

ANNUAL REPORT

2025

Acknowledgement of Country

Welfare Rights Centre's office is located on the land of the Gadigal of the Eora Nation and we pay our respects to the Gadigal and their Elders, past and present. As a statewide service provider, we extend our acknowledgement to all Aboriginal and Torres Strait Islander peoples living on and off Country throughout New South Wales. We are committed to supporting First Nations justice. Realising this vision means listening to the voices of Aboriginal and Torres Strait Islander peoples, providing our legal services in a way that is respectful, relevant and accessible, and advocating for law reform.

Artwork by Jasmine Sarin



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Message from our Chair and CEO

This has been a year of both challenge and achievement for Welfare Rights Centre. It marked the final year of the current National Legal Assistance Partnership funding, with other short-term funding also coming to an end. This led to much financial uncertainty for the duration of the past year. Alongside Community Legal Centres Australia, we joined the national campaign Save Community Legal Centres: End the Funding Crisis in August 2024, while also running our own advocacy efforts to secure additional funding.

A new National Access to Justice Partnership was announced late in the year, which secures the core operating funding of community legal centres for the next five years.

Unfortunately, it is yet to translate into additional funding specifically for social security matters. Social security specialist legal centres such as Welfare Rights Centre have been operating with a funding deficit that leaves a significant level of unmet need in the community. Robodebt highlighted why we need better resourced legal supports for the most vulnerable in the community and so we will continue to advocate for this in the coming year and beyond.

The financial situation has meant that sustaining our activities at existing levels – let alone increasing them to address the unmet demands for our services – remains a challenge.

These pressures inevitably resulted in a reduction in staff over the past year. The impact of this was minimised due to the strong support of funders – including Ecstra, the The Hall Foundation, Thyne Reid Foundation, Mercy Foundation and many others – who recognise the vital role we play. This financial uncertainty and the ongoing need for improvements to ensure the integrity of the social security system have made the past year a critical one.

The re-election of the Federal Government brought important shifts in Ministerial leadership for our sector. We met with the new Minister for Social Services, the Hon Tanya Plibersek MP, early in her new role to press the case for a fairer social security system and better resourcing of social security specialist Community Legal Centres (CLCs). We also look forward to continuing to work with the Hon Katy Gallagher MP, Minister for Government Services, and the Hon Michelle Rowland MP, newly appointed as Attorney-General.

Despite financial challenges, there were real wins for our clients and communities this year. Services Australia adopted policy changes that will improve the lives of dependent family members of refugees – a change we had fought for ever since a sudden and significant rise in referrals. A big thank you to Economic Justice Australia (EJA) for supporting us in these efforts.

Our regular meetings and consultations with Services Australia, including in-house visits with Multicultural Service Officers and Indigenous Service Officers, continued to strengthen relationships and deliver practical outcomes.

We were also able to resolve a range of matters for our clients through the operation of the Advocates Channel. This secure and streamlined communication pathway allows legal advocates to directly contact trained Services Australia staff via a dedicated mailbox, enabling faster resolution of complex social security cases. It has significantly improved outcomes for clients in crisis or with intricate needs, simplifying the engagement process between legal services and government.

We invested in our future service delivery, too. Planning and rollout began on a new intake system to better manage demand, and an ICT review completed in October set us up for much-needed infrastructure improvements. Our pro bono partnerships with Hall & Wilcox, Gilbert + Tobin, HWL Ebsworth and Thompson Cooper continued to expand the support we can offer clients.

Building capacity across the community sector has remained a priority. Our Community Worker Training program grew, and the second year of our Community of Practice cemented a strong network of disability advocates working together to navigate the Disability Support Payment claims and appeals process.

Our First Nations Access Program also achieved remarkable success. A series of workshops was followed by a successful fundraising campaign, enabling us to make the First Nations Access Officer role permanent and expand partnerships with Aboriginal Community Controlled Organisations and Aboriginal Medical Services. This was only possible thanks to generous contributions from Give Together, ANZ, Alinta Energy and the Mercy Foundation.

We were also innovative in reaching 4R communities. Alongside delivering workshops in regional and remote areas, we reached First Nations tenants through our outreach to the NSW Civil & Administrative Tribunal's Aboriginal Tenants List. We also commenced plans for piloting the temporary placement of a social security solicitor in an Aboriginal Medical Service in a remote community, laying the foundation for a Health Justice Partnership that can be sustained by long-term relationships with local Aboriginal communities.

Connection and visibility were central this year. We attended NAIDOC Week celebrations, networked at Yabun 2024, and hosted a National Reconciliation Week lunch in 2025. Over 100 volunteers joined us across the year, supported through two induction rounds. We celebrated at our November AGM and supporter event at Gilbert + Tobin, where we welcomed excellent new additions to the Board. The Board itself has been focused on strengthening strategy, governance and oversight, including developing a communications strategy, operational planning, and new reporting dashboards.

Our advocacy work extended beyond NSW. As part of the federal election campaign, we called for a stronger social security system and a \$5 million national funding stream for social security legal assistance. Katherine was elected Chair of Economic Justice Australia (EJA), and we contributed to EJA's advocacy and law reform efforts, including the 4R Report: Social Security for Women Outside Our Cities. Launching the report in Darwin was a proud moment, shining a light on the barriers faced by women in regional, rural and remote communities.

Looking ahead, we are mindful of further financial hurdles with Flood and Disaster Relief funding due to end in June 2026 and a tender for additional funding under the National Access to Justice Partnership on the horizon. Yet, as this year has shown, with the commitment of our staff, volunteers, pro bono partners, funders and community, Welfare Rights Centre continues to deliver change and stand alongside people navigating the social security system.



Darren Dick, Chair



Katherine Boyle, CEO

Centrelink Advocacy

Our Work



1,533
People helped



897
Referrals



1805
Information and
legal advices



27
Internal or
Tribunal appeals

Our Clients

41%
live with a
disability

31%
are experiencing
homelessness

12%
are affected
by FDV

12%
identified as
Aboriginal and/
or Torres Strait
Islander

23%
had a main
language other
than English

89%
are financially
disadvantaged



Making a financial difference

Our work has provided financial relief to hundreds of people navigating the complexities of the social security system, resulting in our clients benefiting from:

- \$1,189,000 in annual Centrelink payments
- \$482,000 in arrears paid
- \$100,000 worth of debts waived

**That's a total
benefit of
\$1,771,000**

Helping People Navigate the Social Security System

Australia's social security system is complex, with rules and processes that are difficult to navigate. Every year, thousands of people are unfairly penalised by unfair payment cancellations, outdated automated systems, or denied access to payments – often without even the opportunity to make a claim. For many, the weight of the system is overwhelming, and some simply give up.

At Welfare Rights Centre (WRC), we believe no one should have to fight alone for their right to income support. As the only specialist social security legal centre in NSW, we have spent over 40 years defending and promoting these rights through free legal advice and representation, helping individuals and families access the income they need to survive.

Our daily work informs and drives our systemic advocacy. In close collaboration with our peak body, EJA, we advance shared goals for a fairer social security system. We also advocate directly to Centrelink through the Advocates Channel – a pathway established following recommendations from the Robodebt Royal Commission and years of sector lobbying.

Through community worker training, newsletters, online resources, and partnerships with legal firms, community organisations, local government and Federal MPs, we amplify the voices of our clients and push for meaningful reform. In 2024–25, our advocacy and casework contributed to over 1,500 clients receiving tailored advice or representation and 1,900 community workers gaining practical skills to support others navigating Centrelink.

Social Security is a Human Right

Most of us rely on Centrelink at some point in our lives. Social security should act as a safety net – supporting people when they need it most: leaving home to study, starting a family, losing a job, living with illness or disability, or entering retirement. Yet, for many, accessing the payments they are entitled to remains a struggle.

The right to social security is enshrined in international human rights law, including the International Covenant on Economic, Social and Cultural Rights, the Convention on the Elimination of All Forms of Racial Discrimination, the Convention on the Elimination of All Forms of Discrimination Against Women, the Convention on the Rights of the Child, and the Convention on the Rights of Persons with Disabilities. These rights are essential to human dignity and survival.

Systemic denial of these rights occurs when people face:

- **Administrative errors** – such as incorrect debts, payment cancellations, or delays caused by automated systems;
- **Discrimination and disadvantage** – people with disability, survivors of family and domestic violence, First Nations people, newly arrived migrants, and refugees often encounter disproportionate barriers;
- **Economic insecurity** – without income support, people cannot meet basic needs, and many remain in unsafe living conditions or trapped in abusive relationships due to financial dependence.

Without legal support, navigating this complexity is near impossible, effectively denying people access to an adequate standard of living – including housing, healthcare, and education.

WRC's work not only protects individuals from immediate harm but also addresses structural inequities in the social security system. WRC challenges unlawful practices, ensures vulnerable people can access the income support they are entitled to, and works to make the system fairer for all.



“Social security is a human right. Every year, WRC helps hundreds of people claim that right.”

Our Casework

At WRC, our casework practice delivers essential legal services to people navigating the complexities of Australia's social security system. Many clients face multiple, intersecting challenges – health concerns, housing instability, safety risks, and significant financial pressures – that make accessing income support even more difficult.

In 2024–25, our team provided legal support to clients across regional, rural and urban NSW. Some clients received one-off advice that empowered them to resolve their Centrelink issue independently, while others required ongoing assistance, including gathering evidence, submitting claims, advocating to Centrelink, or representation at the Administrative Review Tribunal.

Our work goes beyond individual outcomes. By holding Centrelink accountable for unfair and unlawful decision-making, we help prevent systemic errors and reinforce protections for vulnerable people. Securing the correct income support can dramatically reduce financial hardship, prevent homelessness and enable clients to participate fully in their communities.

We prioritise services and undertake specialised projects targeting those most at risk, including people experiencing or at risk of homelessness, survivors of family and domestic violence, First Nations people, people living with disability, and recently arrived migrants and family members of refugees. Every case we manage also informs our broader law reform and systemic advocacy work, ensuring that individual experiences

feed into practical recommendations for a fairer, more accessible social security system.

Our casework team is supported by many dedicated volunteers and pro bono lawyers, who increase our capacity to help clients, while gaining practical experience under the supervision of our senior solicitors. Together, we also run targeted clinics such as the Disability Support Pension and Compensation Preclusion Period Clinics. This year we launched a new Compensation for Detriment Caused by Defective Administration (CDDA) Clinic in partnership with HWL Ebsworth, supporting family members of refugees to seek compensation for financial loss caused by incorrect Centrelink advice.

We appreciate the ongoing support of both the Federal and NSW Governments, which enables us to continue delivering vital services to the community and advance fairness and social justice for all.



Thank you very much for your legal expertise and the assistance that I received. As well as alleviating my anxiety, I was sufficiently informed to be able to proceed with the steps you outlined. I just wanted to express my gratitude for your services and your organisation, and thank you very much. It's very much appreciated. Centrelink reinstated my Pension... So I am ecstatic, I am so grateful, particularly your personal involvement, you helped out immensely.

WRC Client

Help for dependent family members of refugees

Over the past two years WRC has seen a surge in newly arrived family members of refugees seeking help after being incorrectly told by Centrelink that they must wait four years for a payment. These families – already struggling to survive on a single low income or Centrelink payment – face severe financial hardship. Without income support, they not only lack financial independence but also face homelessness.

Initial client inquiries multiplied into representation for other family and community members as clients who had benefitted from our service began to spread the word. In all cases interpreting services were required, doubling the length of the appointments. WRC's use of the Translating and Interpreting Service (TIS) quadrupled in 2024-25.

In response to this escalation we contacted Services Australia, the Refugee Council of Australia, TAFE providers and other local services in Southwest Sydney to investigate the issue, and achieve significant operational change.



- We have provided **178 services** to over **100 family members** of refugees to support them to access social security.
- Successful clients have received arrears (back pay) of **\$134,611.00** and accessed annual payments to the value of **\$494,721.00**

Our advocacy leads to change in Centrelink's Operational Blueprint

In June 2025, as a result of WRC's advocacy, Services Australia changed its policy relating to adult children of refugees. This change to Centrelink's Operational Blueprint means that age is no longer a complete barrier when Services Australia is considering whether to exercise the discretion to treat a person as a dependent child of a refugee, and therefore eligible for an exemption to the four-year waiting period before they can receive income support. This will make a huge difference to those newly arrived refugee families with young people aged over 21 with very limited education, who do not speak English and/or who have a disability.

A key factor in achieving this significant win for clients has been our strategic use of the newly created Advocates Channel – a direct communication pathway between Centrelink and social security advocates recommended by the Robodebt Royal Commission, following sector advocacy.

We continue to work in this area, and are currently training local legal service providers and planning broader community worker training to build skills to support other refugee families experiencing rejections by Centrelink.



Client Stories

Success via the Advocates Channel for a dependent partner of a refugee

Amal contacted WRC as she had continuously been rejected for Centrelink payments. She had arrived in Australia in 2022 to be reunited with her husband, who had come to Australia as a refugee in 2011. Amal had been rejected every time she applied for a payment due to the Newly Arrived Resident's Waiting Period.

We spoke to Amal and her husband about her applications for Centrelink payments and their family's circumstances. During the appointment we advised that Amal should have been exempt from the Newly Arrived

Residents Waiting Period as the family member of a refugee.

With Amal's consent we contacted the Advocate's Channel to ask for her most recent claim to be reassessed. After our enquiry, the Advocates Channel contacted us to advise that they had reassessed Amal's claims back to 2023 and found that she was exempt from the Waiting Period. As a result, Services Australia paid Amal back pay of over \$30,000.

Seven family members of Kaled, a refugee

Kaled arrived in Australia from Iraq as a refugee and was granted a Permanent Protection visa. He found full-time work but was later injured, and his Disability Support Pension (DSP) claim was approved.

Kaled was supporting his wife and six children who had fled Iraq to Jordan before they were able to join him in Australia in April 2024. All family members were on subclass 100 visas, which carry a four-year Newly Arrived Resident's Waiting Period (NARWP) for most Centrelink payments. When Kaled's wife applied for JobSeeker, she was rejected due to the NARWP. Despite severe financial hardship, paying \$1000 a week in rent, and supporting the whole family, the local Centrelink office turned them away four times without accepting any claims or testing their eligibility.

None of the family spoke English, and interpreters were often unavailable at their local service centre, compounding the problem.

A WRC solicitor met with the family, advised that Kaled's wife should be eligible for a NARWP exemption as a

dependent partner of a refugee, and contacted Services Australia via the Advocates Channel. The solicitor also requested that Services Australia contact Kaled's adult children with Arabic interpreters to assist them in lodging Youth Allowance and Austudy claims.

Within a week, JobSeeker was approved for Kaled's wife, with \$3,985 in arrears paid. The claims for the adult children were lodged, and Kaled – grateful for the help – referred several friends and relatives facing similar issues.



Family and Domestic Violence and Centrelink

- 12% of clients affected by family or domestic violence
- Workshops delivered in 3 regions plus online training
- Fact sheet widely accessed by community workers and clients

“

WRC helped me regain my independence and access the income I desperately needed to leave an unsafe situation.

”

In 2024–25, WRC continued to provide critical support to clients affected by family and domestic violence (FDV). Over 12% of our clients reported being impacted by FDV, often facing financial abuse alongside physical or emotional harm. Many clients were burdened by Centrelink debts, denied income support, or left without the means to live safely.

Our legal team works closely with clients to ease these financial pressures, addressing issues caused by false reporting, coercive control, or malicious ‘dob-ins’ that exacerbate debt and income insecurity. By advocating for timely resolution of payments and debts, we help clients regain stability and safety.

This year, our work included:

- Development of a Family and Domestic Violence Fact Sheet to guide both clients and community workers;
- Delivery of face-to-face workshops for community workers in Mount Druitt, the Inner West, and the Central Coast;
- Expanded online training for community workers across NSW, ensuring broad access to knowledge and practical strategies.

“

I cannot find the words to thank you for assisting me with my Centrelink matter and your help finding the evidence, writing the letter of instructions prior to the hearing date and the help to guide me through the hearing. There were lots of ups and downs. All my suffering and horrible DV, financial abuse, the weaponising of my kids, with nowhere to live during those months before I could escape and all the pain they had to endure with me. Thank you for guiding me through this process.

I am sincerely thankful, from the bottom of my heart.

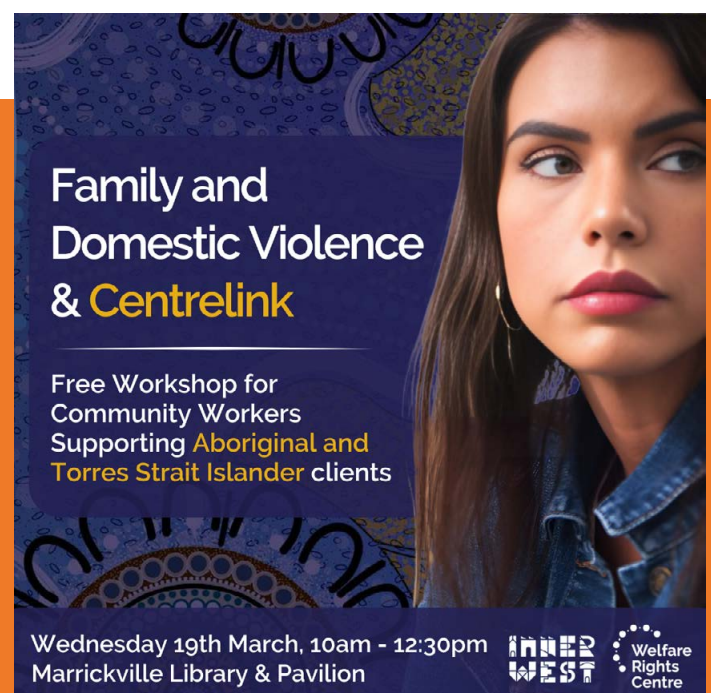
WRC Client

”

Our advocacy extends beyond direct support. With the backing of partners such as the The Hall Foundation, and in collaboration with Economic Justice Australia (EJA), we continue to push for reforms at the intersection of domestic violence and social security law. These efforts aim to make Centrelink processes more responsive, reduce unjust debts, and ensure victims of FDV can access the support they are entitled to.

Funding from Mercy Foundation, Alinta Energy, and ANZ Foundation has also been instrumental in enabling this work, helping WRC provide high-quality, specialised support for vulnerable clients via training for community workers.

Through legal support, training, and systemic advocacy, WRC ensures that survivors of domestic violence are not further disadvantaged by the social security system and that their right to safety and income security is protected.



Family and Domestic Violence & Centrelink

Free Workshop for Community Workers Supporting **Aboriginal and Torres Strait Islander** clients

Wednesday 19th March, 10am - 12:30pm
Marrickville Library & Pavilion

INNER WEST Welfare Rights Centre



“I finally felt free.” – May’s story

May* was just 16 when she entered a long and abusive relationship. Her partner was violent, controlling and secretive about his money. He never gave May financial support, but he forced her to claim Centrelink’s Parenting Payment as a single parent, even though they lived together.

Over the years, he used her name to create fake business records, lodge false tax returns, and take out loans – all without her knowledge. He monitored her every move, even installing surveillance cameras around their home.

Eventually, Centrelink raised a large debt against May, saying she had wrongly received Parenting Payment Single over many years. But the truth was, she had been trapped – a victim of financial abuse and coercive control.

After surviving a particularly violent assault, May found the strength to leave. It took years of counselling before she felt ready to face the Centrelink debt. That’s when she was referred to Welfare Rights Centre.

We represented May in an appeal to the Administrative Review Tribunal. We worked closely with her to explain the full impact of the abuse she had endured. The Tribunal exercised its discretion under social security law and accepted that May had been in a violent and controlling relationship and that there was a special reason to treat her as a single person for a significant part of her marriage, and she no longer had to repay the outstanding debt of over \$30,000

Thanks to this outcome, May can finally move forward free from the crushing weight of debt.

*Client names and details have been changed.

Disability Support Pension Clinic

Our Disability Support Pension (DSP) Clinic provides expert assistance to individuals living with illness, injury or disability who are seeking income support. Many clients approach us after having their DSP claims rejected – often without clear explanation – leaving them financially vulnerable and, in some cases, dependent on the JobSeeker Payment under challenging mutual obligations.

In 2024–25, 69 clients accessed our DSP Clinic. We supported them by:

- Reviewing medical documents and providing detailed letters of advice;
- Gathering and preparing medical evidence for applications and appeals;
- Advising healthcare professionals on Centrelink's evidentiary requirements;
- Advocating on clients' behalf to Centrelink and representing them at the Administrative Review Tribunal.

Our expertise ensures that clients can transition from unsuitable payments to the DSP, which provides more appropriate income support for their circumstances. This support not only reduces financial strain but also

helps clients focus on their health, wellbeing, and independence.

The high rate of initial DSP claim rejections – often with decisions delayed by six months or more – underscores the importance of specialised legal support. By providing tailored guidance and advocacy, WRC prevents prolonged financial hardship and strengthens access to entitlements for people with disability.

We are especially grateful for the pro bono support of Hall & Wilcox, whose secondees enhance the capacity and effectiveness of our DSP Clinic, helping us achieve life-changing outcomes for clients.



I wanted to express my heartfelt gratitude. Your kindness and support mean the world to me. You are the only person who has really listened and helped me. Thank you for being you.

WRC Client



George's Story

We helped George who had no home or income to access DSP

George* is a New Zealand citizen who has experienced homelessness for many years. Living in a tent in a regional area, he had limited support, almost no access to medical records, and very restricted access to medical treatment. With no credit on his phone, he could only be contacted via Wi-Fi, and his identity documents were incomplete, making interactions with government services extremely difficult.

Although George had lived in Australia for over 10 years, he was only able to receive JobSeeker Payment for six months, which ended in November 2024. His Low Income Health Care Card was also cancelled, leaving him with no income. He approached the Welfare Rights Centre in December 2024, desperate for assistance.

The only pathway to support was the Disability Support Pension (DSP) under the Social Security Agreement between New Zealand and Australia. Unlike the standard Australian DSP, this requires a single severe health condition and an inability to work, rather than a combination of moderate conditions. George faced immense challenges: he had limited medical records, his psychologist had retired, and he struggled to access GP files. His mental health conditions further complicated matters, affecting his memory, concentration, and ability to communicate effectively.

WRC intervened, advocating directly to Centrelink to connect George with a social worker and assist him in lodging a DSP application over the phone. Recognising

the difficulty of obtaining independent medical evidence, WRC requested that the Health Professional Advisory Unit—a specialist Centrelink team—assess George's application and locate any medical records they could. This marked the first time the Centrelink team had become involved in this way, allowing them to make their own findings about George's condition.

Centrelink coordinated with George, lodged his application, and conducted the health assessment.

After his initial application was rejected, WRC worked closely with Centrelink to ensure it was reassessed. The outcome: George was granted DSP under the International Agreement, with his payment backdated to the end of his JobSeeker Payment, securing over \$7,000 in arrears.

This case required significant support from WRC solicitors, who helped George navigate Centrelink processes, coordinated with doctors, and ensured he could participate in necessary phone calls. The result has provided George with financial stability, access to health care, and the opportunity to rebuild his life, demonstrating the transformative impact of tailored legal advocacy for those experiencing extreme disadvantage.

*Client names and details have been changed.

Compensation Preclusion Period Clinic

The Compensation Preclusion Period (CPP) Clinic was created to assist people affected by CPPs – a complex and often overlooked area of social security law. Compensation preclusion periods can prevent or delay access to Centrelink payments for months or even years after a lump-sum compensation payment. For many clients, the payment has already been spent long before the preclusion period ends, leaving them in severe financial hardship. This is especially common for people managing addictions, mental health conditions, or with limited experience handling large sums of money. Through the CPP Clinic, WRC provides advice and targeted advocacy" to "WRC provides representation at the Administrative Review Tribunal.

This year our CPP Clinic assisted clients to navigate the legal and administrative challenges of preclusion periods. Our volunteer lawyers represented WRC clients in appeals to the Administrative Review Tribunal and its predecessor the Administrative Appeals Tribunal and in all cases were successful in having our clients' preclusion periods reduced so that they could access Centrelink payments.

The clinic's work mitigates financial vulnerability and enables clients to regain independence, avoid poverty and access essential services.

We thank Gilbert + Tobin for their invaluable pro bono support and representation in these specialised cases.



Chris's Story

A reduced compensation preclusion period helped Chris regain independence

Chris* faced a 36-year Compensation Preclusion Period (CPP) after receiving a lump sum for a catastrophic injury sustained in a motor vehicle accident.

At just 18 years old, Chris was told he would be paraplegic for life. Struggling to cope, he spent much of his compensation on drugs, gambling, and seeking companionship from unreliable "friends". He had no proper legal advice or financial counselling to manage such a large sum.

When his funds ran out, Chris spent four years bedridden in hospital due to his injuries, before being transferred to a nursing home – the only facility able to meet his care needs. Living in a nursing home as a young man in his 20s was overwhelming and isolating, and Chris fell into a deep depression, feeling that his life was over.

A turning point came when a disability support organisation provided him with affordable shared housing and employed him to assist others with disabilities. Chris flourished, gaining independence, purpose, and a sense of community. He worked for years in this role, earning a promotion and striving to support himself rather than rely on welfare.

Three years ago, Chris developed new medical conditions, resulting in the full loss of use of one arm and cognitive difficulties. Fatigue forced him to reduce his work hours, and he began to struggle financially, accumulating thousands in rent arrears.

Our WRC solicitor represented Chris at the Administrative Review Tribunal (ART1), arguing that his situation constituted special circumstances to reduce the CPP. The Tribunal agreed, terminating the CPP back to the week before his most recent JobSeeker claim. Chris received nearly \$27,000 in arrears, providing immediate relief and a regular income support payment, allowing him to begin addressing his rental debts.

He has also applied for NDIS-subsidised housing, offering a future where he can live with independence while still receiving the support his needs require.

Chris' story is a powerful example of resilience, advocacy, and the transformative impact of legal support. Through the dedication of WRC staff, a young man once trapped by systemic barriers can now rebuild his life with dignity and hope.

*Client names and details have been changed.

Community Worker Training

WRC’s highly respected Community Worker Training Program continues to strengthen the skills and confidence of workers supporting clients with Centrelink issues across NSW. The program offers three levels of training: online webinars, face-to-face workshops, and a Disability Support Pension (DSP) Community of Practice (CoP). All our training is free and online webinars are open to all community service providers across NSW.

By equipping frontline staff with practical knowledge, we extend our reach and ensure more people can access the income support they are entitled to.

In 2024–25, our training program delivered:

- 20 sessions for community workers, including six large-scale online events and 5 face-to-face workshops to 1,907 participants, representing organisations across the state;
- Specialised workshops on topics such as Medical Evidence & the Disability Support Pension and Family & Domestic Violence and Centrelink;
- The second annual DSP CoP fostering collaborative learning and practical problem-solving for disability advocates.



Positive feedback from participants



The webinars produced by WRC are some of the most informative and practical I have attended. I cannot rate this service highly enough.

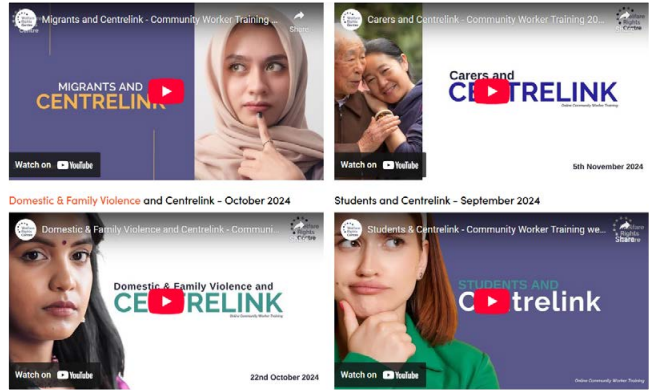
Frontline staff working with migrants, asylum seekers, and refugees should attend this training – it is invaluable for clients and community workers alike.



Our Community Worker Training Program is made possible through the support of Ecstra, helping WRC build the capacity of the sector and amplify the impact of our specialist legal expertise across NSW.

Outcomes

- Significant improvements in participant knowledge, skills, and confidence in assisting clients with Centrelink issues;
- On average, trained community workers support nearly 8 clients per month with Centrelink issues, multiplying WRC’s impact.



Since launching in October 2024, our online training videos have been viewed 1,792 times, helping frontline workers better support their clients with Centrelink issues.



Ms JO HAYLEN (Summer Hill) – Congratulations to the Welfare Rights Centre for delivering a series of free Community Training events for Community Workers who support First Nations clients. Financial independence is crucial for victim-survivors of family and domestic violence, however many often struggle with limited financial resources and can face significant challenges in accessing and maintaining essential support payments. Training sessions like these upskill Community Workers who support First Nations clients and covers topics such as navigating Centrelink, recognising challenges faced by clients and tips for improving access to income support. The Welfare Rights Centre is the leading service agency in NSW for social security law and policy and they have helped countless people with free legal advice and representation when they have been adversely affected by a Centrelink decision. These sessions were jointly presented by Welfare Rights Centre CEO Katherine Boyle, and Principal Solicitor, Natalie Ross. Thank you, Katherine and Natalie, for your continued dedication in providing this invaluable service to the community.

Disability Support Pension Community of Practice

Building on the success of our inaugural DSP CoP, in 2024–25 WRC ran the second annual CoP, creating a collaborative forum for up to 25 community workers to deepen their understanding of DSP claim processes and appeal strategies.

As part of our Community Worker Training program, the CoP provides:

- Expert guidance from WRC solicitors on real-world DSP cases;
- Opportunities for participants to discuss challenges and develop practical strategies;
- Resources and ongoing support to improve client outcomes.

By equipping community workers with this specialised knowledge, the CoP extends WRC’s impact across NSW, empowering workers to confidently assist individuals navigating complex DSP processes. This, in turn, reduces demand on WRC’s casework team and improves access to social security for vulnerable clients.

2024–25 outcomes

- **187+** clients helped by trained community workers;
- **100%** of participants reported a better understanding of DSP;
- **93%** felt more confident supporting clients with DSP issues;
- **80%** feel confident advising colleagues on DSP and Centrelink matters.

Positive feedback from participants



“I do a lot of DSP work – 15 (clients) a week. I thought I was an expert until I started the CoP. I’ve learned so much. The resources are like my bible.”

Thank you, WRC, for offering this extremely valuable training. It is by far the most thorough and meaningful professional development I’ve experienced in the sector.



The DSP CoP exemplifies our commitment to capacity-building and systemic impact, ensuring community workers across NSW are better equipped to advocate for the rights of people living with disability.



Law Reform and Public Advocacy

WRC's casework is not only about supporting individual clients – it also drives systemic change. In 2024–25, our work informed and influenced social security law, policy, and practice, ensuring a fairer system for all.

Key activities and impact

- **Appeals and test cases:** We represented clients in numerous appeals at Centrelink's Authorised Review Officer level and in cases at both levels of the new Administrative Reviews Tribunal which commenced on 14 October 2024, replacing the Administrative Appeals Tribunal;
- **Advocacy collaborations:** Working closely with EJA we engaged with key stakeholders including the CEO of Services Australia and advisors to the Minister for Social Services, advocating for the implementation of the Robodebt Royal Commission recommendations, including additional funding for community legal centres specialising in social security;
- **Research collaboration:** Contributed to research for EJA submission to the Attorney General's consultation on the use of automated decision-making by Government and the research report Social Security for Women Outside our Cities: Service Delivery Barriers (Apr 2025).
- **Advocates Channel:** Our solicitors continue to use this pathway for direct access to Services Australia decision-makers, enabling faster resolution of complex cases and highlighting the critical advocacy role of specialist legal centres;
- **Workshops and engagement:** WRC actively participated in workshops and forums with Services Australia, including sessions with multicultural and Indigenous service officers, providing insight from client experiences to inform system improvements.

Advocacy priorities in 2024–25

- **Challenging Centrelink decisions:** Ensuring that unfair or incorrect Centrelink decisions are changed;
- **Improving information:** Advocating for Centrelink to better inform clients of their entitlements;
- **First Nations justice:** Promoting improved access to income support for Aboriginal and Torres Strait Islander people;
- **Domestic and family violence reforms:** Working to change laws to protect victim-survivors from Centrelink debts.

Through these efforts, we ensure that the experiences of our clients inform meaningful reforms, contributing to a social security system that is transparent, accessible, and equitable.



The Hon. Tanya Plibersek MP visits WRC June 2025 with Kate Allingham CEO EJA and Katherine Boyle CEO WRC.



Meeting with The Hon. Bill Shorten MP, Parliament House, August 2024. EJA Media Officer Kirsty Sier, Canberra Community Law CEO Genevieve Bolton, EJA CEO Kate Allingham, Minister Bill Shorten, Welfare Rights Centre CEO Katherine Boyle and Basic Rights Queensland CEO James Farrell.

Communications

767
new newsletter
subscribers

8,318
social
media followers

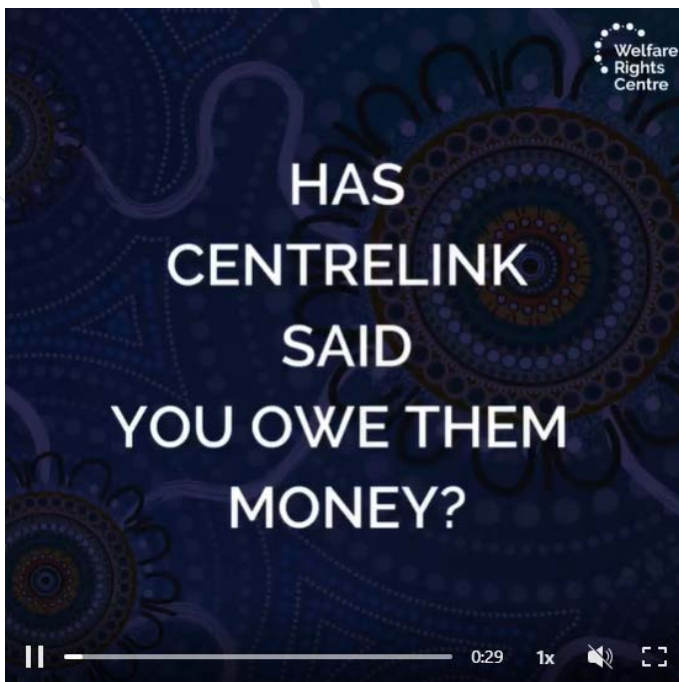
36,000
unique
website visits

2,000+
factsheets, postcards,
posters and referral
information distributed

Our communication strategy is central to WRC’s mission. It helps people most in need access our services, strengthens engagement with the community sector, and raises awareness of social security issues while amplifying the voices and lived experience of our clients. This year, we focused on reaching stakeholders, the wider community, and decision-makers to advance our advocacy priorities and reflect the diversity of the communities we serve. Through this work, we continued to highlight critical issues such as chronic underfunding of the community legal sector, the need for fair and lawful decision-making by government, and the importance of maintaining a genuine safety net for those who are most vulnerable.

Key highlights 2024–25

- **Social media:** Our reach and engagement continued to grow, with 8,318 total social media followers - sharing our content, raising awareness of Centrelink issues, and connecting clients to support. Key campaigns included Save Community Legal Centres, Save Welfare Rights Centre, Strengthen the Social Security System – Where Does Your MP Stand?
- **Website:** Our website remains a central hub for accessible guides, training videos, FAQs, and event registration; Online engagement continues to grow, with 36,000 unique website visits. Over 642 individuals approached WRC online for assistance with Centrelink matters.
- **Newsletters and subscriptions:** Multiple newsletters were distributed to supporters, subscribers, and community workers, providing updates on training, advocacy, law reform, and sector developments to over 8,000 people on our mailing lists.
- **Distribution:** Over 2,000 pieces of promotional and referral material, including postcards and information packs were sent to all Federal MPs, local council community hubs and libraries to raise awareness of WRC’s services.



Community Engagement and First Nations Access Program

Throughout 2024–2025, the Welfare Rights Centre’s Community Engagement team has expanded its training and outreach across NSW to better equip community workers to support women at risk of or experiencing family and domestic violence (FDV) navigate the complex Centrelink system. Our specialist workshops have focused particularly on First Nations community workers, and this targeted engagement has contributed to a 29% increase in First Nations clients accessing our services compared to the same period in 2023–2024.

Our training provides practical support for both community workers and clients, covering how FDV can impact Centrelink payments, child support, online safety, living arrangements, and mutual obligations. We emphasise that access to income support can be a critical step in helping women leave unsafe environments, while also highlighting how Centrelink systems are sometimes weaponised by perpetrators to control, punish or financially trap survivors.

We’ve seen firsthand that:

- Lack of access to Centrelink can trap victim-survivors in unsafe situations;
- Unjust Centrelink debts caused by perpetrators’ actions can follow victim-survivors long after they leave violent relationships;
- Barriers in the social security system can place people at risk of homelessness.

Post-training evaluation data shows community workers are now supporting more clients with Centrelink debts and payment suspensions than before, and on average community workers assist eight clients per month with Centrelink issues. Our outreach has involved trusted community partnerships and consultations with organisations such as Greater Sydney Aboriginal Tenancy Service, Baabayn Aboriginal Corporation (Dharug Country, Western Sydney), Gudjagang Ngara li-dhi Aboriginal Corporation (Darkinjung Country, Central Coast), Tharawal Aboriginal Medical Centre (Dharawal Country, Airds) Inner West Council (Gadigal and Wangal Country, Sydney), Women’s Legal Services

First Nations team and DV West. This growing network is strengthening community trust and increasing demand for our resources, factsheets, referral tools, and community worker training.

In a context where 3 in 5 FDV victim-survivors are women, and Aboriginal women are eight times more likely to experience FDV, this work has never been more urgent.

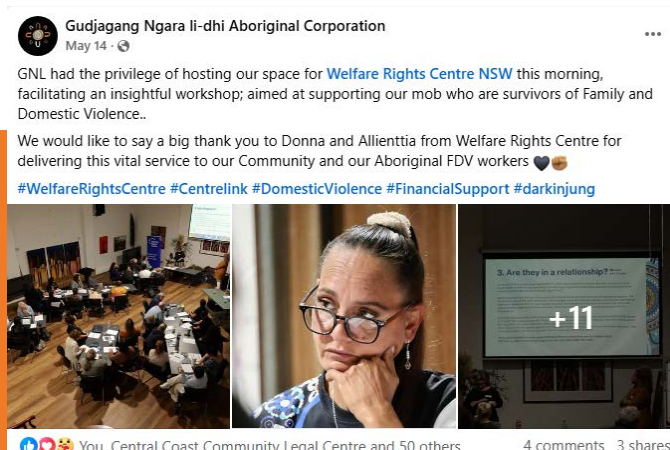
With over 12% of our clients identifying as Aboriginal and/or Torres Strait Islander peoples, WRC is committed to amplifying First Nations’ voices and improving access to social security in a culturally safe and supportive way. The First Nations Access Program (FNAP) delivers tailored legal information, advice, and training to enhance understanding of Centrelink systems among Aboriginal and Torres Strait Islander communities.

Allientia Weldon, First Nations Access Officer, regularly attends the Aboriginal Tenants list at NSW Civil and Administrative Tribunal (NCAT) where we support clients who have issues with tenancy and social housing and need Centrelink support.

The FNAP not only builds frontline capacity but also fosters trust-based relationships, strengthens advocacy for First Nations clients, and ensures that culturally appropriate support underpins every interaction.

Impact

- Enhanced community worker knowledge and confidence in navigating Centrelink issues;
- Strengthened First Nations voices in systemic advocacy;
- Improved client access to income support and legal guidance in culturally safe ways.



Highlights

- **Targeted training:** Delivered face-to-face workshops for First Nations community workers and a bespoke Disability Support Pension workshop for GPs at Tharawal Aboriginal Medical Centre, with an invitation to return annually to train new doctors
- **Community Engagement & Outreach:** Regularly attended NCAT Aboriginal Listing days. Participated in NAIDOC celebrations, YABUN, and interagency meetings, while visiting multiple Aboriginal Community Controlled Organisations
- **Collaborative partnerships:** Worked with Baabayn Aboriginal Corporation, Gudjagang Ngara li-dhi Aboriginal Corporation, Inner West Council, Tharawal Aboriginal Corporation, and Greater Sydney Aboriginal Tenants Service (GSATS) to strengthen capacity and access
- **Training outcomes:** Over 135 First Nations people directly engaged, 129 community workers registered, with 93 attending workshops
- **Resource development:** Created a Domestic Violence & Centrelink fact sheet publicly available through our First Nations Information Hub



Bella's Story

Incorrect Rental Assistance payments left Bella at risk of eviction

Bella is a single mother living in Aboriginal housing with her three young children, who are in her full-time care. The children's father is frequently in and out of prison and has little involvement in their lives.

A sudden, backdated rent adjustment pushed Bella into arrears, and her housing provider applied to NSW Civil and Administrative Tribunal for termination of her tenancy. Already managing life on a low income, the threat of eviction caused Bella enormous stress and fear of homelessness for her and her children.

When Bella contacted Welfare Rights Centre for help, we identified that her rent assistance had not been correctly paid. We advised her that she could appeal this through an Authorised Review Officer, which could significantly reduce her rent arrears.

We also reviewed her Family Tax Benefit and found that she was not receiving her full entitlement. Because she has sole care of the children, Bella was advised to take reasonable maintenance action by applying for child support. Once this step was taken, she would become eligible for a higher rate of Family Tax Benefit while Services Australia assessed child support.

With our guidance, Bella was able to take the steps needed to protect her tenancy and increase her income so that she can better support her family and keep a stable home for her children.



Our Organisation

Despite ongoing funding challenges, we continue to deliver essential services across NSW.

In 2024–25, we said farewell to valued team members, including Solicitor Kylie Fergusson, Intake Officer Carmen Terciero and Events & Communications Officer Bree Roberts, resulting in a slightly smaller but resilient team of 11 staff, five of whom are part-time.

Our team remains committed to:

- Delivering high-quality legal services and client advocacy;
- Engaging in systemic law reform and sector advocacy;
- Building the capacity of community workers through training and the DSP Community of Practice;
- Accessing professional development, including CLCNSW quarterly training events and Economic Justice Australia member meetings;
- Upholding accountability through comprehensive reporting, policy development, and systems management across national accreditation, volunteer management, and IT functions;
- Seeking secure and sustainable funding sources.

Our work is supported by a dedicated cohort of volunteers, social work placements, and Practical Legal Training (PLT) students, ensuring continuity and breadth of service delivery.

Our Board

In 2024–25, we welcomed new Board members Claire Thurstans and Maxine Sharkey, bringing additional expertise and strategic guidance. The Board continues to uphold strong governance, overseeing performance, risk management, and the Centre’s long-term sustainability.

Board members

Chair: Darren Dick

Company Secretary: Andrew Howell

Directors: Thomas Calma, Wendy Field (Deputy Chair), Renee Martin, Rita Martin, Emily Shen, Maxine Sharkey, Claire Thurstans, Yvonne Weldon

The Board’s commitment ensures that WRC maintains high standards of governance and strategic oversight, guiding the organisation in meeting its mission.



Board Planning Day - Claire Thurstans, Wendy Field, Renee Martin, Darren Dick, Emily Shen, Tori Edwards (guest), Maxine Sharkey, Thom Calma, Rita Martin.

Our Staff

CEO

Katherine Boyle

Casework Team

Principal Solicitor: Natalie Ross

Senior Solicitors: Juliet Dimond, Donna Flood, Julius Golab

Solicitor: Kylie Fergusson – finished Jan 2025

Intake Officer: Carmen Terceiro finished in Feb 2025/ Tien Nguyen – commenced Mar 2025

Casual Intake Assistants: Brissa Pamungkas, Edward Paul, Annie McDougall

Community Engagement Team

Community Engagement Manager: Thea Butler

First Nations Access Officer: Allientia Weldon

Events & Communications Officer: Bree Roberts – finished Apr 2025

Operations Team

Centre Manager: Julie Foreman

Administration Officer: Georgia Phin

Bookkeeper: Katharine Cooke



Thank you for your support

Our Volunteers

Welfare Rights Centre relies on the vital contribution of volunteers to help meet the high demand for Centrelink assistance across NSW. In 2024-25, more than 100 volunteers supported intake, casework, clinics and community engagement.

This year we implemented a new volunteer project to strengthen impact and sustainability, introducing group inductions, consistent training and evaluation, and improved engagement and recognition strategies. These changes have helped deepen volunteers connection with the Centre and grow our capacity to deliver high-quality services to our clients.

100+ volunteers supporting casework and clinics

What our volunteers have told us



“Volunteering at WRC has been a rewarding experience. I’ve learned so much, and the skills I gain here will guide my future career in law.”

“WRC changed my entire perception of a career in law, and I am immensely grateful for it. The work that each and every one of you do in making GENUINE and material change in the lives of vulnerable clients means everything... thank you for letting me share this space with you over the past couple of years. I have definitely been made a better lawyer for it, but more importantly, a better person.”



Admin and Intake Volunteers

Mirna Alemadi
Amir Aloe
Patricia (Patty)
Asuncion
Ripel Atroushi
Yoyo Chien
Sheril Dass
Subin Han
Alex Huang
Faiza Iqbal
Sophia Jordan
John Koumoulas
Ashleigh Lau
Ethan Lee
Minrui (May) Li
Isabelle Lin

I-yeo Loi
Ellen Mackinnon
Mia Mandrini
Tess Mcgrath
Sophia Mitchell
Georgia Morley
Bonny Morton
Maita Mtandabari
Kim Nguyen
Tiange (Tina) Peng
Brooklyn Plunkett
Andrea Ruhl
Haris Saud
Rui (Isla) Shao
Margo Souden
Rex Stuckey
Zia Wagener
Judy Wei

Mandy Xu
Ryan Yip
Liyang Yu
Zeinab Zein
Adele Dang
Angelina He
Annabel Meow Ping Lau
Jacqueline Lee
Jacqueline Liu
Justin Cheung
Justin Hung
Kim Nguyen
Liu (Leo) Ruixing
Lola Minutillo
Maddy Grigiletti-Labi
Subin Han
Teresa Kwok
Yosra Joudeh

Practical Legal Trainees

Bibha Bhusal
Zineb Chelihi
Julian Fu
Chloe Riley-Hansen
Rachael Wertheim
Greta White
Jeremy Zalewski

Communications

Isabella Carney
Bella Lengyelfalussy
Sophia Mitchell

Social Work

Annie McDougall
Emma McMahon First
Nations Cadet – CLCNSW

Pro Bono Lawyers/Secondees/Partners

We are fortunate to work with generous pro bono partners whose expertise enables us to provide specialist legal support for complex social security issues. This year our partners included:

HWLE Lawyers

Karen Keogh - Head of Pro Bono
Rhea Bhargava
Henry Chapman
Sarah Clucher
Laura Kilgour
Sebastian (Seb) Long
Harley Sawalha
Krishantan
Senthurkumaran
Stephanie Simone
Priyanka Srithar
Sally Tran
Alba Verre

Thompson Cooper

Courtney Burgess
Bridgette Charalambou
Therese Makarious
Callen Tighe

Gilbert + Tobin

Nicole Lojszyk
Madelaine De-Iudicibus
Jacinta Kezelos
Abbey Wightley

Volunteer Solicitors

Derwent Coshott
Joni Gear

Hall & Wilcox

Nathan Kennedy - Head of Pro Bono
Anthony Crowe
Nuhulan Ahmed
Barbara Casado
Eloise Cotchett
Bianca Drain
Katt Faapito
Charles Friocourt

Isabella Gillam
Liam Hart
Tracey Hoffman
Ruby Hunt
Stephanie Kaltoum
Georgia Mason
Jivan Naganathan
Carl Newton
Adrian Torio
Nick Zraika



Our Partners and Peaks

We collaborate closely with key organisations, sector peaks, and funders to strengthen the social security system and advocate for systemic reform. We thank all of our funding, donor, trade union and pro bono partners for their support.

Peak Organisations

Economic Justice Australia
Community Legal Centres Australia
Community Legal Centres NSW
NSW Council of Social Service

Government Partners

NSW Government
Commonwealth Government

Non-Government Partners

Alinta Energy
ANZ Foundation
Ecstra Foundation
Foundation for Rural & Regional Renewal
HESTA
Mercy Foundation
Sutherland Tradies
Thyne Reid Foundation
The Hall Foundation

Pro-Bono Partners

Gilbert + Tobin
Hall & Wilcox
HWLE Lawyers
Maddocks
Thompson Cooper Lawyers

Trade Union Program Partners

Health Services Union
Independent Education Union
NSW Nurses & Midwives Association
NSW Teachers Federation
Police Association of NSW
Public Service Association of NSW
National Tertiary and Education Union



Finances

During the 2024-5 financial year, we continued to receive funding from a wide range of sources. This included contributions from both State and Federal Governments, our trade union and superannuation partners, philanthropic trusts and foundations, as well as generous gifts and donations. We also benefited greatly from in-kind support provided by our pro bono partners through staff secondments, volunteer assistance, and the donation of resources and facilities.

Our investment in fundraising and partnership development continues to yield positive results. We continued our significant philanthropic partnership for our Community Worker Training Program. As well as receiving grants to assist our Domestic Violence Clinic, First Nations Access Officer and enhanced volunteer program.

Despite these successes, both State and Federal Governments have continued to underinvest in specialist social security legal services, leaving us unable to assist more than half of those who reach out for help.

We ended the financial year with a modest surplus of \$59,658 and maintained a healthy equity balance of \$479,652

We remain committed to our fundraising strategy, advocating for increased funding for specialist social security legal services from State and Federal Governments, while also pursuing grant funding and new partnerships with philanthropic trusts and foundations.

To see our Financial reports please go to the [Australian Charities and Not-for-profit Commission website](#).



Grace Stals' Story

Homeless after experiencing family violence, we supported Grace to access Youth Allowance as an independent young person

In September 2024, we learned that a former client had shared her story with work colleagues online. We invited Grace to share her story with our board and members at our AGM. Here she shares the transformative impact that access to legal support through WRC had on her life.

"When I was 16 years old, I found myself in a situation no young person should ever face: homeless and scared, fleeing an environment of violence. It was not the first time I was homeless in my childhood, but it was the first time I was alone. Despite these challenges, I was fiercely determined to continue my education, knowing that it was my path to a better future and often the only path to a better future for young people in my situation. But when my application for emergency funding and Youth Allowance was rejected by Centrelink, it felt like the odds were impossibly stacked against me. Working four or five nights a week at a restaurant after school while studying full-time was simply unsustainable. I was exhausted, overwhelmed, and beginning to lose hope that I could ever escape the cycle of trauma I grew up in. That's when I was introduced to the Welfare Rights Centre. The principal solicitor there not only helped me navigate the complexities of the Centrelink appeal process, but they also gave me a sense of dignity and hope when I needed it most. It was one of the first times an adult in the room listened to me, believe me and said "What has happened to you, is not OK".

Ultimately, the Welfare Rights Centre took my case to what was then the Administrative Appeals Tribunal. I remember the fear of not being believed – a fear that many who have faced domestic violence know all too well. But thanks to the Welfare Rights Centre, I had an advocate who presented my case compellingly. The Tribunal overturned Centrelink's decision, granting me the Youth Allowance I so desperately needed.

This support was a lifeline, enabling me to focus on my studies and ultimately changing the course of my life. But life threw another curveball. Shortly after this win, I met my biological mother for the first time and she was terminally ill. The emotional strain, combined with everything else I had been through was just too much, and led to me dropping out of high school. It felt like another dream slipping away.

But, with the backbone of social security supporting me, I found a way forward. I moved to the city, completed an accelerated TAFE course in journalism, and gained entry into law school alongside my high school peers. This path was only possible because I had the safety net of social security, ensuring I could afford rent and basic necessities.



Welfare Rights Centre's dedication didn't just help me survive those challenging times; experiencing the transformative impact that one solicitor had on my life inspired me to pursue a career in law. I wanted to be part of a profession that makes such a tangible difference in people's lives. I am very proud to say that I graduated from UTS with a Bachelor of Communications and Bachelor of Laws with first class honours.

My journey is a testament to the critical role of social security in our society and the unwavering support of community legal centres like the Welfare Rights Centre. They meet their clients at the precipice of crisis, offering a hand to help them climb back up rather than fall into the abyss. Their work truly changes the lives of their clients, just as it changed mine.

Imagine, if you will, a single stone cast into the centre of a calm, still pond. It sends ripples outward, touching every corner of the water. This simple act transforms the entire pond, much like how a single act of support can transform an entire life.

For me, the Welfare Rights Centre was that stone. Each case they take on, each person they help, creates ripples – positive impacts that continue outward, changing lives, families, and entire communities.

I express my deepest gratitude to the Welfare Rights Centre. To the dedicated staff who passionately fight for justice, to the leadership team and board who steer this vital organisation and to the generosity of partners, donors and members who make this work possible – thank you from the bottom of my heart. Your support ensures that when someone is standing on the edge, there is a hand to guide them back to safety and a community that believes in their potential. Together, you are changing lives."

Tony's Story

We helped Tony to get his debt reviewed and waived due to his special circumstances

Tony* was removed from his parents at the age of 6 months and grew up under the care of the Minister. He experienced mental health issues since he was a young child, having experienced complex trauma, anxiety and depression, and was diagnosed with ADHD by a behavioural specialist. Tony was also sexually assaulted during his childhood and overdosed on two occasions following disclosing the abuse.

His placement with his foster carer ended on a sour note when his behaviour became too much for them to manage and he was placed in "supported living" for young homeless people. At that time he was granted Youth Allowance (Student) when he applied with the assistance of his caseworker. Tony's mental health challenges continued, and he stopped studying due to his poor mental health. Tony did not realise that he had to inform Centrelink about the change in his activities and thought that he was entitled to be paid Youth Allowance because it had started when he moved out from his foster carers' place.

Centrelink raised a debt for almost \$16,500 because Tony had stopped studying. This debt was debilitating for Tony, being only 17 years old at the time it was raised and still reliant on Centrelink payments to survive.

We helped Tony prepare a statement explaining his life circumstances and we drafted lengthy submissions explaining Tony's circumstances, arguing that the debt should be waived in full based on his special circumstances. Fortunately, the Authorised Review Officer at Centrelink agreed with us, and Tony's debt was waived in full and the repayments he had made were refunded to him. Tony is now working part time and is learning to drive.

*Client names and details have been changed.



You can help support the Welfare Rights Centre by [donating](#) or [volunteering](#).

