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keywords: Centrelink email address; send forms as scanned attachments; no more waiting on phone line; srt.mailbox@centrelink.gov.au ; :

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srt.mailbox@centrelink.gov.au

By Alex Gordon LLB

This is the new **email address** for Centrelink.

This is the **END** of waiting on the line for Centrelink to answer.

This will be the **END** of Centrelink's denying what they told you or that you told them what you did tell them.

It may be a little less convenient than making a 'phone call, if you did not have to wait if you 'phoned, but then, how often is that. It will be worth it for you as emailing Centrelink, will empower you, vis a vis Centrelink and **put you IN THE DRIVING SEAT**. With email, you have a record of what has been sent. Very importantly, if you are requesting advice from Centrelink, you can place greater faith in what they say and your acting upon it, because they have to

reply in writing, and you will have their advice in writing; the proof of their advice. When they reply in writing, the reply has to be double checked by them, as they know they cannot deny what they say in writing. This does not happen when they advise you on the phone, because they can deny what they have told you, and that make you look the bunny and a dishonest bunny at that.

If you have to put a form into Centrelink, it is quite legal for you to scan it and

attach the scan to an email to the

CENTRELINK

EMAIL ADDRESS

srt.mailbox@centrelink.gov.au

Email will be less work for you but MORE WORK FOR CENTRELINK. The logistics of this means that all the email goes to the one mailbox. It then has to be forwarded to the relevant officer. Hence, Centrelink will need to have the details of the matter, to permit this. They will have your email address, so if you have not included sufficient information to permit their forwarding the email to the correct point within Centrelink, they will be duty bound to inquire of you the relevant information. That will cause them more work, but since it would be inefficient, we would not recommend that being done deliberately. We would promote an efficient world; an anathema to the public service.

This email actually goes to: Ministerial Team,

Parliamentary and Executive Support Branch, Centrelink.

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