

## Where to get help

### Victoria Legal Aid

For free information about the law and how we can help you, please visit [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au) or call Legal Help on **1300 792 387**

Monday to Friday, excluding public holidays

# Disagree with a Centrelink decision?

Information about how to get help

## Do you need help calling us?



Translating and Interpreting Service  
Tel: **131 450**



National Relay Service  
TTY: **133 677**

Speak and listen: **1300 555 727**

See [www.relayservice.gov.au](http://www.relayservice.gov.au) for more information.

## More information

More information is on our website at [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Our offices

Melbourne	Dandenong	Morwell
Bairnsdale	Frankston	Ringwood
Ballarat	Geelong	Shepparton
Bendigo	Horsham	Sunshine
Broadmeadows	Mildura	Warrnambool

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](http://www.legalaid.vic.gov.au) to download or order publications.

## Do you need this brochure in a different format?

Please ring us on **(03) 9269 0234** and ask for Publications. We can talk with you about what you need.



### Who is this pamphlet for?

This pamphlet 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?

Victoria Legal Aid has expert lawyers who know about social security law and Centrelink decisions.

These lawyers are located 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 to the Administrative Appeals Tribunal (AAT)
- speak for you at the AAT
- speak for you at court if you are being prosecuted.

Victoria Legal Aid is not part of Centrelink.

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## 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](http://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 do 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, if you are working
- your most recent payslips, if you are working.

### Do we keep your information confidential?

Yes, your information and the legal advice you get from us are confidential. Information you give us is kept private, unless the law says otherwise.

### About our services

Victoria Legal Aid can help you with your legal problems about 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 Victoria Legal Aid lawyer, or you have a business query, call **(03) 9269 0234**.