DEALING WITH CENTRELINK – SERVICES AUSTRALIA

Service Australia: SUMMARY

Key messages about Centrelink/Services Australia:
• You can appeal a decision they make
• You will get the best results by calling the specific department that applies to your situation
• There are services to help you deal with them

- There are many types of payments and services. The Centrelink payment finder is a good starting point.
- You can appeal any Centrelink decision if you believe it is wrong, unfair, or shouldn't apply to you. If you want to appeal a Centrelink decision:
  - First, get in touch with them to discuss the issue
  - If it is not resolved at that point, you can apply for an internal review using this form
  - You can seek assistance and advice around appealing a Centrelink decision from Barwon Community Legal Service
- When calling Centrelink, it is essential to contact the specific department for your enquiry- if you call the wrong department they may not be able to help. See a full list of Centrelink phone numbers here
- The fastest and most effective way to apply for a payment and provide documents to Centrelink is via a MyGov account

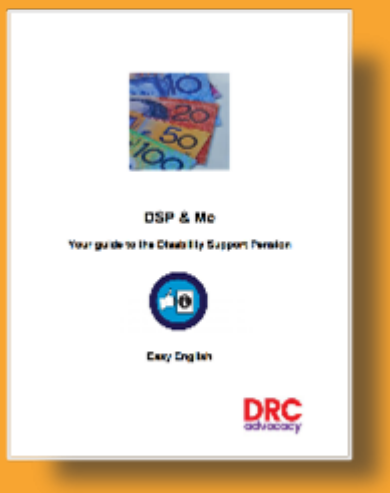
Community Support Services

BARWON COMMUNITY LEGAL SERVICE	03 5221 4744 1300 430 599 Online referral bcls@barwoncls.org.au	9-5 Mon-Fri Assistance with Centrelink issues
SSRV Social Security Rights Victoria	Worker Help Line 03 9481 0355 Rural Callers 1800 094 164 Online form	9-5 Mon-Fri Information, advice + legal support relating to social security issues

USEFUL RESOURCES

SSRV Social Security Rights Victoria

Fact sheets, including:
- Appealing a Centrelink decision
- Centrelink debts
- Income reporting
- Relationship status & Centrelink



Guide to the Disability Support Pension: Easy English

ECONOMIC JUSTICE AUSTRALIA
For a fair social security system

Self-Help Resources

Service Australia: DEEP DIVE

Key messages about Centrelink/Services Australia:
- **You can appeal a Centrelink decision –** it is important to follow the process of appeal
- **You will get the best results by calling the specific department that applies to your situation**
- **There are services to help you understand and deal with Centrelink –** Barwon Community Legal Centre can help you with Centrelink issues

Tips for contacting Centrelink

- Ensure you find the phone number for the correct department.
- Waiting times are usually shortest early in the morning or on Wednesdays and Thursdays.
- Stay on the line – hanging up and redialling may mean a longer wait than staying on the line.
- Keep records of your payments so you know what you owe or what Centrelink owes

you.

Some commonly used Centrelink phone lines:

(8 am-5 pm Mon-Fri unless otherwise stated)

- **Employment line: 132 850** (Jobseeker, Assurance of Support, social workers)
- **Families line: 136 150** (Family Tax Benefit, Parenting Payment, Child Care Subsidy) 8 am-8 pm
- **Indigenous call centre: 1800 136 380**
- **Multilingual phone service: 131 202**
- **Older Australians line: 132 300** (Aged Pension, Bereavement assistance)
- **Disability, sickness & carers line: 132 717**
- **Youth & students line: 132 490** (Austudy, youth allowance)
- **Reporting line: 133 276** (to report your income or whether you have met your mutual obligations) **24 hrs**
- Find a full list of Centrelink contact numbers here

Centrelink debts

An overpayment of a Centrelink benefit will result in a 'debt'. Centrelink can demand repayment of a debt, even if the overpayment was not your fault. However Centrelink can make a mistake, so it is important to check whether you do owe them money or not. **For more information on dealing with Centrelink, debts click on the information icon.**

If you are unsure whether the debt is legitimate, you can get free and independent legal advice from Barwon Community Legal Service:

BARWON COMMUNITY LEGAL SERVICE

(03) 5221 4744 or 100 430 430 599
bcls@barwoncls.org.au
Online referral

Disability Support Pension

Getting the Disability Support Pension (DSP) can be challenging and often depends on the quality of evidence provided in an application. DSP Help is a free resource for DSP applicants and their support workers. It includes guidance about what is required and resources to use when approaching doctors and specialists for evidence.