



## 为来自多元文化背景客户提供的信息与帮助

### 您知道吗？您可以从 Services Australia 获得中文版本的信息和帮助

如需向会说中文的人咨询有关 Centrelink 津贴和服务的信息，请在周一至周五上午 8 点至下午 5 点拨打 **131 202**。我们的工作人员可以回答您的问题。

当您致电我们时：

- 您需要提供您的 Centrelink Reference Number (CRN) 或 Customer Access Number (CAN)。
- 如果您未能提供 CRN 或 CAN，您将听到 3 次英语 (English) 录音。在播放了第三次录音后，将会有语音提示：“What language please” (请问您需要什么语言)？
- 请用英语 (English) 说出您的语言。
- 我们会请您确认您的语言。
- 然后从 6 个选项中选择您致电的原因。
- 请等待工作人员接听您的电话。

当您致电 Medicare 和 Child Support 时，您也可以要求提供口译员，我们将免费为您安排。

如需致电 Medicare 请拨打 **132 011**，周一至周五上午 7 点至晚上 10 点，周六和周日上午 7 点至晚上 7 点。

如需致电 Child Support 请拨打 **131 272**，周一至周五上午 8:30 至下午 4:45。

当您到访我们的服务中心时，可以要求口译员帮助。您只需告知我们的工作人员，他们就会免费为您安排。如果您需要翻译文件以帮助您申领津贴或申请服务，我们也可以免费为您安排。

我们设有被称为“Multicultural Service Officers”的工作人员，他们与多元文化团体和社区组织合作。他们参加社区活动并访问其他机构，分享有关我们的津贴和服务的信息。他们帮助移民和难民了解如何从我们这里获取帮助。

请访问 [servicessaustralia.gov.au/chinese](https://servicessaustralia.gov.au/chinese)，在此，您可以阅读、观看或收听有 65 种以上语言版本的津贴和服务信息。



## Information and help for multicultural customers

### Do you know you can get information and help from Services Australia in your language?

To speak to someone in your language about Centrelink payments and services call **131 202**, Monday to Friday from 8 am to 5 pm. Our staff can answer your questions.

When you call us:

- you will need your Centrelink Reference Number (CRN) or Customer Access Number (CAN).
- If you do not give your CRN or CAN you will hear the recording 3 times in English (English). After the third time, the voice will say 'What language please'?
- say the name of your language in English (English).
- We will ask you to confirm your language.
- next choose the reason for your call from the 6 options.
- please wait until a staff member answers your call.

You can also ask for an interpreter when you call Medicare and Child Support and we will arrange one for free.

For Medicare call **132 011** Monday to Friday from 7 am to 10 pm, and Saturday and Sunday 7 am to 7 pm.

For Child Support call **131 272** Monday to Friday 8:30 am to 4:45 pm.

You can ask for an interpreter when you go to our service centres. Just let our staff know and they will arrange one for free. If you need documents translated to help you claim a payment or services, we can also arrange it for free.

We have staff called Multicultural Service Officers who work with multicultural groups and community organisations. They go to community events and visit other organisations to share information about our payments and services. They let migrants and refugees know how they can get help from us.

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