

DSP & ME

Your Guide to the Disability Support Pension



DRC
advocacy

A photograph of a middle-aged man with grey hair, wearing a light blue button-down shirt and a green apron. He is sitting in a wheelchair and looking down at a small white flower he is holding in his hands. The background is a greenhouse with various plants and flowers.

Disclaimer

The information in this guide is general. It is not intended to be relied upon as legal, medical or other professional advice. Care has been taken to give you the right information at time of printing however, as things change often, this information may not be correct when you read it.

Disability Resources Centre Inc.
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About DSP & Me

Who is DSP & Me for?

DSP & Me is for people with disabilities who think they may be eligible for a Disability Support Pension (DSP).

This guide takes you step by step through what you need to know before applying for a DSP so you understand the requirements and have the best chance of making a successful application if you are eligible.

You can use the DSP & Me Guide by yourself or with the help from someone else.

Who created the DSP & Me Guide?

Disability Resources Centre (DRC) is the organisation who developed this guide.

Our vision is an accessible society that values the contributions of people with disability across all areas of economic, social, cultural and civic life.

DRC have spoken with Victorians with disabilities who have an experience of applying for the DSP to create the DSP & Me Guide.

DSP & Me is available in Easy English version. To get a copy you can call the Disability Resources Centre on 9671 3000 or find it online at www.drc.org.au

Helpful hints when using DSP & Me

Key Terms

Words that are in **extra bold** are explained in the text boxes to the right of the page.

These words can have a different meaning when applying for a DSP than they usually have.

[There is a full list of key terms on pages 26-29.](#)

Example

The word that is in extra bold will be explained here.

Your Rights with Centrelink

You have rights when you engage with Centrelink.

[You can read more about your rights on pages 30-31.](#)

Where Can I Get Help?

There is a list of organisations you can get help from when using the DSP & Me Guide.

[This list is on page 34.](#)

What is the DSP?

The Disability Support Pension (DSP), is a payment from the government for people with **continuing inability to work**.

You can use the DSP for everyday living costs like rent, bills, food or anything else you need or want.

Continuing inability to work

Disability or health issues that stop you working at least 15 hours a week.

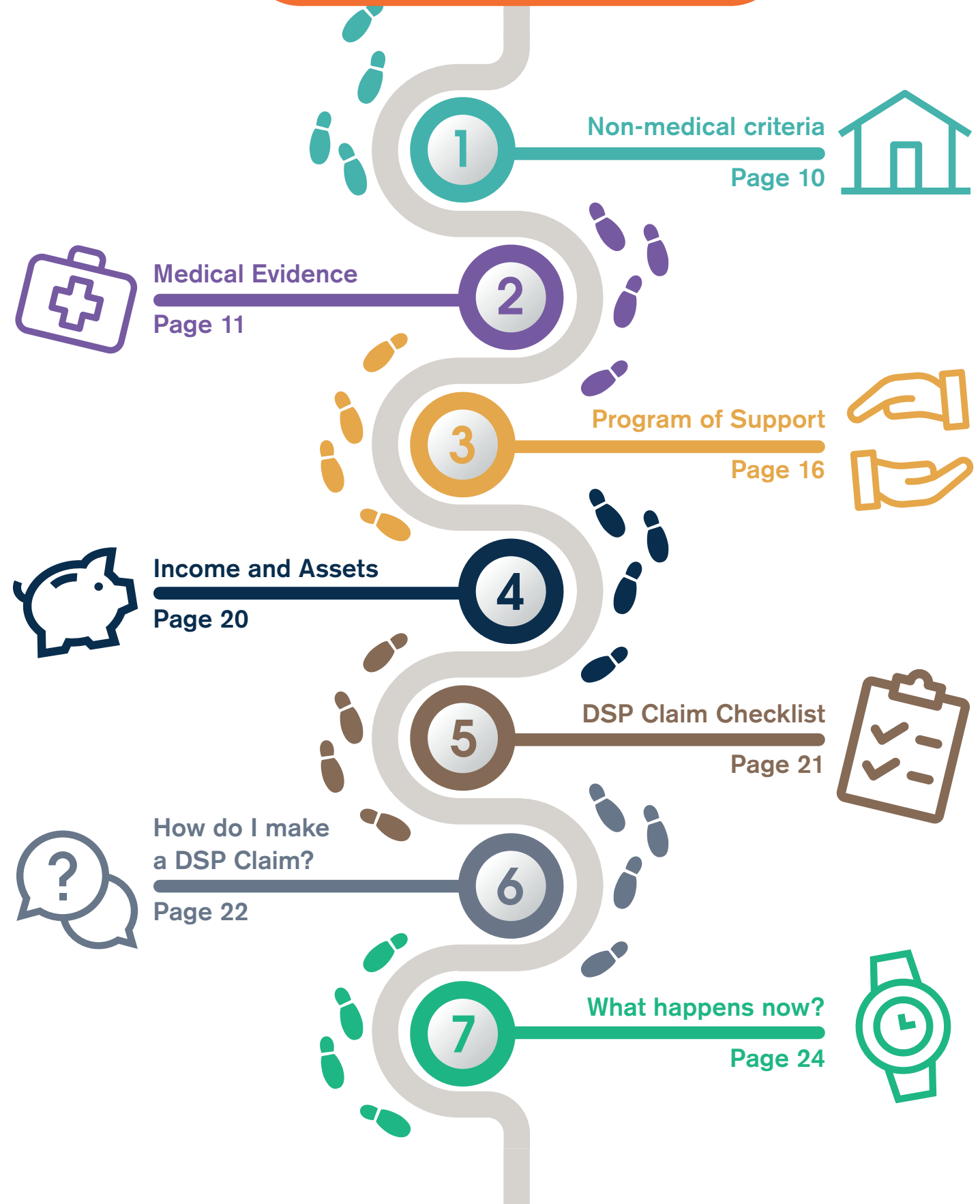
What is Centrelink?

Centrelink is part of the Department of Human Services, an Australian Government department.

Even if you are not eligible for a DSP, you may be able to receive other payments from Centrelink.

Steps to making a DSP claim

Things to know before you start | Page 8



Things to know before you start - Part 1

Applying for the DSP requires preparation and may take some time.

There are several steps you may need to take. This guide will assist you to understand each step as you go.

There is a lot of information in this guide.

To help you go through this guide:

1. Read one section at a time or in parts as you can manage.
2. Take breaks if you need to.
3. Read it with a friend or family member.
4. Use the 'Steps to the making a DSP Claim' on page 7 to see:
 - How far you have come,
 - How many steps there are to go before you are ready to apply for a DSP.

This guide will not guarantee that you will get a DSP.

This guide will:

- tell you about eligibility requirements,
- show you how to prepare to make a claim, and
- show where you can get help if you need it.

Things to know before you start - Part 2

Your claim may be rejected if you do not have the right medical evidence.

This guide gives information on how to prepare for an appointment with your doctor. There is also a page you can show your doctor that explains the evidence you need and where they can find out more information. This is important because reports provided by medical professionals are used by Centrelink to determine if you have a continuing inability to work.

You may be eligible for the DSP immediately if you have a Manifest Impairment.

You may be required to complete a Program of Support.

This guide will give some information on what a Program of Support is and if you need to complete this before applying for DSP.

You may not be eligible for a DSP or Centrelink may not accept your claim.

The eligibility requirements are very strict.

Some people have had to apply several times before receiving a DSP. If you disagree with a decision you can lodge an appeal. [See page 24.](#)

There may be other payments and services from Centrelink for you to have income support and help in finding a job.

Manifest Impairment

You may have a manifest impairment if you:

- have an IQ under 70,
- have category 4 HIV/AIDS,
- have a terminal illness,
- have permanent blindness, or
- need nursing home level care.



Step ①

Non-medical criteria: age and residency

To be eligible for a DSP you must meet the non-medical criteria.

1A. Age

The DSP is for people who are aged between 16 and 65 when they apply.

If you are not yet 16 you can prepare for your DSP application so that you can apply when you turn 16.

1B. Residency

You need to be an Australian Citizen or have been a permanent resident of Australia for ten years. You need to have lived in Australia for at least five years in a row.

If you received your disability in Australia, you may have a **Qualifying Residency Exemption**.

If you do not meet these criteria there may be other income support available for you.



Visit a Centrelink Office



Call the Disability, Sickness and Carers line at Centrelink on 132 717



Go to www.humanservices.gov.au and type in 'payment and services finder' in the search bar.

Qualifying Residency Exemption

You qualify if you have

- been a resident of Australia for less than 10 years, and
- you gained continuing inability to work while in Australia, or
- you were under 16 when you became a resident and had continuing inability to work due to your disability at that time.

Step 2

Medical Evidence



Centrelink need to know how your disability or health issue affects your ability to work.

Your **treating doctor** may be able to help you.

Centrelink usually requires reports from treating doctors who are specialists.

For example, if you experience severe depression, your specialist may be a Psychiatrist.

You may also need information from other health professionals such as a:

- Clinical Psychologist
- Occupational Therapist
- Speech Pathologist
- Physiotherapist

2A. Identify which treating doctor knows your disability or health issue best.

Your family doctor may be able to help you know who this is and give you a referral. If your doctor is not sure you can show them page 14 of this booklet 'Information for your Treating Doctor.' This page gives more information on how they can help you.

If you have more than one disability or health issue you may need to see and obtain reports from more than one doctor.

Treating Doctor

The doctor who is responsible to give medical evidence about your disability.

Step 2

Medical Evidence

2B. Make an appointment.

When you make an appointment with your treating doctor let them know that:

- You are applying for the DSP.
- You will be asking them for medical evidence for your claim.

This will help your doctor to allow enough time for your appointment and know why you are seeing them.

There may be a long waiting list for some treating doctors.

2C. Prepare for your appointment.

It is helpful to think about what you want to say. You can ask a friend, family member or someone that your trust to help you do this.

- Make a list of the disabilities or health issues you have.
- List what happens and how you feel when you do go to work or have tried to work.

Your doctor may not see you day-to-day so be clear about how your disabilities or health issues affect you.

2D. At your appointment.

It is a good idea to bring a friend, family member or someone your trust with you to your appointment. They can support you to speak up for yourself and remember to ask for what you need. You can also bring this guide to help you.

Step 2

Medical Evidence

Explain to your doctor that you think you need a DSP and would like a letter to support your claim.

The letter should describe what your disability or health issue is. It should clearly say if it is:

- **diagnosed**
- **stabilised**
- **reasonably treated** and
- if it prevents you working 15 hours a week

Ask your doctor to describe how this affects your ability to work.

Centrelink have a measure for doctors to use when writing a letter for a DSP claim. These are called **Impairment Tables**. Ask your doctor to include your **functional capacity** score from the relevant impairment tables.

If your doctor is not sure about these tables, you can show them page 14 of this booklet 'Information for your Treating Doctor' that gives more information on how they can help you.

If your doctor thinks you need a report from a different treating doctor, ask them to give you a referral to the right one.

The **Impairment Tables** say which type of doctor or health professional Centrelink want to receive a report from for your type of disability.

Diagnosed

Medical information from your doctor explaining what your disability or health issue is.

Stabilised

When your disability or health issue will not improve with reasonable treatment.

Reasonably Treated

Treatment is something to manage or improve your functional capacity like medication or therapy.

Treatment is reasonable when it:

- is not too far away
- can make a big change to your functional capacity
- has a high chance of working
- is not too costly
- is safe

Impairment Tables

The document Centrelink use to decide your **functional capacity**. There are lists for 15 different functions of the body that give points relating to different types of impairments.

Functional Capacity

What you can do, could do and can't do with your disability.

Step ② Information for my Treating Doctor

I have identified you as an appropriately qualified medical practitioner to give evidence for my Disability Support Pension (DSP) claim.

I may be eligible for income support that could make a big difference to my everyday life.

To be considered for a DSP I require a Medical Report to provide the following information on my disability or illness:

- Diagnosis
- Treatment
- If or how much it has stabilised
- If I am prevented from working 15 hours a week for the next 2 years.

Please refer to the Impairment Tables that measure the level of functional impact of my disability or illness. These may be represented by one or more of the Impairment Tables. These can be found at www.dss.gov.au/sites/default/files/documents/05_2012/dsp_impairment_final_tables.pdf

I may be medically eligible for a DSP immediately if I score 20 points or more on one impairment table. If I have 20 points but they are across two or more tables, I may have to satisfy additional requirements related to finding work before being eligible for the DSP.

A person may be eligible for the DSP immediately if they have an IQ less than 70, terminal illness, permanent blindness, category 4 HIV/AIDS or need nursing home level care.

For more information:

Social Security Rights Victoria (SSRV) have produced a DSP toolkit for professionals which can be found on their website www.ssrv.org.au.

If you have any further questions you can call the SSRV Workers Help Line on **(03) 9481 0655** for free advice.

Step ② Am I ready to make a DSP Claim?

You **are ready** to make a DSP claim if the letter/s from your treating doctor/s says:

- You have a **manifest impairment**, OR
 - You cannot work more than 15 hours a week and score 20 points or more in one **Impairment Table**.
- Go to Step 4 'Income and Assets' on page 20.

You **are not ready** to make a DSP claim if the letter/s from your treating doctor/s says:

- You have 20 points but they are across two or more impairment tables.
- Go to Step 3 'Program of Support?' on page 16.

If you have less than 20 points on the Impairment Tables you are not eligible for the DSP

Note: If your disability or health issue worsens you can ask your treating doctor for a new assessment.

If you do not meet these criteria there may be other income support available for you.



Visit a Centrelink Office



Call the Disability, Sickness and Carers line at Centrelink on 132 717



Go to www.humanservices.gov.au and type in 'payment and services finder' in the search bar.

Manifest Impairment

You may have a manifest impairment if you:

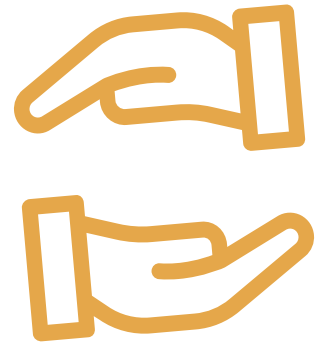
- have an IQ under 70,
- have category 4 HIV/AIDS,
- have a terminal illness,
- have permanent blindness, or
- need nursing home level care.

Impairment Tables

The document Centrelink use to decide your **functional capacity**. There are lists for 15 different functions of the body that give points relating to different types of impairments.

Step 3

Program of Support



If you do not score 20 points or more in one Impairment Table, you may need to complete a Program of Support (PoS) before receiving a DSP.

A PoS is a plan with a **Disability Employment Service** to

- » get you ready for work, or
- » train you for work, or
- » find you work, or
- » help you get work, or
- » help you keep working.

Disability Employment Service

An employment service registered with Centrelink to help you find or get ready for work. Centrelink may also call these Job Access Providers.

To be considered a PoS, the plan should

- » be agreed to by you and the Disability Employment Service
- » be for at least 18 months over a three year period
- » include supports you may need for your disability
- » consider any other personal circumstances you may have.

If you are having trouble with your plan:

- » tell your Disability Employment Service why
- » ask them to write a new plan with you.

You can read more about your rights with a Disability Employment Service on page 32.

Step 3 Have I met the requirements?

There are two ways to show you have met PoS requirements:

You can show **Active Participation** and:

1. You finished the program over 18 months however your **Disability Employment Service** thinks you will not gain and keep work for 15 hours a week or more.

Or

2. Your Disability Employment Service has stopped the program because you cannot finish it due to your disability or health condition.

If you think you have met the Program of Support requirements, ask your Disability Employment Service to complete a 'Participation in a Program of Support' form (SA437) that says:

- When you started.
- What your plan included.
- What parts showed your **Active Participation**.
- When you finished.
- Why you finished.
- What help or equipment you used.

This form (SA437) is available from a Centrelink office.

Active Participation

You have done what was agreed in your plan. Your plan was finished in at least 18 months over a three year period before applying for the DSP.

Note: you may take time off because of your disabilities. This time will not count in completing a PoS. It can be used as evidence that you cannot keep doing the PoS or you need less or different activities in your plan.

Step 3 Am I ready to make a DSP Claim?

You **are ready** to make a DSP claim if you have completed the PoS requirements and have a letter from your Disability Employment Service.

→ Go to Step 4 'Income and Assets' on page 20.

You **are not ready** to make a DSP claim if you have not finished a PoS or your Disability Employment Service has stopped your PoS for medical reasons.

If you have not fulfilled PoS requirements yet you can:

- Ask your Disability Employment Service for an **Employment Services Assessment**.
- Ask your Disability Employment Service for a new plan based on your employment services assessment.
- Find a different Disability Employment Service if there is a provider who can provide a PoS that meets the requirements.

Employment Services Assessment

A test by Centrelink so you can be referred to a Disability Employment Service.

They will look at:

- your disability
- your work history
- what work you can do now
- what work you could be trained for
- other issues that may affect you when trying to find work

Step ③ What if my Program of Support shows I can work 15 hours a week?

If you have completed a PoS and your Disability Employment Service thinks you can work 15 hours a week or more, you are not be eligible for a DSP.

→ There may be other payments you can receive.

If you do not meet these criteria there may be other income support available for you.



Visit a Centrelink Office



Call the Disability, Sickness and Carers line at Centrelink on 132 717



Go to www.humanservices.gov.au and type in 'payment and services finder' in the search bar.

You can reapply for a DSP if your condition worsens and you have new medical evidence.

Step ④

Income and Assets



Centrelink will need to know the **income** and **assets** you have to decide your rate of payment.

If you live with someone who is a partner or family member it may affect the rate you are paid.

If you do not receive a Centrelink payment right now, or your information has changed since you gave it, you need to complete a Centrelink Income and Assets Form.

There are two ways you can complete this form.

1. Update your income and assets on **myGov**.
2. Access the form online at **www.humanservices.gov.au/individuals/forms/sa369** or ask for the form at a Centrelink office.

Income

Money you receive from:

- Work
- Compensation
- Inheritance
- Money from investments, e.g. shares

Assets

Items you own that are worth money. This could include a car or household valuables.

myGov

The online government system in which you can claim and manage government payments such as the DSP. You can set up a myGov account by visiting **www.my.gov.au**

Step 5

DSP Claim Checklist



You are almost ready to make a DSP Claim. Before you do, make sure you have copies of these documents:

- ☐ Residency Visa (if you are not an Australian citizen)
- ☐ Identification documents
- ☐ Medical evidence (letter from your doctor)
- ☐ **Consent to disclose medical information form**
- ☐ Program of Support evidence (Participation in a Program of Support form)
- ☐ Income and Assets form or you have updated your income and assets on myGov

What are identification documents?

You will need to show Centrelink documents that confirm your identity. This includes documents like your birth certificate, drivers licence or bank card.

If you have not given Centrelink your identification documents before, you will need to do this when claiming a DSP.

For a full list of what Centrelink will accept, go to www.humanservices.gov.au/individuals/enablers/confirm-your-identity

Consent to Disclose Medical Information Form

A form you sign that allows your doctor to provide Centrelink details about your disability or medical condition if Centrelink ask them.

You can get this form from a Centrelink office or visiting www.humanservices.gov.au/individuals/forms/sa472

Step 6 How do I make a DSP claim?



There are two ways you can make a Centrelink DSP claim:

1. Online - through the **myGov** website.
 - Go to 'Making a claim online' on page 23.
2. Paper form - to be handed in to a Centrelink office.
 - Go to 'Making a claim with paper form' on page 23.

Remember: you can ask a **nominee** to assist you to make the application.

myGov

The online government system in which you can claim and manage government payments such as the DSP. You can set up a myGov account by visiting www.mygov.au

Nominee

Somebody who can manage your Centrelink business on your behalf.

You will need to complete an 'Authorising a person or organisation to enquire or act on your behalf' form from a Centrelink office or go to www.centrelink.gov.au and type SS313 in the search

Step 6

Making a claim online

1. Login in to your **myGov** account and click on the 'Centrelink' box.
(You can add this by selecting 'Link another service')
2. Then click on 'make a claim'.
3. Find 'Disabled, ill or injured' in the list of claims and select by clicking on 'get started'.
4. You can now complete the DSP claim online.

You will be able to upload the documents in the checklist on page 21 directly into myGov.

To create your myGov account, go to www.my.gov.au

Making a claim with paper form

You can obtain a paper DSP claim form by visiting a Centrelink office or online at www.humanservices.gov.au/individuals/forms/sa466

Complete all the questions on the form and hand in at a Centrelink branch along with the **documents listed on the checklist on page 21**.

Ask Centrelink to stamp and date your application. It is a good idea to ask for a copy of your stamped application form to take with you. This could be important if you need to contact Centrelink again about your application.

Step 7

What happens now?



Centrelink will contact you if they need more information or assessments.

For example, you may need to attend a **job capacity assessment** or a **disability medical assessment**.

Should you be asked to attend an assessment you can bring someone to support you. You can also bring any new medical evidence.

What to do if you disagree with a Centrelink decision.

You have a right to appeal against a Centrelink decision if you do not agree with a decision that is made about you.

You may ask Centrelink to review it first. This is called an Authorised Review Officer (ARO) review. If you still think Centrelink is wrong, you may appeal to the Administrative Appeals Tribunal (AAT).

If you appeal within 13 weeks of the decision and your appeal is successful, you can receive back pay from the time you claimed the DSP.

Job Capacity Assessment (JCA)

Is made by Centrelink after you have made a DSP claim.

A JCA will look at:

- your medical evidence
- how your disability affects your ability to work
- what supports are available that could improve your functional capacity.

Disability Medical Assessment

An assessment by an independent government doctor to look at your medical evidence. You will be

- contacted by text or mail when an appointment is made
- asked about how your disability affects you.

The doctor will write a report for Centrelink about how your disability affects your ability to work.

Centrelink will use this medical information in their decision on your DSP application.

A note for people aged under 35

If you are under 35 when you are granted a DSP and are assessed as able to work between 8 and 15 hours a week, you may have ongoing participation requirements until you turn 35.

This is similar to a Program of Support and there are other options if you have a mental illness (e.g. counselling). Exemptions can be made under some circumstances.

If your disability or health condition gets worse and you feel you can no longer work 8 hours, you may ask for an **Employment Services Assessment**.

For more information visit

<https://www.humanservices.gov.au/individuals/enablers/participation-requirements-dsp/29341>

Employment Services Assessment

A test requested by Centrelink so you can be referred to a Disability Employment Service.

They will look at:

- your disability
- your work history
- what work you can do now
- what work you could be trained for
- other issues that may affect you when trying to find work

Key Terms List - Part 1

What is the DSP?

Continuing Inability to Work

Disability or health issues that that stops you working 15 hours a week.

Non-Medical Criteria

Qualifying Residency Exemption

You qualify for a residency exemption if you have;

- been a resident of Australia for less than 10 years, and
- you gained continuing inability to work while in Australia, or
- you were under 16 when you became a resident and had continuing inability to work due to your disability at this time.

Medical Evidence

Treating Doctor

The doctor who is responsible to give medical evidence about your disability.

Diagnosis

Medical information from your doctor explaining what your disability or health issue is.

Stabilised

When your disability or health issue will not improve with reasonable treatment.

Reasonably Treated

Treatment is something to manage or improve your functional capacity like medication or therapy.

Treatment is reasonable when it:

- is not too far away
- can make a big change to your functional capacity

- has a high chance of working
- is not too costly
- is safe

Impairment Tables

The document Centrelink use to decide your functional capacity.

There are lists for 15 different functions of the body that give points relating to different types of impairments.

You can find the tables online at the Department of Social Services Website www.dss.gov.au. Type in 'Impairment Tables' in the search bar in the top right hand corner.

Functional Capacity

What you can do, could do and can't do with your disability.

Functional Capacity Example:

- You have a disability that affects your legs.
- You can walk short distances; like to the curb outside your house.
- You cannot walk longer distances; like to the local shops.
- You could walk longer distances if you have surgery.
- The level of walking you can do after surgery is your functional capacity.

Functional capacity is assessed with any aids you use, such as a walking frame.

Manifest Impairment

A disability that gives you instant eligibility for a DSP. You have a manifest impairment when you:

- have an IQ under 70,
- have category 4 HIV/AIDS,
- have 2 years or less to live,
- have permanent blindness, or
- need nursing home level care.

Key Terms List - Part 2

Program of Support

Disability Employment Service

An employment service registered with Centrelink to help you find or get ready for work. Centrelink may also call this a Job Access Provider.

Active Participation

You have done what was agreed in your job plan. Your plan was finished over an 18-month period in the last 3 years before claiming the DSP.

Periods where you did not actively participate for any reason are not included in the 18 months. For example, if you were sick for 2 months, these 2 months are not counted in the 18 month Program of Support period.

Employment Services Assessment

A test by Centrelink so you can be referred to a Disability Employment Service.

The assessment will cover:

- your disability
- your work history
- what work you can do now
- what work you could be trained for
- other issues that may affect you when trying to find work

Income and Assets

Income

Money you receive from:

- Work
- Compensation
- Inheritance
- Money from investments

Assets

Items you own that are worth money. This could include a house, car or household valuables.

myGov

The online government system in which you can claim and manage government payments such as the DSP. You can set up a myGov account by visiting www.my.gov.au

Disability Support Pension Claim Checklist

Consent to Disclose Medical Information Form

A form you sign that allows your doctor to tell Centrelink details about your disability or medical condition if Centrelink ask them.

You can get this form from a Centrelink office or visiting www.humanservices.gov.au. Type in SA472 in the search bar at the top of the page.

Nominee

Somebody who handles some or all of you Centrelink business on your behalf. This can be a friend, family member or someone your trust who agrees to it.

To get the form, visit a Centrelink office or go to www.humanservices.gov.au and type in SS313 in the search bar.

Your Rights with Centrelink

When you receive Centrelink benefits you have the right to;

- get the right amount and type of benefit,
- have Centrelink decide your payments by the right law,
- ask Centrelink to show you that any decision made can be supported by the law,
- privacy. Centrelink cannot give information to other people without your permission.

You also have a right to:

See or change your Centrelink file

You have a right to a copy of your Centrelink file. If there is something on your file you think is wrong, you can ask to have it changed.

This is called Freedom of Information. You can find out more about this at <https://www.humanservices.gov.au/sites/default/files/documents/si031-1309en.pdf>

Receive notice of decisions

If Centrelink make a decision that affects you, you have the right to receive a letter that shows;

- the reasons for the decision,
- what the law says about the decision, and
- the evidence used to make it.

Centrelink must give this information within 28 days of your written request.

Centrelink Interviews

If you go to an interview you can ask questions to be put in writing so you can reply in writing. You have 7 to 14 days to respond.

You can also have a support person come with you to the interview.

Independent Advice

You have the right to seek independent advice about any Centrelink matter.

Advocacy

If you have an advocate, Centrelink must allow them to attend your interviews and appointments if you want them to.

Making a statement

You have the right to refuse to make a statement to Centrelink. If Centrelink asks you for information, they must give you this request in writing. You can answer in writing. You are allowed at least 7 days to give your answer.

Complaints

You have a right to make a complaint about the services provided by Centrelink. When you make a complaint describe what happened, when it happened and how you want it resolved. Centrelink should respond to your complaint within 10 days.

Reference Numbers

Reference numbers are helpful when making complaints and appeals. When you speak with staff at Centrelink you can ask for the reference number to keep a record of your activity.

Appeals

You have a right to appeal against a Centrelink decision, if you do not agree with a decision made about you.

You may ask Centrelink to review it first. This is called an Authorised Review Officer (ARO) review. If you still think Centrelink is wrong, you may appeal to the Administrative Appeals Tribunal (AAT).

If you appeal within 13 weeks of the decision and your appeal is successful, you can receive back pay from the time you claimed the DSP.

You can make a new application for a DSP while you appeal an old one.



Your Rights with Disability Employment Services

When you are registered with a Disability Employment Service, your Disability Employment Service must:

- Find available local jobs.
- Let you know about suitable jobs and help you apply.
- Provide you with information about job opportunities.
- Explain your rights and what you must do by Law.
- Help you to write a resume.
- Explain all the services they can provide to you.
- Look at your strengths and any issues that you may have relating to finding a job.

If you think a Disability Employment Service or Job Access Provider is not treating you fairly you can contact the Australian Unemployed Workers Union for advice.

AUWU Advocacy Hotline: 1800 289 848



Where Can I Get Help?

Disability Advocates who can help with the DSP in Victoria.

Disability Resources Centre

9671 3000
advocacy@drc.org.au

Action on Disability in Ethnic Communities

9480 7000
info@adec.org.au

Association for Children with a Disability

9880 7000
or 1800 654 013
mail@acd.org.au

Barwon Disability Resource Council

5221 8011
info@bdrc.org.au

Communication Rights Australia (CRA)

9555 8552
info@communicationrights.org.au

Colac Otway Region Advocacy Service

5232 1009
info@coras.com.au

Deaf Victoria

SMS 0431 476 721
info@deafvictoria.org.au

Disability Justice Australia

9474 0077
info@dja.org.au

Disability Discrimination Legal Service

9654 8644
info@ddls.org.au

Gippsland Disability Advocacy

5175 0444
administration@gdai.org.au

Grampians Disability Advocacy

1800 552 272
admin@grampiansadvocacy.org.au

Leadership Plus

9489 2999
admin@leadershipplus.com

Melbourne East Disability Advocacy

9877 7990
office@meda.org.au

South West Advocacy

5561 4584
admin@swadvocacy.com.au

Villamanta Disability Rights Legal Service

5227 3338
legal@villamanta.org.au

Youth Disability Advocacy Service

0467 763 155
ydas@yacvic.org.au

I need legal advice because I disagree with a Centrelink decision about my Social Security payments.

Social Security Rights Victoria (SSRV)

Phone 9481 0355 or 1800 094 164

Monday & Wednesday, 9:30am - 12:30pm

I need money to live on while I apply for the DSP.

You can call the Disability, Sickness and Carers line at Centrelink **132 717**

English is my second language, where can I get help?

You can speak to Centrelink in languages other than English.

Phone 131 202

I have hearing or speech impairment, where can I get help?

You can call the Centrelink TTY service.

Phone 1800 810 586

I need help finding identification documents.

Victorian Registry of Births, Deaths and Marriages may provide copies of birth certificates and marriage certificates.

Phone 1300 369 367

Web www.bdm.vic.gov.au

I am having trouble with my money or bills

The National Debt Helpline may link you to a financial counsellor in your local area.

Phone 1800 007 007

I am worried about my mental health

Lifeline 13 11 14

Beyond Blue 1300 22 4636



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