

## 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 9269 0234 and ask for Publications. We can talk with you about what you need.

## Our public law library

Open Monday to Friday, 9 am to 5 pm  
350 Queen Street, Melbourne.

## About our services

We 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.

## Where to get help

### Victoria Legal Aid

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

Monday to Friday, 8.45 am to 5.15 pm.

### 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	Ringwood
Bairnsdale	Frankston	Shepparton
Ballarat	Geelong	Sunshine
Bendigo	Horsham	Warrnambool
Broadmeadows	Morwell	

All offices are accessible to people with a disability.

**If you already have a VLA lawyer, or you have a business query, call: 9269 0234.**

August 2014

# Disagree with a Centrelink decision?

Information about how to get help

 **Victoria Legal Aid**  
Lawyers And Legal Services

## 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 can 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 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.

# Disagree with a Centrelink decision?



We may also be able to:

- ask Centrelink for a copy of your file so you know what information they used to make the decision
- help you get Centrelink to look at their decision again
- help you appeal the decision to the Social Security Appeals Tribunal (SSAT) or the Administrative Appeals Tribunal (AAT)
- speak for you at the SSAT or AAT
- speak for you at court if you are being prosecuted.

Victoria Legal Aid is not part of Centrelink.

## How can we help you?

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:

- your Centrelink or Health Care Card
- any letters Centrelink has sent you about the decision
- 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.