



## Speak-up ADVOCACY GUIDE

SOLVING EVERYDAY  
ISSUES AND BEING YOUR  
OWN BEST ADVOCATE

# Pensions and Centrelink – getting advice and dealing with problems



If you are having problems with Centrelink about your Disability Support or Age Pension, there are things you can do to get information and support.

Eligibility and payment rates for the Age Pension and the Disability Support Pension are dependent on a few factors, such as, your age, residence status, income and assets or how your condition or disability affects you. There are rules about who is eligible and information that you must provide.

If you think Centrelink has made a mistake about your entitlement to the Pension or how much payment you receive, you can ask them to look at the decision again. This is called a 'review of decision'.

### STEP ONE: Call or visit Centrelink and ask to speak with a social worker

Social Workers are there to provide support. Talk to the social worker and explain your situation. They may help you to review your decision and can refer you to other support services if needed.

To talk to a social worker, call the Centrelink employment services line on 132 850 and ask to speak with one.

Aboriginal or Torres Strait Islander customers can also ask to speak with an Indigenous Customer Service Officer. They can give you advice and support, including referring you to other support services if needed.

You can also call the Centrelink Indigenous Call Centre - 1800 136 380

### STEP TWO: Seek help from Basic Rights Queensland

Basic Rights Queensland is a state-wide community legal centre, providing advice, advocacy and free legal services and they help people having problems with Centrelink.

Basic Rights Queensland provides information and advice on how to deal with Centrelink problems such as, Aged Pension, Carer Payment and Allowance, Appealing a Centrelink Decision, Disability Support Pension, Centrelink Debt, Payment Reviews and more.

Phone: 1800 358 511. Website: [www.brq.org.au](http://www.brq.org.au)



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ADA AUSTRALIA  
ACKNOWLEDGES THE  
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RESPECT TO ELDERS, PAST  
AND PRESENT.



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