

提供服務

免費電話傳譯服務

Boroondara市為當地社區提供150多項服務，並提供和維護大量設施。

本地居民有時需要聯絡市政府。若您希望以英語外的語言交流溝通，市政府可提供免費便利的電話傳譯服務(TIS)。

以母語和市政府工作人員討論問題時，請遵照如下步驟：

1. 致電13 14 50聯絡TIS National。
2. 將您所講的語言告知接線員。
3. 之後您要等候，接線員會安排一名現有合適的傳譯員。
4. 接通後，傳譯員會向您詢問所需聯絡機構的名稱與電話號碼。Boroondara市的電話號碼是9278 4444。您也可將所要聯絡服務機構或工作人員的直撥電話告訴接線員。
5. 之後接線員會幫您接通市政府客戶服務中心，由傳譯員協助您辦理諮詢事項。



免費現場傳譯員

也可預約安排現場傳譯員服務。若需由傳譯員陪同會見Boroondara市工作人員，請致電13 14 50聯絡TIS。

母語版免費印刷資料

若欲向市政府索閱非英語版的資料，請通過13 14 50聯絡市政府，告知客戶服務工作人員。

欲知詳情，請瀏覽：www.boroondara.vic.gov.au。

Free telephone interpreter service

The City of Boroondara provides more than 150 services to the local community and provides and maintains a large range of facilities.

As a local resident you will need to contact Council from time to time. If you prefer to communicate in a language other than English, Council provides a free easy to use Telephone Interpreter Service (TIS) service.

To discuss an issue with Council staff in your own language, please follow these steps:

1. Call TIS National on 13 14 50.
2. Tell the operator the language you speak.
3. You will be placed on hold while the operator finds an available interpreter.
4. Once connected, the interpreter will ask you the name and telephone number of the organisation you need to contact. The City of Boroondara's phone number is 9278 4444. Or you can give the operator the direct line of the service or staff member you are calling.
5. The operator will then connect you with Council's customer service and the interpreter will help you with your enquiry.



Free onsite interpreters

Onsite interpreters can also be arranged by appointment. If you would like to meet with a City of Boroondara staff member with an interpreter please call TIS on 13 14 50.

Free printed information in your own language

If you would like to receive information from Council in a language other than English please contact Council via 13 14 50 and speak with a customer service staff member.

Visit: www.boroondara.vic.gov.au for more information.