

## Chapter 19

# Social security and welfare rights – What role for social work?

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Chapter summary  
Introduction  
Values and principles underpinning the Australian social security system  
Social security appeals  
    Tribunal membership  
    The review hearing  
The social work role in advising or preparing for a review application  
    Assisting people to recognise that there is something not quite right, and that it is well worth seeking review  
    Assisting applicants to gather relevant information and understand the issues on review  
    Helping to develop a 'narrative picture' of the issues to be decided  
    Assisting to identify areas where the legislation needs to be closely examined  
    Assisting to identify areas of discretion or flexibility  
The social work role at the administrative review hearing  
    As an advocate or supporter at an appeal hearing  
    Assisting a person to have their 'day in court'  
    Assisting people to plan to avoid future problems  
Fragmentation and bifurcation  
Review of decisions of the Child Support Agency  
Conclusion  
Key learning points  
Questions for consideration  
Additional reading  
Websites  
References  
Notes

### Chapter summary

This chapter focuses on welfare rights and advocacy, particularly decisions made for the Department of Social Services by the federal Department of Human Services (better known to the public as 'Centrelink') about income

This is a preview. Not all pages are shown.

- 3 What are the procedural differences that may be apparent to an applicant before the SSAT in comparison to an applicant appearing before a court? What differences in preparation for the process are suggested?

### Additional reading

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### Websites

*No claim is made as to the accuracy or authenticity of the content of the sites suggested in this chapter. Site addresses change – if the address is no longer accurate, search using keywords or the title of the organisation concerned.*

Administrative Appeals Tribunal <[www.aat.gov.au](http://www.aat.gov.au)>

Australian legislation (State and Commonwealth) can be found at AustLII <[www.austlii.edu.au](http://www.austlii.edu.au)>

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

Social Security Appeals Tribunal <[www.ssat.gov.au](http://www.ssat.gov.au)>

National Association of Community Legal Centres <<http://www.nacclc.org.au/>>

National Welfare Rights Network <<https://www.welfarerights.org.au/organisations>>

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### Notes

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- 1 See <[www.austlii.edu.au](http://www.austlii.edu.au)>.