家庭及亲密关系暴力 —— 我们如何提供帮助

若面临即时危险，请拨打 000

什么是家庭及亲密关系暴力

家庭及亲密关系暴力是指任何具有暴力性、威胁性、强迫性或控制性，而使家人或伴侣感到害怕的行为。

我们如何提供帮助

如果您或您认识的人受到家庭及亲密关系暴力影响，我们可以提供相关补助金与服务支持。您也可以向社工寻求帮助。

我们将评估您是否可以领取相关补助金，例如 income support payment（收入支持补助金）或 Crisis Payment（危机补助金）。

分居期间如何保障安全

如果打算结束一段感情，请务必保护好自己的隐私，并确保个人信息安全。

为保障您本人及个人信息的安全，分居期间，请采取以下重要步骤。

1. 更改密码和个人识别码（PINs）

请务必更改个人的 myGov 账户及其他线上账户的所有密码和个人识别码（PINs）。 请选择不易被他人猜到的不同密码或密码短语。 这样才能确保只有您本人能够访问相关账户。 您也可以要求在您的记录中增加额外密码，进一步保护个人信息安全。

2. 检查代理安排

如果目前有人协助处理 Centrelink、Medicare 或 Child Support 事务，需要考虑这样的代理安排是否仍然安全。 如果认为目前的代理安排可能存在风险，请联系我们更改或终止该安排，以防止他人继续访问相关信息。

3. 更新婚恋关系状态

在更新个人信息前，需要分别联系 Medicare、Centrelink 和 Child Support，要求剥离记录并更新关系资料。 这样可防止前伴侣查看您当前的个人资料。 完成记录剥离后，可申请更新电话号码、住址等个人信息。

4. 将本人及子女或受抚养人关系转移至新的 Medicare 卡

在更新 Medicare 个人资料前，需要先将本人及子女或受抚养人关系转移至新的 Medicare 卡。 这样可以防止他人查看自己新的联系方式、住址，以及本人和子女正在使用的相关服务。

5. 更新 Medicare Safety Net 注册信息

为避免系统就资料变更通知家庭指定联系人，需要将前伴侣或家庭成员从 Medicare Safety Net 注册信息中移除。

6. 检查本人、子女或受抚养人是否拥有 My Health Record，以及哪些人可以访问

如果本人、子女或受抚养人拥有 My Health Record，其中可能包含住址等联系方式。 如果这可能给家庭带来风险，请致电 My Health Record 帮助热线：**1800 723 471**。

7. 确保拥有仅以本人名义开设的安全银行账户

为保障资金安全，建议使用仅以本人名义开设的银行账户。 如需将补助金发放至该账户，需要分别向 Medicare、Centrelink 和 Child Support 更新银行账户资料。

如果目前没有仅以本人名义开设且安全的银行账户，请联系我们，我们可以协助安排其他方式，例如 Electronic Benefit Transfer card（电子福利转账卡）。

8. 确保持有个人身份证明文件

申请补助或服务时，我们可能会要求提供个人身份证明文件。 这可能包括：驾驶执照、出生证明、护照、ImmiCard、银行卡、myID 等。

即使目前没有身份证明文件，我们仍然可以提供帮助。 请联系我们，我们会与您一起寻找其他解决方案。

了解更多信息

- 请访问 **servicesaustralia.gov.au/domesticviolence** 或 **servicesaustralia.gov.au/keepinformationsafe** 获得英文版信息。
- 请访问 **servicesaustralia.gov.au/yourlanguage** 获得中文版本的文本、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。
- 请致电 **132 011**，咨询 Medicare 和 Medicare Safety Net 的相关信息。 如需口译服务，请告诉我们，我们将免费为您安排口译员。
- 请致电 **131 272**，咨询 Child Support 的相关信息 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。

如果在理解补助或服务信息方面需要帮助，我们提供多种协助方式。 与我们联系时，可以提出相关需求。

其他机构提供的帮助

还有其他机构可提供辅导、支持及建议服务。

如需全天候（每周 7 天、每天 24 小时）辅导与支持，请致电 1800RESPECT：**1800 737 732** 可要求安排口译服务。

Leaving Violence Program 为离开暴力伴侣关系的人士提供经济及其他方面的帮助。 如需更多信息，请致电 **1800 253 283**，并要求安排口译服务，或访问：
leavingviolenceprogram.org.au/resources-other-languages

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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。

Family and domestic violence – how we can help

Call 000 if you are in immediate danger

What is family and domestic violence

Family and domestic violence is any behaviour that is violent, threatening, forceful or controlling, or makes a person feel scared.

How we can help

If you or someone you know is affected by family and domestic violence, we can help with payments and services. You can also speak with a social worker.

We will check if you can get a payment from us, such as an income support payment or Crisis Payment.

Stay safe when separating

If you are planning to end a relationship it is important to protect your privacy and make sure your information is safe.

Follow these important steps when separating to help keep you and your personal information safe.

1. Change your passwords and personal identification numbers (PINs)

Make sure you change any passwords and personal identification numbers (PINs) for your myGov and any other online accounts. Choose different passwords or passphrases that are hard for people to guess. This will make sure only you have access. You can also ask for more passwords on your records to protect your information.

2. Check your acting arrangements

If you have someone helping you with Centrelink, Medicare or Child Support, you need to consider if this arrangement is still safe. If you feel this arrangement could put you at risk, call us to change or end the arrangement so the other person cannot access your information.

3. Update your relationship status with us

Before you update any personal information you will need to call Medicare, Centrelink and Child Support separately and ask us to separate your records and update your relationship details. This is so your ex-partner can’t see your new details. After we have separated your records, you can ask us to update your personal information like your phone number or address.

4. Transfer yourself and your children or dependents to a new Medicare card

Before you update any of your personal details with Medicare you need to transfer yourself and your children or dependents to a new Medicare card. This is to stop anyone seeing your new contact details, new address and any services you and your children use.

5. Update your Medicare Safety Net registration

To stop us notifying the nominated contact person for your family about the change in your details you will need to remove your ex-partner or family member from your Medicare Safety Net registration.

6. **Check if you, your children or dependants have a My Health Record and who can access it**

If you, your child or dependants have a My Health Record it may contain contact details, such as your address. If this could put your family at risk, call the My Health Record Help line on **1800 723 471**.

7. **Make sure you have a secure bank account in your name**

To keep your money safe, you should have a bank account in your name only. If you want us to send your payments to that account, you need to change your bank account details separately with Medicare, Centrelink and Child Support.

If you do not have a safe and secure bank account in your name only, please contact us and we can look at other options, such as Electronic Benefit Transfer card.

8. **Make sure you have your personal identity documents**

To get a payment or service we may ask for your personal identity documents. This could include your driver licence, birth certificate, passport, ImmiCard, bank card or myID.

If you do not have your identity documents we can still help you. Call us and we will work with you to find other options.

For more information

- Go to **servicesaustralia.gov.au/domesticviolence** or **servicesaustralia.gov.au/keepinformationsafe** for information in English.
- Go to **servicesaustralia.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 us about Medicare and Medicare Safety Net on **132 011.** Let us know if you need an interpreter and we will arrange one for free.
- Call Child Support on **131 272**. Let us know if you need an interpreter and we will arrange one for free
- Visit a service centre.

If you need help to understand information about our payments and services, there are many options available. You can ask us when you talk to us.

Help from other places

There are other places that can help you with counselling, support and advice.

For counselling and support 24 hours a day, 7 days a week, call 1800RESPECT on **1800 737 732**. You can ask for an interpreter.

The Leaving Violence Program gives financial and other help to people leaving a violent partner. For more information call **1800 253 283** and ask for an interpreter, or go to **leavingviolenceprogram.org.au/resources-other-languages**

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.