



家庭暴力核查清单

如果您担心自己或家人的安全，我们可以为您提供帮助。如果您需要联系 Child Support, Centrelink 或 Medicare，则需要记住以下几点。

1. 您有个人身份证件吗？

我们可能会要求您和您的孩子提供个人身份证明文件。要求的文件可能包括以下几类：

- 驾驶执照
- 出生证明
- 签证信息
- 护照。

如果您没有这些文件，我们仍然可以为您提供帮助。请与我们联系，我们会和您一起商讨其它的解决方案。

2. 您知道您能领取什么样的补助金吗？

使用我们的 Payment and Service Finder，查看您可能可以领取的补助金种类以及可以享受的服务项目。

您还可以使用它来找到您附近的服务项目。选择您所在的州或地区，然后选择家庭暴力。请访问 servicesaustralia.gov.au/paymentfinder，了解更多英文信息。

3. 是否有人代您办理相关事宜？

如果有人拥有以下权利，我们可以帮助您终止这种代理关系：

- 有权代您处理 Centrelink, Medicare 或 Child Support 的相关事宜
- 领取并使用您的 Centrelink 补助金。

我们会告诉您我们是否需要将此变更告诉该代理方。

4. 您或您的孩子有 My Health Record 吗？

您或您孩子的 My Health Record 会包含您的联系方式，例如您的地址。

如果这会给您和家人带来风险，请致电 My Health Record 热线：**1800 723 471**，然后按**选项 1**。

5. 您是否需要满足某些条件才能获得 Centrelink 补助金？

您可能需要满足参与要求或共同责任要求才能获得 Centrelink 补助金。

如果您无法做到以下事项，请与我们联系：

- 赴约
- 满足参与或共同责任要求。

6. 您是否已向我们更新了您的个人信息？

在 Child Support, Centrelink 和 Medicare 处更新个人信息是您安全计划的一部分。例如更新邮寄地址和电话等。

这是为了确保只有您本人能从我处领到补助金，和收取信件。

7. 您是否需要更改密码？

如果有其他人可以登录您的在线账户或 myGov 账户，您可以随时更改密码。

如果您担心您的档案记录安全，请告知我们。例如，如果您认为有人登录了您的 myGov 帐户，则可以致电 myGov 的服务台寻求帮助，电话：**132 307**，该服务交流语言为英文。

8. 您需要换一张 Medicare 卡吗？

如果使用当前的 Medicare 卡不安全，您可以换一张新卡。

办理换卡业务，只需拨打 **132 011** 联系 Medicare，用英文提出您的要求。我们将指导您进行下一步操作。

9. 您有自己名下的账户并能安全使用吗？

作为安全计划的一部分，您可能开设了一个只用您自己的名字，且只有您才能使用的账户。

如果您希望我们将补助金转入该安全账户，您就需要向我们更新您的账户信息。请记住，您需要与 Centrelink, Medicare 和 Child Support 分别办理更新业务。

10. 您是否需要帮助来理解我们提供的信息？

如果您需要帮助来了解我们提供的补助金和服务项目的相关信息，有多种选择。例如，如果您有下列困难，我们都能提供帮助：

- 您有听力或言语障碍
- 您需要用您的语言交流
- 您或您所护理的人有残疾，疾病或受伤。

使用您的语言交流，您可以致电：

- **131 202**，了解 Centrelink 补助金和服务项目信息。
- **131 450** 联系 Translating and Interpreting Service (TIS National)，了解 Medicare 或 Child Support 的补助金和服务项目。

请访问 servicessaustralia.gov.au/accessibility，了解更多英文信息。

在 servicessaustralia.gov.au/yourlanguage 网页上，可以看到用您的语言所写的更多其他信息。

11. 您是否有正在执行的 **child support** 案件，或需要为您的 **Family Tax Benefit** 申请 **child support** ？

如果您担心以下问题，请致电 **131 272**，联系 Child Support 来获取英文信息：

- 向您的前伴侣索取 **child support**
- 让我们与您的前伴侣取得联系。

12. 您是否还需要与我们办理其它事务？

如果您有以下方面的问题，也可以与我们联系：

- Centrelink 补助金或债务
- Medicare 补助金或办事流程
- Child Support 评估或债务
- 您的 Child Support，Centrelink 或 Medicare 的档案安全问题。

请访问 servicessaustralia.gov.au/contact，了解更多英文信息。

13. 从哪里可以找到其他的支持性服务和工具？

我们的社工提供免费的保密咨询。他们可以将您推荐给其他可能提供帮助的服务机构。请拨打我们的 **Employment Services** 热线 **132 850**，然后要求与社工交谈。如果您需要口译员，请告诉我们。我们将免费为您安排口译。

还有许多其他机构可以为您提供帮助。机构的英文名单可见：

servicessaustralia.gov.au/domesticviolence

1800RESPECT (1800 737 732) 是一个每周 7 天全天 24 小时开通的服务热线，其中有‘查找您所在地区的服务’功能。

Ask Izzy 名录可以帮助您找到您所在地区的各类服务。网址为：askizzy.org.au



Family and domestic violence checklist

If you are concerned about your or your family's safety, we can help. Here are some things to keep in mind if you contact Child Support, Centrelink or Medicare.

1. Do you have access to personal identity documents?

We may ask for personal identity documents for you and your children. This could include documents like these:

- driver licence
- birth certificate
- visa details
- passport.

If you do not have access to them, we can still help you. Contact us and we will work with you to find other options.

2. Do you know what payments you can get?

Use our Payment and Service Finder to see what payments and services you may be able to get.

You can also use it to find services near you. Select your state or territory, then family and domestic violence. Go to servicessaustralia.gov.au/paymentfinder for more information in English.

3. Does someone else deal with us on your behalf?

We can help you end an arrangement if someone else:

- has permission to deal with Centrelink, Medicare or Child Support on your behalf
- is getting and using your Centrelink payment.

We will let you know if we need to tell the other party about the change.

4. Do you or your children have a My Health Record?

Your or your child's My Health Record can contain contact information such as your address.

If this could put your family at risk, call the My Health Record Help line on **1800 723 471** and select **option 1**.

5. Do you have any requirements you need to meet to get your Centrelink payment?

You may need to meet participation or mutual obligation requirements to get a Centrelink payment.

Talk to us, or your provider, if you cannot:

- attend an appointment
- meet your participation or mutual obligation requirements.

6. Have you updated your personal details with us?

As part of your safety planning, update your personal details with Child Support, Centrelink and Medicare. This could be a new postal address or phone number.

This is to make sure only you get payments and correspondence from us.

7. Do you need to change any of your passwords?

If someone else has access to your online or myGov accounts, you can change your passwords at any time.

If you are concerned about the security of your records, let us know. For example, if you think someone has accessed your myGov account, call the myGov help desk on **132 307** for help in English.

8. Do you need to transfer yourself to another Medicare card?

You can transfer to a new Medicare card if it is unsafe to remain on a previous card.

To do this, call Medicare on **132 011** and tell us what you want to do in English. We will direct you to the next step.

9. Do you have secure access to a bank account in your own name?

As part of your safety planning, you may have secure access to a bank account in your name only.

If you would like us to send your payments to that account, you will need to change your bank account details. Remember, you will need to do this separately for Centrelink, Medicare and Child Support.

10. Do you need help to understand our information?

If you need help to understand information about our payments and services, there are options available. For example, we can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have a disability, illness or injury.

To speak to us in your language, call:

- **131 202** about Centrelink payments and services
- the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

Go to servicessaustralia.gov.au/accessibility for more information in English.

You can also find information in your language at servicessaustralia.gov.au/yourlanguage

11. Do you have a current child support case or need to apply for child support for your Family Tax Benefit?

Call Child Support on **131 272** for information in English if you are concerned about:

- seeking child support from your ex-partner
- us contacting your ex-partner.

12. Is there other business you need to talk to us about?

You can talk to us if you have questions about:

- Centrelink payments or debt
- Medicare payments or processes
- Child Support assessments or debt
- the security of your Child Support, Centrelink or Medicare records.

Go to servicessaustralia.gov.au/contact for more information in English.

13. Where can I find other support services and tools?

Our social workers provide free, confidential counselling. They can refer you to other services that might help. Call our Employment Services line on **132 850** and ask to speak to a social worker. Let us know if you need an interpreter. We will arrange one for free.

There are other organisations to help you. You can find a list in English at servicessaustralia.gov.au/domesticviolence

1800RESPECT (1800 737 732) has a 24 hour, 7 day a week helpline and 'Find services in your area' function.

Ask Izzy is a directory to help you find services in your area. Go to askizzy.org.au