

# Centrelink Office and Home Interviews

## Your rights and responsibilities



Centrelink provides payments and services to the Australian community on behalf of a number of Australian Government departments.

To make sure you get your correct payments, Centrelink must have certain information from you. An interview is a common way of gathering this information.

### Your rights in the interview

You have the right to have a spouse, relative or friend present at the interview.

When the interview begins, a Centrelink officer will explain the reason for the interview.

If you do not understand a question or why the Centrelink officer is asking the question, you can ask them to explain. You do not have to answer a question if it is not about your payment.

If you think that something you say could lead to legal action being taken against you, you can refuse to answer. You can stop the interview at any time.

The information collected during this interview will be handled in accordance with the *Privacy Act 1988* and relevant confidentiality provisions. If you would like more information about your privacy or confidentiality, please contact your Centrelink Customer Service Centre.

### Your responsibilities in the interview

- Let us know if you cannot keep an appointment.
- Have relevant information ready for the interview.

- You must tell us if your circumstances change as soon as possible, for example, if you change your address, start work or study, your income changes, or you are going overseas.

It is important to correctly answer questions as Centrelink cannot keep making payments if we do not have the information we need about you.

You can ask for a copy of any form or statement you sign, or any record of interview the Centrelink officer makes.

### Home visits

Sometimes a Centrelink officer will visit you at your home. This might happen:

- if you are disabled or ill
- if you ask for a home visit because you have trouble getting to the office
- to review your payment to make sure you are getting the correct amount
- if we think you have received incorrect payments.

Centrelink staff must show you their identification card on arrival and wear it at all times. Their identification card will have their photograph and full name on it. Centrelink staff are not allowed to come into your home without your consent and you can ask them to leave at any time.

If English is not your preferred language, you can ask the Centrelink officer to arrange an interpreter to help with the interview. This service is free of charge.

**Note:** Calls from your home phone to Centrelink "13" numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to "1800" numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

[www.centrelink.gov.au](http://www.centrelink.gov.au)



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