

# How can a Centrelink Psychologist help?



Centrelink Psychologists complete Job Capacity Assessments, make recommendations and provide targeted interventions to help customers identify and develop their potential to participate in employment, education, training and other social participation activities. Their assessments also help the person and Centrelink better understand their individual needs and the most appropriate service that Centrelink can offer.

Centrelink Psychologists can help people who have:

- difficulty in getting, keeping and coping with employment
- difficulty in dealing with day-to-day issues
- physical, intellectual or learning difficulties (including speech, reading and writing difficulties) affecting training, job choice and other aspects of life
- a lack of confidence, or low self-esteem
- interpersonal conflicts, problems getting along with people, or difficulties in coping with situations and interactions required to meet basic needs in life
- emotional issues (such as depression, anxiety, stress, tension, anger, distress)
- drug and alcohol-related issues
- psychiatric (mental health) disorders that may intermittently affect a person's ability to cope with areas of their life such as work, family and social situations
- continuing distress and impaired coping abilities resulting from violence or other traumatic experience
- physical health issues with psychological implications (such as head injury, non-compliance with treatment)
- an assessment following the submission of a medical certificate or Disability Support Pension application, and
- an initial assessment and/or review of needs, and recommendations about the continuing appropriateness of assistance being received.

A Centrelink Psychologist may be able to:

- help people identify or clarify what they need to do to improve their ability to gain and keep employment
- increase a person's level of social participation and to improve their personal situation in general
- recommend ways they can meet or work towards meeting these needs, and
- where appropriate, refer people to relevant programmes, Centrelink services and/or other resources in the community to gain assistance.

Centrelink Psychologists are registered health care professionals with their relevant State Psychology Registration Board.

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

