

Centrelink Information and Assistance

Centrelink- 617 Victoria Street Abbotsford VIC 3067. Phone: 13 28 50

Hours

Monday 8:30am - 4:30pm

Tuesday 8:30am - 4:30pm

Wednesday 8:30am - 4:30pm

Thursday 8:30am - 4:30pm

Friday 8:30am - 4:30pm

Saturday Closed

Sunday Closed

Appointments: 13 10 21

New Start: 13 28 50

Age pension: 13 23 00

Disability: 13 27 17

Family assistance: 13 61 50

Youth allowance: 13 24 90

Students: 13 24 90

Austudy: 13 24 90

Abstudy: 13 23 17

Complaints: 1800 050 004 (free Call)

TTY payment enquires: 1800 810 586 (free call)

Crisis and special help

Payments to help you in a crisis

You may be able to get paid an income support payment immediately, even if you are not already receiving a Centrelink payment. The type of payment or assistance that you may be able to get will depend on your individual circumstances. If you already receive a Centrelink payment, you may be able to receive an advance lump-sum payment^[15] from your existing income support payment.

Crisis Payment is a one-off payment if you are experiencing difficult or extreme circumstances.

Special Benefit helps if you are in severe financial hardship because of reasons outside your control and you cannot receive any other income support payment or benefit.

Other support - Our social workers can help you during difficult times by providing confidential counselling, support and information.

Call us between 8:00 am - 5:00 pm Monday to Friday on **131 794** to speak directly to a social worker. You can also make an appointment to see a social worker at your local Service Centre.

Community Engagement Officers assist people of all ages to get financial help and other services, if they are homeless or are at risk of becoming homeless.

There is also the Financial Information Service —a free, confidential service that provides education and information on financial issues to all Australians.

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