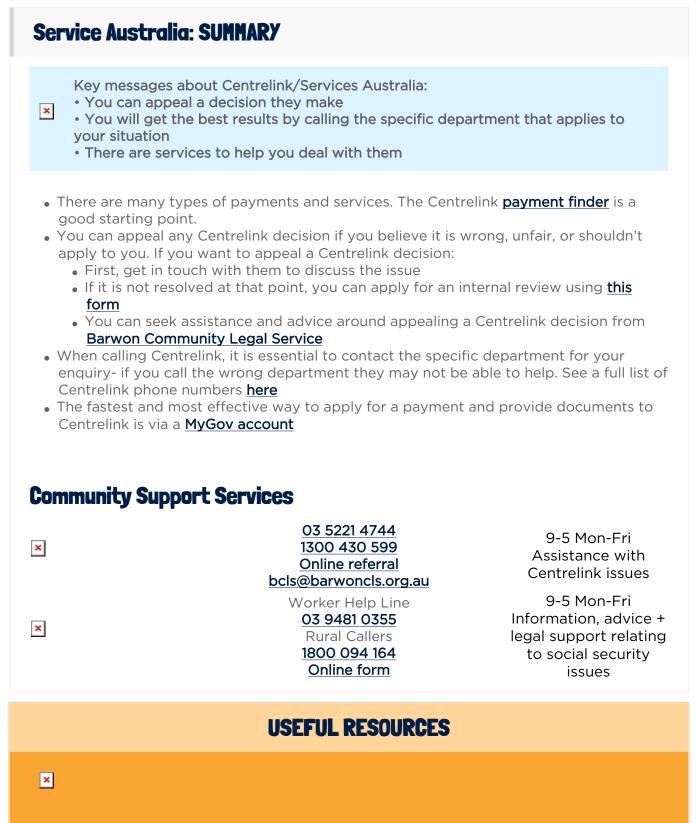
# **DEALING WITH CENTRELINK - SERVICES AUSTRALIA**



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
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• 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:** 

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(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. <u>DSP Help</u> 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.