

6 Service Categories

6大服務項目

1.Consultation Service 諮詢服務

If you have any questions about your labor contract, working hours, salary, work accidents or manpower agency service fees, just call us and we will help you figure things out.
如果您有勞動契約、工資、工時、職業災害及仲介公司收費等相關問題，我們將提供您詳細的諮詢服務。

2.Taking Complaints 申訴服務

If you are abused, physically harmed or have a labor dispute with your employer, we will refer your case to the local labor bureau or the police for investigation to keep you protected.
如果您有勞資爭議、遭受不合理對待或人身侵害等申訴案件，我們將轉介您的申訴案件至地方政府勞工局或司法警察機關依法查處，以保障您的權益。

3.Legal Advisory Services

法律扶助諮詢資訊提供

If you have any legal questions regarding labor disputes, we can provide you with information that might come in handy.
如您因勞資爭議產生相關法律問題，我們可提供相關法律扶助的資訊。

4.Shelter Referral Services

轉介保護安置服務

If you are abused, physically harmed or have a labor dispute, please call us and we will refer your case to the local labor bureau to determine if you need temporary relocation.
如果您因勞資爭議、遭受不合理對待或人身侵害，我們將視您的需要轉介地方政府勞工局認定後，提供臨時安置服務。

5.Real-Time Interpreting Services

線上即時通譯服務

No matter you are in a hospital, a government agency, at work or out with your friends, if you need interpreting services, just call the hotline and we'll be happy to help you immediately.
如果您在臺工作期間，有就醫、洽公、工作或生活上的翻譯需要，我們將提供線上即時通譯服務。

6.Information About Other Government Services

其他相關政府部門服務資訊

If your problem is under the authority of other government agencies, such as the Department of Protective Services, Ministry of Health and welfare, National Immigration Agency or the police, we will provide you with their contact information.

如果您的問題涉及其他相關政府部門，我們將提供您聯絡資訊，如衛生福利部保護服務司、入出國移民署及警察機關等單位。

Foreign Workers' 1955 Here for You
24H Free Hotline 您有保護

24-hour Consultation Hotline for Foreign Workers

外籍勞工24小時諮詢保護專線簡介



英文版
English



勞動部



勞動部勞動力發展署

www.wda.gov.tw

廣告



Case Stories 案例故事：

Case 1 【Labor Disputes】： Lucy came from the Philippines. She's been working in a fabric dyeing factory for six months. Her boss told her that business was bad and so Lucy hasn't been paid for two months.

案例1【勞資爭議】： 菲律賓來的Lucy在染布廠裡工作半年，但因為經濟不景氣、工廠訂單慘淡，雇主已經兩個月沒有發工資給Lucy了……

Case 2 【Doing Unallowed Jobs】： Siti was hired from Indonesia to be a caretaker in Taiwan, but the employer's wife always ask Siti to help with dishwashing and serving customers in her restaurant.

案例2【從事許可以外工作】： Siti從印尼來到臺灣從事看護工作，卻常被雇主太太帶到小吃店裡幫忙洗碗端菜……

Case 3 【ID Got Withheld】： TRẦN VĂN DŨNG came to Taiwan with her townspeople. Their passports and Alien Resident Certificates had been taken away by the employer before they even started working. The employer said he would keep those documents at a safe place for them.

案例3【扣留證件】： 越南籍的TRẦN VĂN DŨNG，和一群同鄉的夥伴剛來到臺灣，還沒上工就被雇主以統一保管為由，收走大家的居留證和護照……

They called the consultation hotline 1955, and with the help of the local labor bureaus, they retrieved their withheld salary or documents. The foreign workers also back to their intended position.

他們，撥打了1955外籍勞工諮詢保護專線申訴，透過地方政府勞工局的協助，取回雇主積欠的薪水和扣留的證件，外籍勞工也回到原來規定從事的工作。

Who Do We Serve? 服務對象

1955 provides information about foreign worker employment and is set up to serve foreign workers as well as employers.

1955提供聘僱外籍勞工有關的諮詢服務，凡外籍勞工、雇主都是我們的服務對象

3 Service Features 3大服務特色

24H 24/7 All Year Round

24小時全年無休服務

The hotline runs 24 hours a day, including weekends and national holidays.

我們不分上班、假日或夜間

提供24小時無間斷的專業服務

Bilingual Service 雙語接聽

Each of our bilingual operators speaks Chinese and one of the following languages: English, Thai, Indonesian and Vietnamese.

我們的接聽人員除了中文外，並提供英語、泰國語、印尼語、越南語的諮詢服務

Free of Charge 免付費

Our service hotline is not for-profit, so it doesn't matter if you're calling with your cell phone, home phone or a public phone.

It's free of charge! Just speak up!

我們的專線為公益性質，不論透過手機、市話或公共電話服務，撥打1955專線，不用負擔任何費用，讓您有話就說