

# JOANNE RYAN MP LalorFactSheet



## Human Services

### Centrelink

The local Centrelink office can be found at 89-91 Synnot Street, Werribee VIC 3030. The office is open Monday to Friday from 8:30am to 4:30pm.

Centrelink provide a range of payments and services to Australian's such as:

- Age Pension
- Bereavement Payment
- Carer Allowance
- Carer Payment
- Disability Support Pension
- Family Tax Benefit A & B
- Health Care Card
- Low Income Card
- Pensioner Concession Card
- Newstart Allowance
- Parenting Payment
- Youth Allowance
- Rent Assistance

### Payment Finder

Explore payments based on your situation:

<http://www.humanservices.gov.au/customer/payment-finder/>

### Calculate

Estimate or compare payments:

<https://www.centrelink.gov.au/RateEstimatorsWeb/publicUserCombinedStart.do>

### Medicare

The local Medicare office can also be found at 89-91 Synnot Street, Werribee VIC 3030. The office is open Monday to Friday from 8:30am to 4:30pm.

Medicare provide payments and services that can help when you, or someone you provide care for, use health care services or buy medicines.

Medicare usually covers:

- treatment by health professionals such as doctors, specialists, optometrists and in specific circumstances dentists and other allied health practitioners free treatment and accommodation as a public (Medicare) patient in a public hospital
- 75 per cent of the Medicare Schedule fee for services and procedures if you are a private patient in a public or private hospital (does not include hospital accommodation and items such as theatre fees and medicines)
- some health care services in certain countries.

**For general enquiries phone Medicare on 132 011.**

### Medicare Services

Payments and services for health care and medicine:

<http://www.humanservices.gov.au/customer/subjects/medicare-services>

### Claiming Options

Your Medicare benefit can be claimed in a number of ways.:

<http://www.humanservices.gov.au/customer/subjects/medicare-services>

### Child Support

Child support helps separated parents to provide the necessary support for their children's wellbeing.

The Child Support Scheme aims to balance the interests of both parents and focus on the needs and costs of children. The Scheme applies to all separated parents, regardless of the type or length of their relationship.

The Australian Government provides separated parents with services including support and products to help with their family situation.

Separation is a time of many changes and it is important to seek support if you need it.

There are a number of groups, websites, publications and services available to support separated and single parents as well as children.

**For general Child Support enquiries phone 131 272.**

### Child Support Scheme

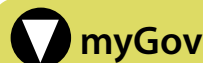
For detailed information about the Scheme go to:

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

### Support Services

Further information can be found at:

<http://www.humanservices.gov.au/customer/enablers/support/support-services-separated-families>



Go to [www.my.gov.au](http://www.my.gov.au) to access your government services online such as Centrelink, Medicare or Child Support

# Commonwealth Ombudsman

The Commonwealth Ombudsman safeguards the community in its dealings with Australian Government agencies.

The Ombudsman's office handles complaints, conducts investigations, performs audits and inspections, encourages good administration, and carries out specialist oversight tasks.

## Making a complaint

Complaints can be made:

- in writing: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601
- by phone: 1300 362 072 (Enquiries 9am - 5pm (AEST) Monday to Friday)
- in person: Level 1, 441 St Kilda Road, Melbourne VIC 3004
- by using the online complaint form: <https://forms.business.gov.au/smartforms/servlet/Smartform.html?formCode=oco-complaint-form>

 Connect with Joanne

 [twitter.com/joanneryanlalor](https://twitter.com/joanneryanlalor)

 [facebook.com/joanneryanlalor](https://facebook.com/joanneryanlalor)

## A Guide to Australian Government payments booklet

The Department of Human Services publishes this booklet that provides payment rate information for Centrelink payments.

The booklet can be downloaded from: <http://www.humanservices.gov.au/corporate/publications-and-resources/a-guide-to-australian-government-payments>

A guide to Australian Government payments		centrelink
20 March–30 June 2014		
On behalf of the Department of Social Services.		
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## Paid Parental Leave

The Paid Parental Leave scheme provides financial support to eligible working parents of newborn or recently adopted children. Under the scheme, the government funds employers to provide Parental Leave Pay to their eligible employees.

The Paid Parental Leave scheme is designed to:

- signal that taking time out of the paid workforce to care for a child is part of the usual course of working life for both parents
- promote equity between men and women and balance between work and family life.

The scheme is also designed to help employers:

- retain valuable and skilled staff by encouraging them to stay connected with the workforce when they become parents
- enhance family friendly workplace conditions without having to fund Parental Leave Pay themselves
- in the long-term through increased workforce participation of parents.

Your employer/business must have an Australian Business Number to participate in the scheme.

Businesses need to register for Centrelink Business Online Services and then opt-in to provide Parental Leave Pay before your employee lodges their claim for the scheme.

Register your business online here: <http://www.humanservices.gov.au/business/services/centrelink/centrelink-business-online-services/index>



**Please don't hesitate to contact my office to discuss any issues or ideas that you may have.**

**Joanne Ryan MP**

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