



## Services Australia 社工服务

如果您身处困境，需要支持，Services Australia 的社工可以免费为您提供帮助。

他们可以提供短期辅导、信息并转介您去其他支持网络。

如果您遭遇家庭暴力，他们可以帮您获得紧急住宿、财务和住房支持，还能帮您跟卫生和法律服务建立联系。

如果您有精神健康方面的问题，或者有自杀或自残想法，也可以联络我们的社工。他们会跟您交流，了解您的情况，并给您介绍支持服务。

如果您是遭遇家庭危机或受到自然灾害等问题影响的年轻人，孤立无援，他们也乐于跟您交流。

您可以拨打 **131 202** 致电 Multilingual Phone Service 联络 Services Australia 的社工，也可以在给我们打电话定期申报收入时要求与社工交流。如果您需要口译员，请告诉我们，我们会免费为您安排一位。

我们的社工是训练有素的合格人员。我们与 Australian Association of Social Workers 合作，确保符合很高的专业标准。

我们的社工和口译员会对您分享的信息保密，不会将您透露的情况告诉其他任何人。只有在您同意或者法律要求或予以授权时，他们才会将信息转给支持服务。

了解详情请访问：[servicesaustralia.gov.au/socialwork](https://servicesaustralia.gov.au/socialwork)



## Services Australia social work services

If you are going through a difficult time and need support, Services Australia social workers can help you for free.

They can provide short-term counselling, information, and referrals to other support networks.

If you are experiencing family and domestic violence they can help you access emergency accommodation, and financial and housing support. They can also connect you to health and legal services.

If you have mental health concerns, or are having thoughts of suicide or self-harm you can contact our social workers. They can talk to you about your situation and put you in touch with support services.

They are there to talk to if you are a young person without support, have a family crisis or are affected by a natural disaster to give just a few examples.

You can contact a Services Australia social worker by calling the Multilingual Phone Service on **131 202** and asking to speak to one. You can also ask to speak with a social worker when you call us on your regular payment line. If you need an interpreter, let us know and we will arrange one for free.

Our social workers are trained and qualified. We work with the Australian Association of Social Workers to make sure we keep to a high professional standard.

Information you share with our social workers and interpreters is confidential. They will not tell anyone else what you talked about. They can only pass on information to a support service if you agree, or if it is required or authorised by law.

For more information go to [servicesaustralia.gov.au/socialwork](https://servicesaustralia.gov.au/socialwork)