

Do you owe a debt to
Centrelink?

Have your payments been
stopped?

Are you being paid the wrong
amount?

Have you had a claim rejected?

Do you want to appeal a
Centrelink decision?

We may be able to
help!

ILC is a Community Legal Centre (CLC) that provides free legal advice, advocacy and representation, where appropriate, in relation to Centrelink matters.

ILC also provides free legal advice in most areas of general law. The Centre offers a Tenants service, Financial Counselling service, Child Support service and Community Legal Education.

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The law as at 1 January 2021.
This brochure is intended as a guide and
should not be used as a substitute for legal
advice.

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**WELFARE
RIGHTS
SERVICE**

Do you have a
Centrelink problem?

Who are we?

The Welfare Rights Service is a specialist legal service of the Illawarra Legal Centre (ILC).

ILC is an independent, not-for-profit, community based legal centre. We provide free legal services to the public by telephone, at our centre and at a range of outreach locations.

What do we do?

ILC's Welfare Rights Service assists people who are having problems with Centrelink.

Our Welfare Rights solicitors provide free help and assistance, ranging from information to advice, advocacy and representation on Social Security Law and Centrelink matters to all residents of the Illawarra, South Coast and Wingecarribee regions in NSW.

Who can benefit?

We can help you if you are receiving or applying for any Centrelink payment, pension or benefit, such as; Family Tax Benefit (FTB), Jobseeker Payment or the Disability Support Pension (DSP).

If you have a Centrelink problem call us to speak with our Welfare Rights solicitors.

How can we help?

Our Welfare Rights solicitors can give you free confidential legal advice about your dealings with Centrelink.

We can explain your rights, obligations and entitlements.

We can provide assistance to appeal against decisions.

You may want legal help if:

- you have to pay back money to Centrelink
- you can't get a payment
- you are getting the wrong amount
- your payments have been stopped
- you want to appeal a Centrelink decision, or
- you are being investigated by Centrelink.

In some cases, we may be able to:

- Talk to Centrelink for you.
- Ask Centrelink for a copy of your file so you know what information they used to make a decision.
- Ask Centrelink to review decisions.
- We may help and represent you at Tribunal and Court hearings.

When you don't agree with a Centrelink decision

If you think Centrelink has made the wrong decision you have the right to ask for the decision to be reviewed.

You should tell Centrelink as soon as possible if you want to appeal their decision.

The first step is to write a letter or just tell a Centrelink officer in person at a Centrelink office or over the phone that you want to appeal the decision.

Important points to remember

- Centrelink issues are legal issues and you are entitled to seek legal help.
- If you think Centrelink has made the wrong decision you have the right to ask for the decision to be reviewed.
- Keep good records of your communication with Centrelink.
- You can expect that Centrelink won't discriminate against you if you appeal.
- You can get free legal advice at any stage of a Centrelink issue.