

Where to get help

Victoria Legal Aid

- visit our website **www.legalaid.vic.gov.au**
- use Legal Help Chat on our website
- phone Legal Help on **1300 792 387**.

Monday to Friday, 8 am to 6 pm, excluding public holidays.

Do you need help phoning us?



Translating and Interpreting Service

Phone: 131 450

www.tisnational.gov.au



National Relay Service

TTY: phone 133 677

Speak and Listen: phone 1300 555 727

Internet Relay users: visit the National Relay Service

(<https://nrschat.nrscall.gov.au/nrs/internetrelay>)

SMS relay: text 0423 677 767

Video Relay: use Skype or the National Relay Service app

Local offices

We have offices all over Victoria. For more information visit our website

(www.legalaid.vic.gov.au/our-offices).

All offices are accessible to people with a disability.

Our public law library

Open Monday to Friday, 9 am to 5 pm

570 Bourke Street, Melbourne VIC 3000

To order publications

Visit **www.legalaid.vic.gov.au** to download or order publications.

Do you need this brochure in a different format?

Please phone us on **(03) 9269 0234** and ask for Community Legal Education. We can talk with you about what you need.



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Disagree with a Centrelink decision?

Information about how to get help



Who is this brochure for?

This brochure is for you if you disagree with a Centrelink decision and you want to do something about it.

What can you do?

You may be able to get legal help. A lawyer can help if:

- you have to pay back money
- you cannot get a pension, benefit or allowance
- you are being paid the wrong amount
- your payments have stopped
- you have to go to court
- you want to appeal a Centrelink decision
- you are investigated for a Centrelink fraud.

It is sometimes important to get legal advice before you contact Centrelink.

What can we do?

We have lawyers who know about social security law and Centrelink decisions. These lawyers are in our Melbourne office and some regional offices.

We can give you free legal advice and help you work out your options.

We may also be able to:

- help you ask Centrelink for a copy of your file so you know what information they used to make the decision
- give you information to help you get Centrelink to look at their decision again
- help you appeal the decision
- speak for you when you appeal
- speak for you at court if you are being prosecuted.

Victoria Legal Aid is not part of Centrelink.

Disagree with a Centrelink decision?

How can we help you?

Our website has up-to-date information about legal problems and Centrelink. Go to www.legalaid.vic.gov.au and search for 'Centrelink'.

For free information about the law and how we can help you, call Legal Help on **1300 792 387**.

If you need detailed advice, we can make an appointment for you to talk to a lawyer.

If you have an appointment, what should you bring?

To help us give you the best advice you should bring:

- any letters Centrelink has sent you about the decision
- your Centrelink or Health Care Card
- a bank statement for the last three months
- your most recent payslips, if you are working.

Do we keep your information confidential?

Yes, your information and the legal advice we give you are confidential. We keep the information you give us private, unless the law says otherwise.

About our services

Victoria Legal Aid can help you with your legal problems. This includes criminal matters, family breakdown, family violence, child support, immigration, social security, mental health, discrimination, guardianship and administration, tenancy, debt and traffic offences.

Our free legal services include:

- information over the phone
- seminars and workshops
- legal advice across Victoria, including most courts and tribunals.

If you already have a lawyer call **(03) 9269 0234**.