုာ်တၢ်ကွၢ်ထွဲဆူပုၤ တဂၤလၢအအိၣ်ဒီးသးနီၢ်ခိၣ်ကွၢ်ဂီၤတလၢတပျဲတဆူၣ်တချ့မ့
တမ့ၢ်တၢ်ဆူးတၢ်ဆါအတၢ်အိၣ်သးမ့တမ့ၢ်သးပျဲတဖၣ်
- တၢ်ရ့လီၢ်မုၢ်လီၢ်ဃုာ်ဒီးဟံၣ်ဖိဃီဖိမ့တမ့ၢ်ပုၤကွၢ်ထွဲလုာ် ဒိၣ်ထီၣ်တၢ်ဖိးသဲစး
- ဆဲးလၢအဟံၣ်ဖိဃီဖိအကရူၢ်တဖၣ်န့ၣ်လီၤ.

ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူဃီပူတၢ်စုဆူၣ်ခိၣ်တကးန့ၣ်မၤဘၣ်ဒိပုၤတဂၤလၢလၢလၢ,
လၢတကွၢ်သးန့ၣ်, မုၢ်ခွါမ့တမ့ၢ်သ့ၣ်ထံးအတၢ်တူၢ်ဘၣ်ပလၢဘၣ်န့ၣ်သ့လီၤ.

ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူဃီပူတၢ်စုဆူၣ်ခိၣ်တကးအကလုာ်တဖၣ်ဟံၣ်ဃုာ်-

- နီၢ်ခိၣ်အတၢ်စုဆူၣ်ခိၣ်တကး (တၢ်ဒိ, တၢ်ထူ, တၢ်ဆိၣ်, တၢ်ဘဲးတံၢ်ကိာ်, တၢ်မၤပျဲလၢကမၤဘၣ်ဒိတၢ်န့ၣ်လီၤ)
- သ့ၣ်ထံးအတၢ်စုဆူၣ်ခိၣ်တကး (တၢ်မၤဆူၣ်မ့တမ့ၢ်ကူၣ်တရံးလၢကမံဃုာ်အီၤ, တၢ်ထိးဘၣ်လၢတဖိးမံ)
- သးတၢ်တူၢ်ဘၣ်တၢ်မၤတရီတပါ
(တၢ်ကတိၤတဖၣ်မ့တမ့ၢ်တၢ်ဖိးတၢ်မၤလၢအဒူးတူၢ်ဘၣ်နၤလၢနလုာ်န့ၣ်ပုၤတအိၣ်မ့တမ့ၢ်သးအူး)
- ဟးပိာ်ကွၢ်ဟ့ၣ်တၢ် (တၢ်ထိးဘၣ်ဘၣ်ထံးခဲအံၤခဲအံၤလၢနတအဲၣ်ဒီး, ပုၤတဂၤလုၤပိာ်နခံ)
- တၢ်မၤတရီတပါခိၣ်ဖျိစဲးဖိကဟ့ၣ် (သမံသမိးနလီတဲစိ, သူတၢ်ကွၢ်ဟ့ၣ်တၢ်အပီးလီ,
တၢ်နီၤဟ့ၣ်နတၢ်ဂီၤတဖၣ်မ့တမ့ၢ်တၢ်ကစီၣ်တဖၣ်လၢတအိၣ်ဒီးနတၢ်ပျဲ)
- ကျိၣ်စုအတၢ်စုဆူၣ်ခိၣ်တကး (တၢ်တအိၣ်ဒီးခွဲးယာ်လၢကမၤန့ၣ်သူကျိၣ်စု, တၢ်တပျဲနၤလၢကမၤတၢ်,
တၢ်သူစုလၢတအိၣ်ဒီးတၢ်ပျဲန့ၣ်လီၤ).

ဖဲနမ့ၢ်လဲၤခါဖျိဘၣ်ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူဃီပူတၢ်စုဆူၣ်ခိၣ်တကးန့ၣ်ပပုၤဂ့ၢ်ဝီအပုၤမၤတၢ်ဖိတဖၣ်ဟ့ၣ်နၤဒီးတၢ်တၢ်ပိာ်
ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖးဒီးတၢ်ဆိၣ်ထွဲသ့လီၤ.

အဝဲသ့ၣ်ဘျးစဲန့ၣ်နၤဒီးတၢ်မၤစၢၤတဖၣ်လၢပုၤတဂၤအပူၤလၢအဟံၣ်ဃုာ်တၢ်လၢလၢသ့လီၤ-

- ဟံၣ်ဖိဃီဖိဒီးဟံၣ်ပူဃီပူတၢ်စုဆူၣ်ခိၣ်တကးအတၢ်ဆိၣ်ထွဲအတၢ်မၤစၢၤ
- ဂ့ၢ်ဂီၢ်အူတၢ်အိၣ်ကဒုဒီးဟံၣ်ဃီတၢ်ဆိၣ်ထွဲ
- ကျိၣ်စုအတၢ်မၤစၢၤ
- တၢ်တၢ်ပိာ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖး

- တၢ်အိၣ်ဆူၣ်အိၣ်ချ့အတၢ်မၤစၢၤ
- သဲစးတၢ်မၤစၢၤတဖၣ်.

သးအတၢ်အိၣ်ဆူၣ်အိၣ်ချ့

သးတၢ်ဆိကမိၣ်အတၢ်အိၣ်ဆူၣ်အိၣ်ချ့မ့ၢ်တၢ်လၢအဘၣ်ထွဲဒီးကျိၤကျဲၤလၢပဆိကမိၣ်, တူၢ်ဘၣ်ဒီးအိၣ်ထီၣ်အိၣ်လီၤန့ၣ်လီၤ. တၢ်အံၤမၤဘၣ်ဒိနကိးနံၤဒဲးတၢ်အိၣ်မူလၢအဟံၣ်ဃုာ် နတၢ်ဖဲးတၢ်မၤ, တၢ်ရဲၤလိာ်မုာ်လိာ်မ့တမ့ၢ်တၢ်မၤလိမၤဒီး န့ၣ်လီၤ.

ပပုၤဂ့ၢ်ဝီအပုၤမၤတၢ်ဖိမၤစၢၤန့ၣ်လီၤလၢကမၤန့ၣ်သးတၢ် ဆိကမိၣ်အတၢ်အိၣ်ဆူၣ်အိၣ်ချ့အတၢ်မၤစၢၤတဖၣ်သ့ဖဲန့ၣ်မ့ၢ်-

- တူၢ်ဘၣ်တၢ်သးသဟီၣ်လီၤ
- တူၢ်ဘၣ်တၢ်သ့ၣ်ကိာ်သးဂီၤ
- လဲၤဒီးဖျိဘၣ်တၢ်ဆိကမိၣ်လၢကအဲၣ်ဒီးမၤသံလီၤသးမ့တမ့ၢ်မၤဆါလီၤနကစၢ်အသး
- အိၣ်ဒီးသးတၢ်ဆိကမိၣ်အတၢ်ဆူးတၢ်ဆါမ့တမ့ၢ်တၢ်တဘၣ်လီၢ်ဘၣ်စးန့ၣ်လီၤ.

န့ၣ်ဘၣ်တၢ်သိၣ်လိဒီးကံၢ်စီထီၣ်ဘး

ပပုၤဂ့ၢ်ဝီအပုၤမၤတၢ်ဖိမဲလၢန့ၣ်ဖီၣ်ဃာ်ပပုၤဂ့ၢ်ဝီအပုၤမၤတၢ်ဖိအဒံၤကရံၤဒီးဟ့ၣ်လီၤအဝဲသ့ၣ်အတၢ်မၤစၢၤလၢတလိၣ်ဟ့ၣ်အပုၤဆူၣ်အိၣ်န့ၣ်လီၤ.

ပတၢ်ပိာ်တၢ်ဒီး Australian Association of Social Workers လၢတၢ်ကပၤဃာ်စဲၣ်နီၤအတီၤပတီၢ်လၢအထီကတၢ်တဖၣ်န့ၣ်လီၤ.

နတၢ်သဒိၣ်သဒါ

ပဘၣ်လူၤဟံၣ်မၤထွဲတၢ်ဟံၣ်တၢ်ဂ့ၢ်လၢတၢ်ခူသ့ၣ်ဒီးတၢ်သဒိၣ်သဒါအတၢ်ဟ့ၣ်လီၤတၢ်မၤစၢၤအကျိၤအကွၢ်လၢပပုၤဂ့ၢ်ဝီတၢ်ဘၣ်တၢ်ဘၢ, ဟံၣ်ဖိဖိတဖၣ်, တၢ်အိၣ်ဆူၣ်အိၣ်ချ့, ဖိသ့ၣ်အတၢ်ဆိၣ်ထွဲ,

တၢ်ဟ့ၣ်တၢ်ကူၤဒီးသးနီၢ်ခိက့ၢ်ဂီၤတလၢတပျဲၤတဆူၣ်တချ့အတၢ်မၤစၢၤအတၢ်သိၣ်တၢ်သီလၢအဖဲးတခါန့ၣ်လီၤ.

တၢ်ဟ့ၣ်လီၤတၢ်မၤစၢၤတခါအံၤကဟံၣ်ပနီၣ်မ့ၢ်ပကသ့ၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဒဲလဲၣ်ဒီးအခါဖဲလဲၣ်ဒီးတၢ်ဟ့ၣ်လီၤအီၤဆူၣ်တၢ်အိၣ်သ့လဲၣ်န့ၣ်လီၤ.

ပအိၣ်စ့ၢ်ကိးဒီးမူဒါတဖၣ်လၢအအိၣ်လၢ *Privacy Act 1988*. နနီၢ်တဂၤအတၢ်ဂ့ၢ်တၢ်ကျိၤန့ၣ်တၢ်တဟံၣ်ဖျါထီၣ်အီၤဆူၣ်ပနီၣ်တဂၤ, ကရၢနီၣ်တဖုအအိၣ်မ့တမ့ၢ်ဘၣ်လၢ-

- နဟ့ၣ်ပုၤဒီးတၢ်ပျဲ
- အဘၣ်တၢ်ဟ့ၣ်ဖိဟ့ၣ်ကမီၤအီၤမ့တမ့ၢ်တၢ်သိၣ်တၢ်သီအတၢ်လိၣ်ဘၣ်န့ၣ်လီၤ
- အတုၤထီၣ်ထီၣ်ဘးတၢ်ဟံၣ်ပနီၣ်လၢအဂၤလၢအအိၣ်လၢ Australian Privacy Principles တဖၣ်အကျိၤတခါန့ၣ်လီၤ.

တၢ်အိၣ်သးလၢနတၢ်ဂ့ၢ်တၢ်ကျိၤန့ၣ်တၢ်ကဟ်ဖျါထီၣ်အီၤလၢတၢ်ဂ့ၢ်မတၤလဲၣ်,
ဘၣ်မနုၤအယီၤလဲၣ်ဒီးအခါဖဲလဲၣ်န့ၣ်တၢ်ကွဲးလီၤဟ်အသးလၢနတၢ်အိၣ်သဒိၣ်သဒါအဖီလစံၣ်အပူၤလီၤ. လဲၤဘၣ်ဆူ
servicessaustralia.gov.au/privacy

မ့ၢ်တၢ်ကဆဲးကျိးပုၤဂ့ၢ်ဝီၤအပူၤမၤတၢ်ဖိတဂၤဒဲလဲၣ်

တၢ်လၢနမၤသ့-

- ကိးဘၣ်ပ Multilingual Phone Service လၢ **131 202** (မုၢ်ဆၢၣ်တုၤမုၢ်ဖိဖးစးထီၣ်ဂီၤ 8 န့ၣ်ရံၣ်တုၤဟါ 5 န့ၣ်ရံၣ်) ဒီးသံကွၢ်တၢ်ကတိၤတၢ်ဒီးပုၤဂ့ၢ်ဝီၤအပူၤမၤတၢ်ဖိတဂၤတက့ၢ်.
- ကိးဘၣ်လီၤတဲစိနီၢ်ဂံၢ်တမံၤယီၤလၢနသ့အီၤလၢတၢ်ကတိၤတၢ်ဒီးပုၤဒီးယုၤန့ၣ်ခွဲးလၢတၢ်ကတိၤတၢ်ဒီးပုၤဂ့ၢ်ဝီၤအပူၤမၤတၢ်ဖိတဂၤတက့ၢ်.
- လဲၤအိၣ်သကိးတၢ်မၤစၢၤအလီၢ်ခၢၣ်သးဒီးယုၤန့ၣ်ခွဲးလၢတၢ်ကတိၤတၢ်ဒီးပုၤဂ့ၢ်ဝီၤအပူၤမၤတၢ်ဖိတဂၤတက့ၢ်.

န့ၣ်တၢ်ဖိဖိမုၢ်တမ့ၢ်တံၤသကိးဆူနတၢ်သ့ၣ်န့ၣ်ဖးသီဃုၢ်ဒီးပုၤဂ့ၢ်ဝီၤအပူၤမၤတၢ်ဖိသ့လီၤ.

ပုၤကတိၤကျိးထံတၢ်တဖၣ်

ဖဲန့ၣ်မုၢ်လိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤအခါ, ဒုးသ့ၣ်ညါဘၣ်ပုၤဒီးပကရဲၣ်ကျဲၤန့ၣ်တဂၤလီၤ. ပုၤကတိၤကျိးထံတၢ် လူၤဟံၣ်တၢ်သကံၢ်ပဝးအသနီၢ်အတၢ်သိၣ်တၢ်တၢ်သီတၢ်ဘျါတခါလီၤ. တၢ်အံၤအခိပညီမ့ၢ်ဝဲအဝဲသ့ၣ်တတဲဘၣ်ပုၤနီၢ်တဂၤ လၢအဘၣ်ဃးဒီးတၢ်လၢနတဲထီၣ်န့ၣ်ဘၣ်.

လၢတၢ်ဂ့ၢ်တၢ်ကျိၤဆူညါအဂီၢ်

- လဲၤဘၣ်ဆူ servicessaustralia.gov.au/socialwork လၢတၢ်ဂ့ၢ်တၢ်ကျိၤ
- လဲၤဆူ servicessaustralia.gov.au/yourlanguage ဖဲန့ၣ်ဖး, ကန့ၣ်မ့ၢ်တမ့ၢ်ကွၢ်တၢ်ဂီၤမူတဖၣ်လၢအအိၣ်ဃုၢ်ဒီးတၢ်ဂ့ၢ်တၢ်ကျိၤလၢအအိၣ်လၢနကျိၣ်တဖၣ်န့ၣ်တက့ၢ်
- ကိးဘၣ် **131 202** လၢတၢ်ကတိၤတၢ်ဒီးပုၤလၢနကျိၣ်ဘၣ်ဃး Centrelink တၢ်ဟ့ၣ်ဘူးလဲၤတဖၣ်ဒီးတၢ်မၤစၢၤအတၢ်ဖိးတၢ်မၤအဂီၢ်တက့ၢ်
- ကိးဘၣ် **132 011** လၢ Medicare ဒီး **131 272** လၢ Child Support အဂီၢ်တက့ၢ်. ဒုးသ့ၣ်ညါဘၣ်ပုၤဖဲန့ၣ်မုၢ်ကလိၣ်ဘၣ်ပုၤကတိၤကျိးထံတၢ်တဂၤဒီးပကကျဲၤကလီၤန့ၣ်လီၤ
- လဲၤအိၣ်သကိးဘၣ်တၢ်မၤစၢၤအတၢ်ဖိးတၢ်မၤအလီၢ်တခါတက့ၢ်.

မၤနီၣ်-တၢ်ကိးလၢနဟံၣ်အလီၤတဲစိဆူ '13' အနီၢ် ဂံၢ်တဖၣ်လၢတၢ်လီၢ်တခါလၢလၢအိးစတြဲလယါအပူၤန့ၣ်တၢ်ဃုအပူၤလၢအအိၣ်ဒီးအယုၤလၢအသံတခါတက့ၢ်. တၢ်အယုၤသ့ၣ်တဖၣ်အံၤကလီၤဆီလိာ်အသးလၢလီၢ်ကဝီၤအတၢ်

ကိးတခါအဂီၢ်ဒီးကလီၤဆီစ့ၢ်ကိးအသးလၢလီၤတဲစိအတၢ်မၤစၢၤအပူၤဟ့ၣ်တၢ်တဖၣ်အဘၢၣ်စၢၤစ့ၢ်ကိးန့ၣ်လီၤ.
တၢ်ကိးဆူ '1800' အနီၢ်ဂံၢ်တဖၣ်လၢနဟံၣ်အလီၤတဲစိန့ၣ်အပူၤတအိၣ်ဘၣ်. တၢ်ကိးလၢကမျၢၢ်ဒီးလီၤတဲစိစိစ့ၢ်တဖၣ်
ဘၣ်တဘၣ်တၢ်ကမၤနီၣ်ဃာ်တၢ်ဆၢကတီၢ်ဒီးတၢ်ကယုအပူၤလၢအအါတခါသ့လီၤ.

တၢ်ဘိးဘၣ်ဟံၣ်ဖျါ-

တၢ်ဂ့ၢ်တၢ်ကျိၤလၢအဟံၣ်ဃုာ်လၢတၢ်ထုးထီၣ်ရၤလီၤတခါအံၤအပူၤန့ၣ်အတၢ်ပညိၣ်မ့ၢ်ထဲဒၣ်လၢတၢ်ကဟ့ၣ်တၢ်န့ၣ်ကျဲလၢ
တၢ်ဟ့ၣ်အလဲတဖၣ်ဒီးတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်အဂီၢ်ဇီၤလီၤ.

တၢ်အံၤမ့ၢ်နမူနုဒါလၢနကဆၢတံာ်မ့ၢ်နအဲၣ်ဒီးပတံထီၣ်ဝဲဒၣ်လၢတၢ်ဟ့ၣ်အလဲတခါအဂီၢ်ဒီးမ့ၢ်တၢ်ကတီၣ်ထီၣ်လံာ်ပတံ
ထီၣ်တခါလၢအဘၣ်ထွဲဒီးနတၢ်အိၣ်သးလီၤလီၤဆီဆီဇါန့ၣ်လီၤ.



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 by:

- providing short term counselling
- giving you information and support
- connecting you with services which can help you.

Who we help

Our social workers can help when you need someone for support. They give priority to people with complex needs who don't have the support of family or other services in the community.

You can talk to them about:

- family and domestic violence
- thoughts of suicide or hurting yourself
- being a young person without support
- a personal or family crisis
- mental health concerns
- feeling worried, sad, stressed or lonely
- being affected by a natural disaster and how it's affected you.

Experiencing violence

Family and domestic violence is any behaviour that is violent, threatening, coercive, or controlling. It may make you or your family feel scared and unsafe.

People can experience family and domestic violence at any time. It may even continue after you have left a violent relationship. It can affect anyone in all types of relationships, including:

- past or current intimate relationships, including relationships where you are dating or living together, regardless of gender or sexual orientation
- relationships involving people who provide care to a person with a disability or a medical condition, or elders
- relationships with family or guardians
- cultural family groups.

Family and domestic violence can affect anyone, no matter their age, gender or sexual orientation.

Types of family and domestic violence may include:

- physical violence (hitting, kicking, pushing, choking, threats of violence)
- sexual violence (being forced or manipulated into sexual activity, inappropriate touching)
- emotional abuse (words or actions that make you feel worthless or sad)

- stalking (unwanted and frequent contact, a person following you)
- abuse by technology (checking your phone, using spyware, sharing photos or messages of you without your permission)
- financial abuse (not having access to finances, not being allowed to work, spending money without your permission).

If you are experiencing family and domestic violence our social workers can offer you counselling and support.

They can connect you to services in the community including:

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

Mental health

Mental health is about the way we think, feel and behave. It can affect your everyday life including your job, relationships or study.

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

- feel depressed
- feel anxious
- are experiencing thoughts of suicide or hurting yourself
- have a mental illness or disorder.

Trained and qualified

All our social workers hold a social work degree and provide their service at no cost to you.

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

Your privacy

We are bound by strict confidentiality and privacy provisions in social security, families, health, child support, redress and disability services law. These provisions limit how we use your information and when and to whom it can be released.

We also have obligations under the *Privacy Act 1988*. Your personal information won't be disclosed to any other person, body or agency unless:

- you give us permission
- it's authorised or required by law
- it meets one of the other exceptions in the Australian Privacy Principles.

The circumstances surrounding why, who and when your information may be disclosed are outlined in our privacy policy. Go to servicessaustralia.gov.au/privacy

How to contact a social worker

You can:

- call our Multilingual Phone Service on **131 202** (weekdays from 8 am to 5 pm) and ask to speak to a social worker.
- call the same phone number you use to talk to us and ask to speak to a social worker.
- visit a service centre and ask to speak to a social worker.

You can bring a family member or friend to your appointment with the social worker.

Interpreters

If you need an interpreter, let us know and we can 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 servicessaustralia.gov.au/socialwork for more information in English
- go to servicessaustralia.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- 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.