



## 多语言电话服务指南

我们可用中文为您提供服务与信息。

如需用中文咨询 Centrelink 福利金事宜，请在周一至周五上午 8 点至下午 5 点拨打 **131 202**。

请访问网站 [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)，了解我们用 65 种以上语言提供的有关福利金与服务的文本、视频或音频信息。

### 拨打 131 202 时如何对接中文客服

- 系统会先播放英文提示，要求您输入 customer access number (CAN)。该号码也就是我们常说的 customer reference number (CRN)。我们寄给您的任何信件中都包含该号码。请输入 9 位数字（不含末尾字母）。
- 若未输入 CRN（客户参考号），系统会询问三次。随后您会听到提示：
  - “What language please?”（您需要哪种语言？）

请用英文说出您的语言，例如 “Mandarin or Cantonese”。
  - 系统会复述您所说的语言。
- 若语言正确，请说 “Yes”；
- 若语言不正确，请说 “no”，系统会要求您重新说出您所需的语言。
- 随后，请按电话键盘上的数字选择所需的福利金或服务。

请按电话键盘上按下按键：

1 —— 家庭或托儿补助事宜

2 —— Jobseeker Payment、Special Benefit 或与找工作相关的事宜

3 —— Youth Allowance、Austudy 或者与上学有关的事宜

4 —— 残障补助、护理补助，或与生病、受伤或需要照顾他人的事宜

5 —— Age Pension 事宜或年满 65 岁的事宜

6 —— SRSS（身份解决支持服务）

请耐心等待工作人员接听。

通话时，请工作人员确认您的语言是否已记录在您的档案中。这会方便您下次来电或来访时更快获得相应语言服务。

## 更多帮助

您也可在到访服务中心时要求提供口译服务。致电 Medicare（132 011）或 Child Support（131 272）时，也可要求口译服务。请告知工作人员，我们会为您免费安排口译员。

如申请福利金或服务时需翻译文件，我们也可免费提供翻译服务。请在来访或来电时提出需求。

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。



# Guide to calling our multilingual phone service

We have services and information in your language to help you.

You can speak to someone in your language about Centrelink payments and services by calling **131 202** Monday to Friday, from 8 am to 5 pm.

Go to our website [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, watch or listen to information about our payments and services in over 65 languages.

## How to speak to someone in your language when you call us on 131 202

- You will hear a message in English asking you to enter your customer access number (CAN). You may know this as your customer reference number (CRN). You can find it on any letter we sent you. Enter the 9 digits without the letter on the end.
- If you do not give your CRN, the recording will ask you for it 3 times. You will then hear:
  - 'What language please?' (What language please?)  
Say your language in English - 'Mandarin or Cantonese'
  - It will repeat the language you said.
- Say 'Yes' if you hear your language.
- If you don't hear your language, say no. You will be asked to say your language again.
- We will then ask you to press a number on your keypad to choose the payment or service you want.

On your keypad press:

- 1 – Family or child care payments
- 2 – Jobseeker Payment, Special Benefit or if you are looking for work
- 3 – Youth Allowance, Austudy or if you are studying
- 4 – Disability or carer payments or if you are sick, injured or a carer
- 5 – Age Pension or if you are older than 65 years of age
- 6 – SRSS (Status Resolution Support Services)

Please wait until a staff member answers your call.

When you speak to our staff ask them to check if your language is added to your file. This will help us to find your language next time you call or visit us.

## More help

You can ask for an interpreter when you visit our service centres. You can also ask for an interpreter when you call Medicare on **132 011** and Child Support on **131 272**. Let our staff know and they will arrange one for free.

If you need documents translated to help you claim a payment or service, we can also arrange it for free. Just let us know when you visit or call.

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.