



Speak-up
ADVOCACY GUIDE
SOLVING EVERYDAY
ISSUES AND BEING YOUR
OWN BEST ADVOCATE



Pensions and Centrelink

Help to get advice and fix problems

ADA Australia



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.





About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.



ADA Australia gives support to

- people with disability

and



- older people.

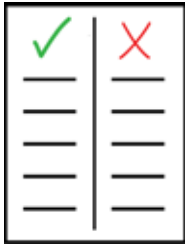


This book is about information and support you can get if you have problems with your **pension** from Centrelink.



Pension means a payment from the government for people who need extra support.

About Centrelink supports



There are rules that say if you can get a pension from Centrelink.



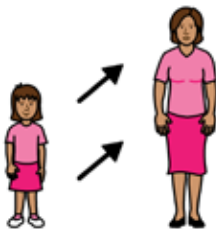
A pension might be

- a Disability Support Pension

or



- an Age Pension.



The rules can be about

- your age



- where you live



- how much money you have



- how your disability affects the things you do.



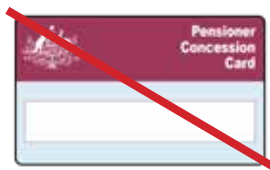
You must give information about all of these things to Centrelink so they can tell you if you can get a pension.



You can ask Centrelink to look at a decision again if you think they have made a mistake about

- how much money you get

or



- a decision **not** to give you a pension.



This is called a review of decision.

What to do if you want a review

Talk to a Centrelink social worker



You can talk to a social worker about your problem and they can help to

- review the Centrelink decision

and



- find other support services if you need them.



Centrelink Employment Services

Ask to talk to a social worker.

Call 132 850



Centrelink Indigenous Call Centre



If you are Aboriginal or Torres Strait Islander you can ask to talk to an Indigenous Customer Service Officer.



Call 1800 136 380

Ask for legal help



If you are **not** happy with the Centrelink decision you can get legal help.



You can talk to **Basic Rights Queensland**.



Basic Rights Queensland is a community legal centre that helps people who have a problem with Centrelink.



Basic Rights Queensland can help with information and advice about problems with

- the Disability Support Pension



- the Age Pension



- carer payments and allowances



- how to review a Centrelink decision.

Basic Rights Queensland



Call 1800 358 511



Website www.brq.org.au

More information



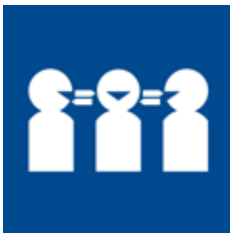
For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website www.adaaustralia.com.au/speak-up



Help in languages other than English

Translating and Interpreting Service

Call 131 450



If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

communications.gov.au/accesshub/nrs

This guide is funded by the Australian Government Department of Social Services. Go to www.dss.gov.au for more information.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in June, 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact ADA Australia.

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