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 <u>this</u>
 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 <u>here</u>
- The fastest and most effective way to apply for a payment and provide documents to Centrelink is via a **MyGov account**

Community Support Services



03 5221 4744 1300 430 599 Online referral bcls@barwoncls.org.au

9-5 Mon-Fri Assistance with Centrelink issues



Worker Help Line
03 9481 0355
Rural Callers
1800 094 164
Online form

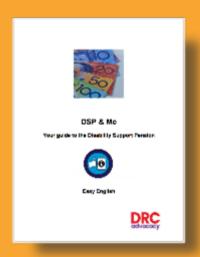
9-5 Mon-Fri Information, advice + legal support relating to social security issues

USEFUL RESOURCES



Fact sheets, including:

- Appealing a Centrelink decision
- Centrelink debts
- Income reporting
- Relationship status & Centrelink



Guide to the Disability Support Pension: Easy English



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

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 <u>here</u>

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**:



(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.