



社会服务

如果您面临困难，我们的社工可以为您提供帮助。

我们如何提供帮助

我们的社工可以提供以下帮助：

- 提供短期咨询
- 提供信息和支持
- 接洽相关服务。

我们帮助的对象

当您需要获得支持时，我们的社工可以提供帮助。社工会优先考虑有那些需求复杂、缺乏家庭或其他社区服务支持的人群。

您可以与他们谈论以下问题：

- 家庭暴力
- 自杀或自残的想法
- 作为年轻人
- 个人或家庭危机
- 心理健康问题
- 感到担心、悲伤、有压力或孤独
- 遭受自然灾害以及灾害如何造成的影响。

遭受暴力

家庭暴力是指任何形式的暴力、威胁、胁迫或控制的行为。您或您的家人可能因此感到害怕和不安全。

家庭暴力可发生在任何时候。家暴受害者甚至可能在终结关系后继续遭受到家暴。家暴可影响任何家庭关系中的任何人，包括：

- 过去或现在的亲密关系，包括恋爱或同居关系（无论性别或性取向如何）
- 涉及为残疾人或患者或老年人提供护理的关系

- 家人或监护关系
- 文化家庭群体。

家庭暴力可以影响任何人，无论其年龄、性别或性取向如何。

家庭暴力的类型可能包括：

- 身体暴力（殴打、踢打、推搡、窒息、暴力威胁）
- 性暴力（被迫或被操纵发生性行为、不当触摸）
- 情感虐待（通过言语或行为让人感到没有价值或痛苦）
- 尾随（频繁骚扰，跟踪）
- 科技手段虐待（检查手机、使用间谍软件、未经许可分享你的照片或信息）
- 经济虐待（无法掌控财务、不允许工作、未经许可花你的钱）。

如果您正在遭受家庭暴力，我们的社工可以为您提供咨询和支持。

他们可以为您接洽社会服务，包括：

- 家暴受害者支持服务
- 紧急住宿和住房支持
- 经济援助
- 心理辅导
- 医疗服务
- 法律服务。

心理健康

心理健康与我们的思维、情感和行为密切相关 它会影响您的日常生活，包括工作、人际关系或学习。

如果有以下情况，我们的社工可以帮助您获得心理健康支持服务：

- 感到沮丧
- 感到焦虑
- 有自杀或伤害自己的想法
- 患有精神疾病或精神障碍。

训练有素且有资质

我们所有的社工都拥有社会服务的相关学位，并免费为您提供服务。

为保证符合最高的专业标准，我们向 Australian Association of Social Workers 进行了咨询。

您的隐私

我们严格遵守《社会保障法》、《家庭法》、《卫生法》、《儿童抚养法》以及《救济和残疾服务法》的相关保密和隐私条款。这些条款规定了我们在什么情况下可以使用或披露您的个人信息。

我们还遵守 *Privacy Act 1988* 相关规定。您的个人信息不会透露给任何其他个人、团体或机构，除非：

- 您给予我们许可
- 您给予我们许可
- 符合 Australian Privacy Principles 中的其他例外情况。

我们的隐私政策概述了您的信息可能被披露的原因、对象和时间。请浏览 servicesaustralia.gov.au/privacy

如何联系社工

您可以：

- 致电我们的 Multilingual Phone Service **131 202**（工作日早上 8 点至下午 5 点），请求与社工通话。
- 拨打您与我们通话时使用的电话号码，要求与社工通话。
- 访问服务中心，请求与社工通话。

您可以带家人或朋友一起与社工会面。

口译员

如果您需要口译员，请告知我们，我们会为您安排。我们的口译员遵守保密原则，确保不会泄露您讨论的内容。

了解更多信息

- 请浏览 servicesaustralia.gov.au/socialwork 了解更多英文信息
- 请浏览 servicesaustralia.gov.au/yourlanguage，获得中文版文本、音频或视频信息

- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员
- 访问服务中心。

注意: 从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



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 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.