



家庭暴力

每个人都有权感到安全。家庭暴力不可容忍。

什么是家庭暴力

家庭暴力 (family and domestic violence) 是指任何暴力、威胁、控制, 或让您或您的孩子感到害怕、觉得不安全的行为。

此类行为可能发生在任何类型的人际关系中, 并不取决于年龄、性别或性取向等因素。家庭暴力可能发生在:

- 当前或过去的婚恋关系中
- 与家庭成员和亲属之间
- 与照护人和监护人之间

无论在何种情况下, 任何人都不可:

- 让您或您的孩子感到害怕和不安全
- 对您实施暴力
- 让您远离自己的家人朋友
- 不让您支配自己的钱财
- 威胁要取消您的签证
- 控制您信奉宗教信仰的方式。

您可以获得哪些帮助

如果您受到家庭暴力的影响, 我们可以为您提供帮助。

我们将核实您是否有资格领取我们的津贴。这可能是某项收入支持津贴或 Crisis Payment (危机津贴)。如果您因为自己的安全而感到害怕或担忧, 我们也可以帮助您收取子女抚养费或申请豁免子女抚养费。

我们可以安排您与社工沟通。

我们的社工可以为您提供以下方面的信息和咨询:

- 我们的津贴和服务, 包括您是否欠我们债务



- 法律咨询服务
- 遭遇家庭暴力后的支持服务
- 紧急住宿。

您可以拨打 Centrelink 多语种电话专线 **131 202**，用普通话与我们沟通。该专线的服务时间为周一至周五，上午 8 点至下午 5 点。

您也可以前往服务中心。

我们提供 200 多种语种的免费口译和笔译服务，帮助您更便捷地与我们沟通。当您致电或前往我们服务中心时，请告知我们您需要口译员帮助，我们将免费为您安排。

当您申请津贴或服务时，我们可能会要求您提供文件，例如身份证件。如果该文件不是英文的，我们可以免费为您翻译。您只需在致电或前往我们服务中心时告诉我们您需要文件翻译服务。

口译员和笔译员必须遵守职业道德守则，因此他们不会向任何人透露您的个人信息。

如需 24 小时全天候心理咨询和支持，请致电 1800RESPECT 热线：**1800 737 732**。接通后，您可以要求连接口译员来帮助您沟通。



Family and domestic violence

Everyone has the right to feel safe. Family and domestic violence is not okay.

What is family and domestic violence

Family and domestic violence is any behaviour that is violent, threatening, controlling or makes you or your children feel scared and unsafe.

This behaviour can happen in any type of relationship regardless of age, gender or sexuality. It may be:

- in current or past relationships
- with family members and relatives
- with carers and guardians

It is never okay for anyone to:

- make you or your children feel scared and unsafe
- be violent against you
- keep you away from your friends or family
- not let you have your money
- threaten to get your visa cancelled
- control the way you practice your religion.

What help is available

We can help if you are affected by family and domestic violence.

We will check if you can get payment from us. This may be an income support payment or a Crisis Payment. We can also help you collect child support or get an exemption from child support if you are scared or worried about your safety.

We can arrange for you to speak with a social worker.

Our social workers can give you counselling and information about:

- our payments and services, including if you have a debt with us
- legal services
- support services for family and domestic violence
- emergency accommodation.

You can call the Centrelink multilingual phone line on **131 202** to speak with us in your language. This line is open 8 am to 5 pm Monday to Friday.

You can also visit a service centre.

We have free interpreter and translation services in over 200 languages to make it easier for you to deal with us. Let us know if you need an interpreter when you call or visit us, and we will arrange one for free.



When you claim a payment or service we might ask you for documents, like proof of identity. If the document is not in English, we can translate it for free. Just tell us you need a document translated when you call or visit us.

Interpreters and translators follow a code of ethics, so they can not tell anyone your personal information.

To access 24/7 counselling and support, call 1800RESPECT on **1800 737 732**. You can ask for an interpreter.