



## Working as a Centrelink Social Worker

Centrelink's Social Work Services provides support for Centrelink to deliver services to disadvantaged customers and their families. Social workers also assist other Australians in times of crisis.

Centrelink social workers provide professional assessment, counselling and support services to customers whose personal and family situation could be a barrier to their increased social and economic participation, such as when customers are experiencing any of the following:

- personal and/or family difficulties
- relationship breakdown/separation
- homelessness or risk of homelessness
- domestic and family violence
- parenting issues (including those for non-custodial parents)
- difficulties in a carer role or during the transition from a carer role to economic participation
- difficulties with independent living
- social isolation and/or a lack of support from family and friends
- severe financial crisis
- gambling difficulties
- threat of self harm or harm to others
- bereavement
- sexual assault
- substance abuse.

Social workers also liaise with community organisations and groups to provide information about Centrelink services and get feedback on delivery and impact of Centrelink services.

A Centrelink social worker can be accessed through any of the 320 Customer Service Centres located throughout Australia.

For more information visit Centrelink's website at [www.centrelink.gov.au](http://www.centrelink.gov.au)