

Centrelink -Brief Outline

Centrelink

Centrelink is an Australian Government agency within the **Department of Human Services** which also includes Medicare Australia, Commonwealth Rehabilitation Service Australia , Child Support Agency, Australian Hearing and the Health Services Australia Group.

Centrelink delivers services on behalf of Government Departments such as DEEWR (Department of Education, Employment and Workplace Relations) and FACSIA. (Department of Families, Housing, Community Services and Indigenous Affairs).

Centrelink has some 23,000 staff and 6.5 million customers.

Centrelink's role :

In short, Centrelink's two main functions are **income support** and **gateway to the Job Network**. Centrelink also offers **support services**.

Income Support:

Centrelink essentially pays income support for people including:

Families (eg. Family Tax Benefit, Parenting Payment, Child Care Benefit,)

The Aged (eg Age Pension)

The Disabled (eg Disability Support Pension, Mobility Allowance).

Carers (eg Carers Payment , Carers Allowance)

Students (eg Austudy, Youth Allowance for students)

Job Seekers (eg Youth Allowance, Newstart Allowance)

Widowed/Bereaved (eg Widows Allowance/Breavement Allowance)

Hardship (eg Special Benefit, Crises Payment)

Centrelink also issues cards such as **Health Care Cards** and Commonwealth Seniors Health Cards.

A complete list of payments can be obtained by contacting Centrelink (see below)

The conditions of each benefit vary greatly so it is best to check each benefit individually by contacting Centrelink or checking our reference materials

Centrelink's Job Network role.

Centrelink is the **Gateway to the Job Network** . The Job Network is the group of Government contracted organisations responsible for assisting people into work. In brief, Centrelink **registers** people for the **Job Network** which then provides them with assistance in finding a job.

Support Services:

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Two valuable support services offered by Centrelink are **Social Workers** and **Financial Information Service Officers**. Both services can be accessed by anyone.

Centrelink Social Workers provide counselling and referral to community support services for customers who may be facing difficult personal or family situations such as relationship breakdowns, homelessness and bereavement.

Financial Information Service Officers help people make informed decisions about investment and financial issues for current and future financial needs. They are free and independent and cover areas including superannuation, redundancy and impending retirement.

Accessing Centrelink.

The main methods of accessing Centrelink are:

1) Via our **Call Centres**

Employment Services **13 2850**

Retirement Services **13 2300**

Disability, Sickness and Carers **13 2717**

Family Assistance Office **13 6150**

Youth and Student Services **13 2490**

Multilingual **131202**

2) Via the internet on **www.centrelink.gov.au**

The Centrelink website has comprehensive information on all payments and services. It also has some information in community languages.

3) By **visiting a Customer Service Centre in person**

For those visiting our offices Centrelink provides, free of charge, **interpreters** who assist with Centrelink related issues. People wishing for phone information in their own language can contact Centrelink's Multilingual Call centre on 131202.

Useful Links

The following websites, although not Centrelink, may also be of use to new migrants:

/www.workplace.gov.au	Jobseeker information
/www.jobsearch.gov.au	Jobseeker information
/www.immi.gov.au	Settlement information
/www.aei.dest.gov.au	Qualification recognition information
/www.nsw.gov.au	NSW government information
/www.tafensw.edu.au	Education information

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