

HOW TO GET THROUGH THE 'CENTRELINK OLDER AUSTRALIANS' LINE

1. Call 132 300
2. You will be asked for your CRN nine-digit number and letter. You can either say this aloud or use your phone's keypad.
Note: If you choose to use your keypad, you do not have to enter the letter at the end of your CRN.
3. You will hear various options regarding your phone call. Wait until you hear, **"are you calling about something else?"**
Say: **"Something else."**
4. You will then be asked for the reason you are calling.
Say, **"Income and Assets"**
5. The system will then confirm if you are calling about Income and Assets.
Say, **"Yes"**
6. You will then be asked if this is about Aged Care Fees.
Say, **"No"**
7. You will be asked if you are a Financial Planner or Adviser.
Say, **"No"**
8. The system will then talk about Assets changes. When this talk finishes, you will be asked whether you want to hear the take about Assets again, provide feedback, or speak to an operator.
Say, **"Operator"**
9. Once you have said this, the system will talk to you about treating Centrelink staff with courtesy and respect. You will then be placed on hold and told the approximate wait time.

Disclaimer: This information is accurate as of 24 November 2017; the selection process can change over time.