

Western Australia



Australian Government



Centrelink

giving you options

CENTRELINK COMMUNITY CONTACT PHONE BOOK

December 2007

AREA WESTERN AUSTRALIA COMMUNITY CONTACT BOOK 2007

This Community Contact book has been produced for the exclusive use of staff working in welfare and other community organisations who may need to contact specific Centrelink staff in Area Western Australia.

It is recommended that if your enquiry is not for a specialist officer you direct your enquiry to the Team Leader located at the specific Centrelink office you wish to contact. These numbers are provided for your convenience. Please remember that all customer contact should be made through our nationally networked Call Centres.

Customers who speak a language other than English can do business with Centrelink in their own language by phoning 13 1202. Interpreter services are available for office interviews.

All numbers were correct at the time of printing. If you find that a number is no longer connected, please call (08) 9238 9015 for assistance.



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Customer Enquiry Contact Numbers

Customers can conduct much of their business over the phone through our nationally linked Call Centre network. Calls to 13 numbers can be made for no more than the cost of a local call (depending on the service provider). Calls to 1800 numbers are free of charge. Calls from public pay phones or mobile phones will be charged at a higher rate.

- 13 1021** **Appointments** with Centrelink
- 13 2300** **Retirements Services** – Pensions, including Age, Widow B and Wife, Pensioner Concession Cards, Retirement Assistance, Financial Information Service
- 13 2850** **Employment Services** – Access/referral to Job Network services, Newstart, Widow, Mature Age Allowances, Special Benefit, Farm Family Restart Scheme, Exceptional Circumstances Relief Payment, Crisis Payment.
- 13 2490** **Youth & Students** – Young jobseekers and student enquiries
- 13 2317** **ABSTUDY**
- 13 6150** **Family Assistance Office** – Parenting Payment, Family Tax Benefit, Child Care Benefit, Double Orphan Pension, Health Care Cards, Maternity and Maternity Immunisation Allowance, Bereavement Allowance, JET
- 13 2717** **Disability & Carers** – Disability Support Pension, Carer Payment and Carer Allowance, Mobility Allowance, Sickness Allowance
- 13 63 80** **Indigenous Services** - Contact number for Indigenous Australians in Certain Areas
- 13 3276** **Employment Income Reporting** – PIN activated self service application for income reporting (dial 13 EARN)
- 13 6240** **Self Service Line** – PIN activated self service facility for details on payments and history and to request mail items eg. Income Statements, replacement Health Care Cards and copies of Payment Summaries.
- 13 6357** **Financial Information Service Seminar Bookings**
- 13 2318** **Assistance for Isolated Children**
- 13 1158** **Centrelink Employer Hotline**
- 13 2115** **Centrelink Employer Hotline (Fax)**
- 13 1673** **Centrelink International Service** – Payments while overseas and payments from other countries
- 13 1202** **Multilingual Service** – information or help in languages other than English

Free Call

- 1800 245 965 Grandparent Advisor
- 1800 810 586 Enquiries by TTY for hearing and speech impaired
- 1800 639 109 TTY enquiries for ABSTUDY
- 1800 000 567 TTY enquiries for customer feedback
- 1800 050 004 Customer Relations – For customer service feedback (8.30am – 4.30pm)

The following numbers are not Centrelink numbers but are provided for you :

- 13 6268 Job Seekers information line
- 13 1715 Employers information line
- 1800 805 260 Job Network customer service line

Internet Information

<http://www.centrelink.gov.au>

<http://www.dest.gov.au>

<http://www.jobnetwork.gov.au>

<http://www.jobsearch.gov.au>

<http://www.facs.gov.au>

<http://www.familyassist.gov.au>

Centrelink

Dept. Education, Science & Training

Dept. Employment & Workplace Relations

Dept. Employment & Workplace Relations

Dept. Family, Community Services and

Indigenous Affairs

Family Assistance Office

CENTRELINK IN WESTERN AUSTRALIA

Centrelink's purpose is serving Australia by assisting people to become self-sufficient and supporting those in need. Centrelink is the first point of contact for those who are seeking referral or income support because they are:

- looking for work
- planning to study or train
- parents or guardians
- recently separated or divorced
- self employed or responsible for a farm
- in crisis or needing special help
- recently moved to Australia to settle
- ill, injured or have a disability
- caring for someone who is frail, aged, ill or has a disability
- needing help after someone has died
- planning for or needing help in retirement

Centrelink Payments and Services	
• Job Seeker Services	• Parenting Payment Partnered & Single
• Job Search support	• Double Orphan Pension
• Disability Employment Services	• Partner Allowance
• Age Pension	• Sickness Allowance
• Carer Allowance	• Special Benefit
• Carer Payment	• Widows Allowance
• Disability Support Pension	• Youth Allowance
• Family Tax Benefit A & B	• Self Service Options
• Maternity Immunisation Allowance	• Child Care Benefit
• Baby Bonus	• Child Care Tax Rebate
• Low Income Health Care Card	• Financial Information Service
• Bereavement Allowance	• Income assessments for Aged care residents
• Austudy	• Seniors Health Care Card
• Mobility Allowance	• Crisis Payment
• Newstart	• Assistance for Isolated Children
• Abstudy	• Newstart Mature Age Allowance
• Pensioner Education Supplement	• Pension Bonus Scheme
• Remote Area Allowance	• Income assessments for Aged care residents
• JET Child Care Fee Assistance	• Seniors Health Care Card

All enquiries relating to the above payments and services are to be directed to a **Team Leader** at the most appropriate office. Relevant enquiries can also be directed to Centrelink specific service centres such as, **Student Service Centres, Seniors and Carers Centres and Business Integrity(Compliance)** divisions.

CONTACTING CENTRELINK ON BEHALF OF CUSTOMERS

Centrelink operates under strict confidentiality designed to protect the privacy of our customers. Personal information held by Centrelink about Centrelink customers is confidential and can only be released to a third party in limited circumstances. In most circumstances, a written authority from the customer is required before information can be released to a third party.

In some circumstances, an oral authority may be accepted for one-off enquiries. An implied authority may sometimes exist, usually in the case of the 'helping professions' such as social worker, welfare worker, doctors etc. Where necessary, Centrelink staff will confirm the identity of the third party, usually on a telephone call-back basis.

If you wish to make on-going enquiries on behalf of a customer, the customer should complete an *Authority for a Nominated Person* (form SS313) and send it to their local Customer Service Centre. This authority lasts for either a specified time or an indefinite period of time from the date the customer signs it. The person receiving this information is bound by statutory obligation to use the information only for the purpose intended.

Customer complaints about privacy issues can be investigated by privacy officers within Centrelink.

CENTRELINK SERVICES

The following is an explanation of the role of some of our specialist services/staff referred to throughout the book.

Senior Customer Service Adviser

Senior Customer Service Advisers can assist people with a disability, injury or illness in finding employment by helping them access training, vocational rehabilitation and employment assistance. These specialist Advisers can also make recommendations relating to medical qualification for complex disability and carer payment claims. They also have specialist knowledge in the Jobs, Education and Training Program. This program aims to improve the financial circumstance of recipients of Parenting Payment, Carer Payment, Widow B Pension, Widow Allowance and Partner Allowance by helping them into the workforce. They can also assist customers to access training, education and employment opportunities and to find child care.

Career Information Service

Centrelink Career Information Centres (CIC) provide a comprehensive free service to all Australians to help them make informed decisions about education, training and employment options and pathways. CICs have printed, computer and video information about occupations, industries, employment trends and opportunities and courses provided by educational institutions. People in regional and remote locations can access these services by telephone, fax, mail or email from anywhere in Australia.

Social Worker

The Social Work service recognises that people may need extra help with personal or family issues. Social Workers can provide counselling and support with personal or family concerns and provide information about or direct referral to other services in the community.

Social Workers may also assist with claims for payment and make decisions about payments for customers with special needs, such as young people with problems at home, people claiming Crisis Payment and customers who have concerns about child support matters. Social Workers are now available to talk to customers over the telephone through the Centrelink Call Centre.

Grandparent Adviser

Centrelink's Grandparent Adviser role in Area Western Australia was created with the aim of improving Centrelink access, follow up and referral services for those families where grandparents, for a variety of reasons, have ongoing caring responsibilities for their grandchildren. Our Grandparent Adviser can help grandparents navigate their way through the different Centrelink payments and services. For further assistance please call [1800 245 965](tel:1800245965) (free call service).

Financial Information Service (FIS) Officer

Centrelink's Financial Information Service (FIS) is a free and independent information and education service available to anyone. FIS Officers help people to understand their financial affairs and to pursue financial options. The service is available via seminar, telephone or personal consultation. FIS Officers do not recommend particular investments or investment advisers. FIS Officers are not qualified to provide financial counselling.

Job Capacity Assessor

Centrelink Job Capacity Assessors are professional employees who assess a customers' capacity to work taking into consideration individual circumstances. They discuss any barriers or health related issues which create barriers for customers to find and keep employment.

Multicultural Service Officer (MSO)

Multicultural Service Officers forge links between Centrelink and migrant and refugee communities. They consult and liaise widely and provide customer feedback on the impact of Government initiatives on these communities. MSOs have specialist knowledge of services that are of direct assistance to migrants and refugees such as English language courses or assistance in having overseas skills recognised.

Indigenous Services Officer (ISO)

Indigenous Services Officers help indigenous customers to access Centrelink payments and services and promote knowledge of Centrelink services among indigenous communities. They liaise with other agencies and help other Centrelink staff with more complex dealings with indigenous people. They also assist indigenous people who may need access to an interpreter service.

Centrepay

Centrepay is a Direct Deduction Facility operated by Centrelink for its customers. *Centrepay* allows Centrelink customers to have automatic deductions taken from their Centrelink payments, usually fortnightly, and paid directly to a registered third party on their behalf. These payments can be made for a wide variety of services such as payment of rent, household utilities, education fees, childcare fees etc.

Centrelink Information Products

Centrelink produces a range of brochures, posters and booklets aimed at both customers and community organisations. Supplies of products can be obtained by telephoning your local Customer Service Centre, emailing telemarketing@centrelink.gov.au, or by faxing (02) 6284 6397. Many publications are also available through our website (www.centrelink.gov.au)

South Metropolitan Service Delivery

Armadale

Centrelink Manager	Ph: 0421 371 630
Team Leader	Ph: (08) 9497 5414
Social Worker	Ph: (08) 9497 5513
Senior Customer Service Adviser	Ph: (08) 9497 5776
Financial Information Officer	Ph: (08) 9464 8081
Indigenous Customer Service Officer	Ph: 0411 674 416
Multicultural Service Officer	Ph: (08) 9464 8164
Job Capacity Assessor	Ph: (08) 9497 5225
Fax	(08) 9464 2612

Geographic Address

42 William St
Armadale 6112

Postal Address

GPO Box T1642
Perth WA 6845

Cannington

Centrelink Manager	Ph: 0421 914 071
Team Leader	Ph: (08) 9464 8179
Team Leader	Ph: (08) 9464 8165
Social Worker	Ph: (08) 9464 8119
Senior Customer Service Adviser	Ph: (08) 9464 8153
Financial Information Officer	Ph: (08) 9464 8081
Indigenous Customer Service Officer	Ph: (08) 9464 8110
Multicultural Service Officer	Ph: (08) 9464 8164
Job Capacity Assessor	Ph: (08) 9464 8169
Fax	(08) 9464 2612

Geographic Address

1296 Albany Hwy
Cannington 6107

Postal Address

GPO Box T1642
Perth WA 6845

Fremantle

Centrelink Manager	Ph: 0400 692 986
Team Leader	Ph: (08) 9239 6173
Team Leader	Ph: (08) 9239 6143
Social Worker	Ph: (08) 9239 6082
Senior Customer Service Adviser	Ph: (08) 9239 6125
Financial Information Officer	Ph: (08) 9239 6134
Multicultural Service Officer	Ph: (08) 9239 6168
Job Capacity Assessor	Ph: (08) 9239 6182
Fax	(08) 9239 6099

Geographic Address

7 Pakenham St
Fremantle 6160

Postal Address

GPO Box T1642
Perth WA 6845

Gosnells

Centrelink Manager	Ph: 0403 092 936
Team Leader	Ph: (08) 9234 5130
Social Worker	Ph: (08) 9234 5202
Senior Customer Service Adviser	Ph: (08) 9234 5238
Financial Information Officer	Ph: (08) 9464 8081
Indigenous Customer Service Officer	Ph: 0439 930 999
Multicultural Service Officer	Ph: (08) 9464 8164
Job Capacity Assessor	Ph: (08) 9234 5233
Fax	(08) 9234 5123

Geographic Address

88-92 Lissiman St
Gosnells 6110

Postal Address

GPO Box T1642
Perth WA 6845

Mandurah

Centrelink Manager	Ph: 0437 480 183
Team Leader	Ph: (08) 9583 0020
Team Leader	Ph: (08) 9583 0030
Social Worker	Ph: (08) 9583 0058
Senior Customer Service Adviser	Ph: (08) 9583 0010
Financial Information Officer	Ph: (08) 9583 0047
Indigenous Customer Service Officer	Ph: (08) 9583 0084
Multicultural Service Officer	Ph: (08) 9239 6168
Job Capacity Assessor	Ph: (08) 9599 0121
Fax	(08) 9583 0099

Geographic Address

24-26 Tuckey St
Mandurah 6210

Postal Address

GPO Box T1642
Perth WA 6845

Rockingham

Centrelink Manager	Ph: 0421 919 523
Team Leader	Ph: (08) 9599 0008
Team Leader	Ph: (08) 9599 0030
Social Worker	Ph: (08) 9599 0150
Senior Customer Service Adviser	Ph: (08) 9599 0171
Financial Information Officer	Ph: (08) 9583 0047
Indigenous Customer Service Officer	Ph: (08) 9599 0111
Multicultural Service Officer	Ph: (08) 9239 6168
Job Capacity Assessor	Ph: (08) 9599 0146
Fax	(08) 9464 2612

Geographic Address

Shop 73, Rockingham City Shopping
Central Promenade
Rockingham 6168

Postal Address

GPO Box T1642
Perth WA 6845

Spearwood

Centrelink Manager	Ph: 0439 842 713
Team Leader	Ph: (08) 9236 0071
Social Worker	Ph: (08) 9236 0082
Senior Customer Service Adviser	Ph: (08) 9236 0123
Financial Information Officer	Ph: (08) 9464 6134
Indigenous Customer Service Officer	Ph: (08) 9236 0183
Multicultural Service Officer	Ph: (08) 9239 6168
Job Capacity Assessor	Ph: (08) 9236 0171
Fax	(08) 9464 2612

Geographic Address

Phoenix Park Shopping Centre
Cnr Burgundy Crt & Lancaster Rd
Spearwood 6163

Postal Address

GPO Box T1642
Perth WA 6845

Victoria Park

Centrelink Manager	Ph: 0437 056 584
Team Leader	Ph: (08) 9464 4458
Team Leader	Ph: (08) 9464 4429
Social Worker	Ph: (08) 9464 4382
Senior Customer Service Adviser	Ph: (08) 9464 4437
Senior Customer Service Adviser	Ph: (08) 9464 4448
Financial Information Officer	Ph: (08) 9464 8081
Indigenous Customer Service Officer	Ph: (08) 9464 4417
Multicultural Service Officer	Ph: (08) 9464 4339
Job Capacity Assessor	Ph: (08) 9464 4477
Fax	(08) 9464 2612

Geographic Address

117 - 121 Shepperton Rd
Victoria Park 6100

Postal Address

GPO Box T1642
Perth WA 6845

Youth Service Unit

Senior Social Worker	Ph: (08) 9464 4462
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Geographic Address

117 - 121 Shepperton Rd
Victoria Park 6100

Postal Address

PO Box 373
Victoria Park WA 6979

North Metropolitan Service Delivery

Innaloo

Centrelink Manager	Ph: 0417 096 154
Team Leader	Ph: (08) 9464 5953
Social Worker	Ph: (08) 9464 5934
Senior Customer Service Adviser	Ph: (08) 9464 5966
Financial Information Officer	Ph: (08) 9464 6154
Multicultural Service Officer	Ph: (08) 9464 5980
Indigenous Customer Service Officer	Ph: (08) 9464 5923
Job Capacity Assessor	Ph: (08) 9464 5974
Fax	(08) 9464 5988

Geographic Address

37 Ellen Stirling Blvd
Innaloo 6018

Postal Address

GPO Box T1642
Perth WA 6845

Joondalup

Centrelink Manager	Ph: 0413 272 104
Team Leader	Ph: (08) 9233 8050
Team Leader	Ph: (08) 9233 8060
Social Worker	Ph: (08) 9233 8102
Senior Customer Service Adviser	Ph: (08) 9233 8103
Financial Information Officer	Ph: (08) 9233 8116
Multicultural Service Officer	Ph: (08) 9464 5980
Job Capacity Assessor	Ph: (08) 9233 8124
Fax	(08) 9464 2612

Geographic Address

68 Reid Promenade
Joondalup 6027

Postal Address

GPO Box T1642
Perth WA 6845

Warwick Grove

Centrelink Manager	Ph: 0429 086 157
Team Leader	Ph: (08) 9229 2640
Social Worker	Ph: (08) 9229 2617
Senior Customer Service Adviser	Ph: (08) 9229 2649
Financial Information Officer	Ph: (08) 9229 2592
Multicultural Service Officer	Ph: (08) 9464 5980
JCA Returned Report Teamleader	Ph: (08) 9229 2614
Job Capacity Assessor	Ph: (08) 9229 2613
Fax	(08) 9464 2612

Geographic Address

85-87 Ellersdale Ave
Warwick 6024

Postal Address

GPO Box T1642
Perth WA 6845

Midland

Centrelink Manager	Ph: 0427 082 634
Team Leader	Ph: (08) 9464 1412
Team Leader	Ph: (08) 9464 1417
Social Worker	Ph: (08) 9464 1554
Senior Customer Service Adviser	Ph: (08) 9464 1418
Financial Information Officer	Ph: (08) 9464 1481
Indigenous Customer Service Officer	Ph: (08) 9464 1415
Multicultural Service Officer	Ph: (08) 9464 4339
Job Capacity Assessor	Ph: (08) 9464 1518
Fax	(08) 9464 1499

Geographic Address

15 Keane St
Midland 6056

Postal Address

GPO Box T1642
Perth WA 6845

Mirrabooka

Centrelink Manager	Ph: 0411 670 630
Team Leader	Ph: (08) 9464 7177
Team Leader	Ph: (08) 9464 7073
Social Worker	Ph: (08) 9464 7062
Senior Customer Service Adviser	Ph: (08) 9464 7125
Indigenous Customer Service Officer	Ph: (08) 9464 7067
Multicultural Service Officer	Ph: (08) 9464 7066
JCA Admin	Ph: (08) 9464 7142
Job Capacity Assessor	Ph: (08) 9464 7080
Financial Information Officer	Ph: (08) 9229 2592

Fax (08) 9464 7099

Geographic Address

22 Chesterfield Rd
Mirrabooka 6061

Postal Address

GPO Box T1642
Perth WA 6845

Morley

Centrelink Manager	Ph: 0419 046 134
Team Leader	Ph: (08) 9464 6136
Team Leader	Ph: (08) 9464 6103
Social Worker	Ph: (08) 9464 6190
Senior Customer Service Adviser	Ph: (08) 9464 6128
Financial Information Officer	Ph: (08) 9464 6154
Indigenous Customer Service Officer	Ph: (08) 9464 1415
Multicultural Service Officer	Ph: (08) 9464 7066
Job Capacity Assessor	Ph: (08) 9464 6180
Fax	(08) 9464 6099

Geographic Address

38 Rudloc Rd
Morley 6062

Postal Address

GPO Box T1642
Perth WA 6845

Community Team

Centrelink Manager

Ph: 0417 096 154

Team Leader

Ph: (08) 9464 1223

Youth Services Unit

Ph: (08) 9464 4420

Youth Services Unit Social Worker

Ph: (08) 9464 4462

Fax

(08) 9464 1298

Geographic Address

37 Ellen Stirling Blvd

Innaloo WA 6018

Postal Address

GPO Box T1642

Perth WA 6845



Regional Service Delivery

Albany

Centrelink Manager	Ph: (08) 9841 9030
Team Leader	Ph: (08) 9841 9158
Team Leader	Ph: (08) 9841 9108
Social Worker	Ph: (08) 9841 9082
Senior Customer Service Adviser	Ph: (08) 9841 9112
Financial Information Officer	Ph: (08) 9841 9081
Indigenous Customer Service Officer	Ph: (08) 9841 9117
Multicultural Service Officer	Ph: (08) 9841 9083
Job Capacity Assessor	Ph: (08) 9841 9124
Fax	(08) 9841 9099

Geographic Address

51-61 Serpentine Rd
Albany 6330

Postal Address

Locked Bag 10
Albany 6332

Bunbury

Centrelink Manager	Ph: (08) 9792 8812
Team Leader	Ph: (08) 9792 8996
Team Leader	Ph: (08) 9792 8944
Farm Help	Ph: (08) 9792 8963
Social Worker	Ph: (08) 9792 8997
Senior Customer Service Adviser	Ph: (08) 9792 8968
Financial Information Officer	Ph: (08) 9792 8985
Indigenous Customer Service Officer	Ph: (08) 9792 8884
Multicultural Service Officer	Ph: (08) 9841 9083
Job Capacity Assessor	Ph: (08) 9792 8979
Fax	(08) 9792 8899

Geographic Address

56 Wittenoom St, Bunbury 6230

Postal Address

PO Box 327 Bunbury 6231

Busselton (Refer specialist enquiries to Bunbury CSC)

Site Contact Ph: (08) 9752 7000
Fax (08) 9752 7011

Geographic Address

28-30 Queen Street
Busselton 6280

Postal Address

PO Box 765
Busselton 6280

Carnarvon

Centrelink Manager Ph: (08) 9941 2508
Financial Information Officer Ph: (08) 9921 9860
Senior Customer Service Adviser Ph: (08) 9941 2462
Indigenous Customer Service Officer Ph: (08) 9941 1972
Multicultural Service Officer Ph: (08) 9239 6138
Social Worker Ph: (08) 9921 9935
Fax (08) 9941 2744

Geographic Address

Shop 19, Boulevard Shopping Centre
Boulevard Shopping Centre
Carnarvon 6701

Postal Address

PO Box 767
Carnarvon 6701

Collie (Refer specialist enquires to Bunbury CSC)

Site Contact Ph: (08) 9735 9030
Fax (08) 9735 9099

Geographic & Postal Address

51 Forrest St
Collie 6225

Esperance (Refer specialist enquires to Kalgoorlie CSC)

Centrelink Manager	Ph: (08) 9083 1950
General enquires	Ph: (08) 9071 6765
Financial Information Service	Ph: (08) 9841 9081
Multicultural Service Officer	Ph: (08) 9239 6138
Senior Customer Service Adviser	Ph: (08) 9071 5636
Fax	(08) 9071 7348

Geographic Address

58 The Esplanade
Esperance 6450

Postal Address

PO Box 910
Esperance 6450

Geraldton

Centrelink Manager	Ph: (08) 9921 9830
Team Leader	Ph: (08) 9921 9938
Team Leader	Ph: (08) 9921 9910
Social Worker	Ph: (08) 9921 9935
Senior Customer Service Adviser	Ph: (08) 9921 9883
Financial Information Officer	Ph: (08) 9921 9860
Indigenous Customer Service Officer	Ph: (08) 9921 9921
Multicultural Service Officer	Ph: (08) 9239 6138
Job Capacity Assessor	Ph: (08) 9921 9953
Fax	(08) 9921 9899

Geographic Address

Cnr Forrest & Chapman Rds
Geraldton 6530

Postal Address

PO Box 66
Geraldton 6531

Kalgoorlie

Centrelink Manager	Ph: (08) 9024 1430
Team Leader	Ph: (08) 9024 1451
Social Worker	Ph: (08) 9024 1483
Senior Customer Service Adviser	Ph: (08) 9024 1416
Financial Information Officer	Ph: (08) 9841 9081
Indigenous Services	Ph: (08) 9024 1473
Multicultural Service Officer	Ph: (08) 9239 6138
Job Capacity Assessor	Ph: (08) 9024 1437
Fax	(08) 9024 1459

Geographic Address
Corner Porter & Egan St
Kalgoorlie 6430

Postal Address
PO Box 660
Kalgoorlie 6430

Karratha

Centrelink Manager	Ph: (08) 9144 2346
General & Specialists Enquiries	Ph: (08) 9144 2522
Financial Information Officer	Ph: (08) 9921 9860
Social Worker	Ph: (08) 9183 8114
Multicultural Service Officer	Ph: (08) 9239 6138
Fax	(08) 9185 1848

Geographic Address
14 De Grey Place
Karratha 6714

Postal Address
PO Box 737
Karratha 6714

Laverton RASC (Refer specialist enquires to Kalgoorlie CSC)

Site Manager	Ph: (08) 9031 1875
Fax	(08) 9031 1868

Geographic Address
Lot 498 Laver Place
Laverton 6440

Postal Address
PO Box 168
Laverton 6440

Meekatharra RASC (Refer specialist enquiries to Geraldton CSC)

Site Manager

Ph: (08) 9980 1546

Fax

(08) 9980 1406

Geographic Address

Cnr Darlot and High Street
Meekatharra 6642

Postal Address

PO Box 280
Meekatharra 6642

Newman RASC (Refer specialist enquiries to Sth Hedland CSC)

Site Manager

Ph: (08) 9175 2154

Fax

(08) 9175 5832

Geographic Address

Lot 581 Newman Drive
Newman 6753

Postal Address

PO Box 408
Newman 6753

Northam (Refer specialist enquires to Midland CSC)

Centrelink Manager

Ph: (08) 9621 9000

Social Worker

Ph: (08) 9464 1554

Senior Customer Service Adviser

Ph: (08) 9941 2462

Financial Information Officer

Ph: (08) 9464 1481

Indigenous Customer Service Officer

Ph: (08) 9464 1540

Multicultural Service Officer

Ph: (08) 9464 4339

Job Capacity Assessor

Ph: (08) 9464 6180

Fax

(08) 9621 9099

Geographic Address

89 Fitzgerald St
Northam 6401

Postal Address

PO Box 416
Northam 6401

South Hedland

Centrelink Manager

Ph: (08) 9172 3573

Social Worker

Ph: (08) 9841 3607

Senior Customer Service Adviser

Ph: (08) 9172 3741

Financial Information Officer

Ph: (08) 9921 9860

Fax

(08) 9172 3038

Geographic Address

Cnr Brand & Tonkin St

South Hedland 6722

Postal Address

PO Box 2255

South Hedland 6722

STUDENT SERVICE CENTRES

Business Manager, Students

Ph: 0417 953 528

Abstudy Student Service Centre

Team Leader

Ph: (08) 9464 2326

Enquiries

Ph: (08) 9464 2623

Fax

(08) 9464 2622

AIC and PES Service Centre

Team Leader

Ph: (08) 9464 1219

Assistance for Isolated Children Enquiries

Ph: (08) 9464 1218

Fax

(08) 9464 1299

Curtin Student Service Centre

Team Leader

Ph: (08) 9464 2006

Administration Officer

Ph: (08) 9464 2000

General Student Enquiries

Ph: (08) 9464 2020

Fax

(08) 9464 2099

Geographic Address

Curtin University of Technology
Building 106, Kent Street
Bentley WA 6102

Postal Address

GPO Box T1642
Perth WA 6845

Student Business Centre

Team Leader
General Student Enquiries

Ph: (08) 9464 4347
Ph: (08) 9464 4487

Fax

(08) 9464 4386
1800 020 977

Career Information Centre

Customer Enquiries and Bookings

Ph: 1800 026 134

Fax

(08) 9464 1360

Email

cic.perth@centrelink.gov.au

Geographic and Postal Address

2nd Floor, City Central Building
166 Murray Street Mall
Perth 6000

SENIORS AND CARERS CENTRES

Forrest Place

Team Leader	Ph: (08) 9464 2214
Enquiries	Ph: (08) 9464 2217
Grandparent Advisor – Freecall Service Number (Grandparents Raising Grandchildren)	Ph: 1800 245 965

Fax (08) 9464 2699

Geographic Address
242 Murray Street Mall
Perth WA 6000

Postal Address
GPO Box T1642
Perth WA 6845

Business Integrity Contacts

For Compliance and Service (Debt) Stream enquiries please phone the appropriate section below.

Recovery

Recovery Team Manager	Ph: 9238 9050
Debt Recovery Team Leader	Ph: 9238 9426
Debt Recovery Team Leader	Ph: 9238 9400
Debt Recovery Team Leader	Ph: 9238 9066
Debt Team Manager	Ph: 9464 2363
Compensation Team Leader	Ph: 9238 9300

Investigations

Investigations Team Manager	Ph: 9238 9303
Fraud Tip-Off Mgr & Proceeds of Crime Officer	Ph: 9238 9218
Serious Fraud Team Leader	Ph: 9238 9275
Prosecutions Team Manager	Ph: 9238 9252
Service Profiling Team Manager	Ph: 9464 2233
Cash Economy Team Manager	Ph: 9238 9208

Review

Review Manager	Ph: 9464 2534
TDF / Student Datamatching Team Leader	Ph: 9464 2536
TDF Matching Team Leader	Ph: 9464 2518
TDF Matching Team Leader	Ph: 9464 2536

Other Compliance Contacts

Manager Authorised Review Officers (ARO)
Voluntary Compliance Manager

Ph: 9464 2500
Ph: 9464 2445

Legal Services Branch

The Legal Services Branch deals with:

- SSAT Decisions (Social Security Appeals Tribunal)
- AAT Appeals (Administrative Appeals Tribunal)
- Court Appeals
- Subpoenas & Summonses

Business Coordinator (Site Manager)

Ph: 9238 9206

Advocates

Ph: 9238 9207

Privacy Team Manager

Ph: 9238 9425

Freedom of Information (FOI)

Ph: 9238 9284

CentrePAY Deduction and Confirmation Services

Customers wishing to use *CentrePAY* or to find out more about this service should contact their relevant Customer Enquiry Contact Number.

CentrePAY provides a telephone help desk for registered *CentrePAY* organisations on 1800 044 063.

Community organisations wanting to know more about *CentrePAY* or Centrelink Confirmation eServices (obtaining Customer Confirmation or Income Statements electronically) can contact the Account Manager, Deduction and Confirmation Services.

Address

CentrePAY
GPO BOX P1187
Perth WA 6844

Phone: 08 9229 2603

Fax: 08 9229 2699

Email: business.services.wa@centrelink.gov.au

CentrePAY forms, reply paid envelopes, pamphlets and other promotional materials can also be obtained by contacting the above.

Customer Relations Unit

For complaints, compliments or feedback please contact the Customer Relations Unit on freecall 1800 050 004 from 8am – 5pm

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