



為多元文化客戶而設嘅資訊與協助

你知唔知 Services Australia 依加提供中文資訊同協助？

如果你想以中文查詢有關 Centrelink 嘅福利同服務，請喺星期一至星期五早上八點至下午五點期間致電 **131 202**。我哋嘅職員可以解答你嘅疑問。

當你致電時：

- 你需要準備你嘅 Centrelink Reference Number (CRN) 或 Customer Access Number (CAN)。
- 如果你未提供 CRN 或 CAN，您將聽到三次 English (英文) 錄音。第三次後，語音將提示：「請選擇語言」
- 請用 English (英文) 說出您嘅語言。
- 我哋會請你確認語言。
- 之後請喺 6 個選項中選擇你致電嘅原因。
- 然後，請稍等，直至有職員接聽你嘅電話。

當你聯繫 Medicare 和 Child Support 時，如需要口譯員協助，我哋會免費為你安排。

如果想聯絡 Medicare，請於星期一至星期五早上七點至晚上十點、或星期六日早上七點至晚上十點致電 **132 011**。

如果想聯絡 Child Support，請於星期一至星期五早上八點半至下午四點四十五分期間致電 **131 272**。

如選擇親身前往我哋嘅服務中心，你可以要求口譯員在場協助，只需要同我哋嘅職員講，佢哋就會免費為你安排。如果你需要翻譯文件嚟申請福利或服務，我哋亦都可以免費安排。

我哋設有 Multicultural Service Officers (多元文化服務專員)，負責與多元文化團體及社區組織合作。佢哋會參與社區活動並走訪其他組織，分享有關各項福利與服務嘅資訊，俾移民同難民了解取得協助嘅渠道。

請前往 servicessaustralia.gov.au/chinese，閱讀、觀看或收聽我哋嘅福利與服務資訊，我哋提供超過 65 種語言嘅選擇。



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 where you can read, watch or listen to information about our payments and services in over 65 languages.