

Legal help for clients with Centrelink issues

Referral resource for financial counsellors

Social security legislation and Centrelink policies are complex. Most decisions can be appealed but the review and appeals system can be difficult to navigate. Many people can't initiate a review because they can't understand the grounds for the decision.



How can Economic Justice Australia's community legal centres help?

The types of cases Economic Justice Australia member centres can assist with include:

- Person's income support payment has been cancelled – Why? What can be done to organise urgent reinstatement? What are the person's appeal rights?
- Social Security and Family Assistance debts – Is the Centrelink debt valid? Are there grounds to appeal the debt? Are there grounds to waive recovery of the debt?
- Mutual obligations – Are there grounds to appeal a non-payment penalty? Should the person have an exemption from mutual obligations?
- Parenting Payment – Does the person's Job Plan properly take into account the fact that the person's child has a disability? Or that the person is a survivor of domestic violence?
- Disability Support Pension – Should the person's claim have been refused? Are there grounds to appeal?
- Special Benefit – Is the person eligible? Does the person's temporary visa attract payment?
- Compensation preclusion periods – Can the person's preclusion period be waived?
- Appeals to the Administrative Appeals Tribunal – Are there grounds to appeal? What's the process and time limit? What if the person can't self-represent?

Locate your client's nearest EJA member centre at:

<https://www.ejaustralia.org.au/legal-help-centrelink/>

ABOUT ECONOMIC JUSTICE AUSTRALIA

*Economic Justice Australia's community legal centres provide specialist legal advice and assistance for people with Centrelink issues

*Community legal centres are independent NGOs that provide free legal services to people and communities - particularly to people facing economic hardship and discrimination.

*As the national peak organisation for specialist social security legal centres, Economic Justice Australia draws on its members' casework experience and input from other community organisations, to identify systemic policy issues and provide expert advice to government on reforms needed to make the social security system more equitable and accessible.