

我们如何提供帮助

Chinese Simplified



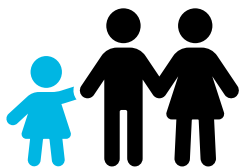
当与我们联系时，我们会先向您询问几个问题，以确认是您本人，防止他人冒充。

这样做有助于保护您的个人信息安全。



您能获得哪些福利金和帮助，会根据您的具体情况而定。

如需获得帮助、信息，或者您的情况发生了变化，请联系我们的工作人员。



Family Tax Benefit（家庭税务补助）是一项用于帮助父母照顾孩子的补助金。

我们会将这笔钱支付给家长中的一位，用于支持整个家庭。



如果孩子在您上班或上学期间需要托育服务，Child Care Subsidy（托育补助）可以帮助您减轻托育费用。



Rent Assistance（租金补助）是一项额外的定期补助。如果您租房住，并且已在领取符合条件的福利金，则可能有资格获得这项租金补助。

如果您搬家，或者房租金额发生变化，请务必通知我们。



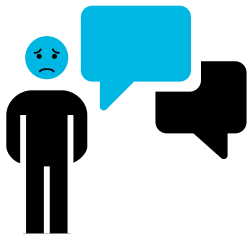
若找到了工作或有了其他收入，请在14天内告知我们。
这样，我们才能确保为您领取的补助金额无误。



您可以指定一位您信任的人，代替您与我们联系。
我们称这位帮手为 nominee（代理人）。

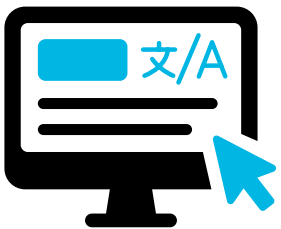
代理人可以代您和我们沟通、提供资料，或者帮您领取
补助金。

如果您希望结束代理安排，随时告诉我们即可。



Social workers（社工）可以在您遇到困难时提供帮助。
您可以放心地向他们倾诉让您感到担忧或痛苦的事情。

他们会倾听您的情况、向您提供信息，并告诉您还可以
获得哪些其他帮助。



请访问我们的网站
servicesaustralia.gov.au/yourlanguage，
阅读中文版本的文本、音频和视频信息。



您也可以拨打 **131 202** 联系我们，或者前往我们的服务
中心。

致电时或到访时需要口译员帮忙，请随时告诉我们。

How we can help you



When you speak to us, we ask you questions to make sure it is you and not someone pretending to be you.

This helps us to keep your details safe.



The payments and help you can get from us depends on your situation.

Talk to our staff if you need help, information or if something changes.



Family Tax Benefit is money to help parents take care of their children.

We pay it to one parent to help the whole family.



If your child goes to child care while you work or study, Child Care Subsidy can help lower your child care costs.



Rent Assistance is an extra regular amount you may get if you pay rent and get an eligible payment from us.

If you move or your rent amount changes, you must tell us.



If you work or get other money, you must tell us within 14 days.

This is so we can pay you the right amount.



You can have someone you trust to help you deal with us. We call them a nominee.

They can talk to us, give us information or get payments for you.

Let us know if you want to stop this at any time.



Social workers can help people when they have problems. You can tell them about things that make you feel worried or distressed.

They will listen, give you information and tell you about other help.



We have information you can read, listen to or watch in other languages at servicesaustralia.gov.au/yourlanguage



You can call us on **131 202** or go to a service centre.

Let us know if you need an interpreter when you call or visit us.