



社会工作服务

当你经历人生的艰难时期，我们可以为你提供保密的咨询服务、援助，以及信息，助你度过难关。

我们如何能帮你

如果你正面对危机，或者需要援助，又或者不知如何才能获得相关帮助，那社工可以帮你。

所有人不论年龄，都可向社工诉说各种问题，包括：

- 家庭暴力
- 无处居住
- 感情受挫
- 痛失亲友
- 精神疾病
- 沉溺某物。

社会工作提供的帮助可包括：

- 为个人或家庭问题提供短期的咨询服务和援助
- 提供相关政府和社区援助服务的信息，或把寻求帮助者转介给这些服务组织
- 讨论研究你现在达到 **activity test or participation requirements**（自立自强考评要求）所存在的困难。

我们帮助哪些人

我们优先帮助的是需求复杂而又无家人和社区其他相关组织关爱的人，特别是：

- 有自杀想法的人
- 有精神疾病而又未经治疗或病情不稳定的人
- 青少年
- 因家庭暴力、没有住处，或经济困难而正经受痛苦的人
- 正照顾某一残疾或身患重病的成人或孩童的人。

遭受暴力

如果你正遭受家庭暴力，社工可为你提供保密的咨询服务和援助。我们可以帮你获用社区的相关服务，包括：

- 家庭暴力相关的专家服务
- 提供应急住所及更长期的住房帮助
- 经济帮助
- 咨询指导
- 医疗服务
- 法律服务

自然灾害援助

我们的社工可为遭逢自然灾害或受其创伤的人提供咨询服务、援助，以及相关服务的信息。如果你遭逢了自然灾害或为其创伤，想和社工约谈，请拨 180 22 66。

保密事宜

你所有的个人和家庭信息，社工都会保密。如果帮助你的社工把你转介给某一组织寻求帮助，未经你允许，社工也不可把你的个人信息交给该组织。

如果你和社工交谈需请口译员，该口译员同样也须替你保密。

如何联系社工

在整个澳洲，你在我们许多服务中心都可以找到社工；你也可以打电话直接联系社工。

欲了解更多信息：

- 访问 humanservices.gov.au/socialwork
- 访问 humanservices.gov.au/yourlanguage 以查看其他语言版本信息
- 拨打 131 202 用您自己的语言和我们交流，或
- 前往服务中心。

注意：在澳大利亚境内用家庭电话拨打“13”开头的号码均按照固定费率收费。该费率可能与本地通话费率不同，并且不同电话服务供应商收取的费率也可能不同。使用家庭电话可免费拨打“1800”开头的号码。使用公共电话和移动电话拨打可能会按较高费率计时收费。

Social work services

We can help you during difficult times in your life by providing confidential counselling, support and information.

How we can help

Social workers can help if you are experiencing a crisis, are in need of support or are unsure how to access the right assistance.

People of all ages can talk to social workers about a range of issues, including:

- family and domestic violence
- homelessness
- relationship breakdown
- loss and bereavement
- mental health
- addictions.

Social work help can include:

- short-term counselling and support for difficult personal or family issues
- information about, or referrals to, government and community support services
- discussing difficulties you are having in meeting your activity test or participation requirements.

Who we help

Priority is given to people with complex needs who don't have support from family or other services in the community, particularly:

- those thinking about suicide
- those with untreated or unstable mental illness
- young people
- those experiencing distress as a result of family and domestic violence, homelessness or hardship
- those caring for an adult or child with a disability or serious illness.

Experiencing violence

If you are experiencing family or domestic violence, social workers can offer you confidential counselling and support. We can help you access services in the community including:

- specialist family and domestic violence services
- emergency accommodation and longer-term housing assistance
- financial assistance
- counselling
- health services
- legal services.

Natural disaster support

Our social workers can provide counselling, support and information about the services that are available for people who have been affected by a natural disaster.

Call **180 22 66** if you have been affected by a natural disaster and would like to arrange to speak with a social worker.

Confidentiality

Social workers treat all your personal and family information as confidential. If your social worker refers you to an organisation for assistance, they can only pass on information about you with your consent.

If you need an interpreter to speak with a social worker, the interpreter is also required to treat your information as confidential.

How to contact a social worker

Social workers are available in many of our service centres around Australia or you can speak to one over the phone.

For more information:

- go to humanservices.gov.au/socialwork
- go to humanservices.gov.au/yourlanguage to view information in other languages
- call **131 202** to speak to us in your language, or
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.