



بۆبۆلگە دىيىتىدىكى دۆمىتىدە Centrelink ە قىلىدىغان ئىش ئۆزگەرتىش COVID-19 دىكى ئۆزگەرتىش ھەققىدە

بۇ سەھىپىنىڭ 1 August 2021، مەمۇرىي ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى
دۆمىتىدە سەھىپىنىڭ ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى: COVID-19 ە:

- New South Wales
- Victoria
- South East Queensland
- .The Australian Capital Territory

بۇ ئۆزگەرتىش ھەققىدە، COVID-19 دىكى ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى
Centrelink ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، July 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، January 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، COVID-19 دىكى ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى
Centrelink ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

مەنبە ۋە ئۆزگەرتىش ھەققىدە January 2022

بۇ ئۆزگەرتىش ھەققىدە، January 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، 10 January 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، January 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، 10 January 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، July 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، 1 July 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، COVID-19 دىكى ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى
Centrelink ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

مەنبە ۋە ئۆزگەرتىش ھەققىدە July 2022

بۇ ئۆزگەرتىش ھەققىدە، July 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، 1 July 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، July 2022 ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى، 1 July 2022 ىدە ئۆزگەرتىش
قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.

بۇ ئۆزگەرتىش ھەققىدە، COVID-19 دىكى ئۆزگەرتىش ھەققىدە

بۇ ئۆزگەرتىش ھەققىدە، COVID-19 دىكى ئۆزگەرتىش ھەققىدە دۆمىتىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى
Centrelink ىدە ئۆزگەرتىش قىلىدىغان ھەممىسىنىڭ بىر تىزىمى.



Restarting Centrelink debt raising and recovery after the COVID-19 debt pause

In August 2021, we temporarily paused debt recovery and debt raising to help ease pressure for people impacted by the COVID-19 lockdowns in:

- New South Wales
- Victoria
- South East Queensland
- The Australian Capital Territory.

Now that COVID-19 restrictions are easing in these areas, debt raising and recovery for Centrelink will start again.

We will start debt raising again in January 2022. In July 2022 we will start recovering income support and family assistance debts.

We want to help you to repay money in a way that best suits your situation. You do not need to repay your debt all at once. You can set up a payment arrangement and repay it over time. Most people do this.

What is happening in January 2022

Centrelink debt raising will restart from 10 January 2022. We will write to people who have a new debt to let them know how much they owe, and when to start repaying.

Some people who put their debt repayments on hold may also have a new debt.

No one will have to pay anything back until July 2022, unless they choose to.

If you want to start repaying sooner, the easiest way to manage repayments is using the **Money you owe** service in your Centrelink online account or Express Plus Centrelink mobile app or by calling us.

What is happening from July 2022

Centrelink debt recovery will restart from 1 July 2022. We will contact people who were overpaid from June 2022, to remind them of the due date for their repayments and how they can start repaying money.

You do not need to repay the money you owe all at once. Most people set up a payment arrangement and pay over time.

If you put your repayments on hold

You need to start repaying money from July 2022. We will send you a text message reminder from June, to let you know when you need to start making repayments. We will also send reminders to your Centrelink online account through myGov and Express Plus Centrelink mobile app.

If you have a new debt

We will send you a letter with information about any new overpayments, including the due date you need to start making repayments. This will be 28 days from the date we send the letter. You will need to either repay the money in full, set up a payment arrangement or contact us if you can not start repaying the money by the due date.

From July, we will also send you reminders via text message, your Centrelink online account through myGov and Express Plus Centrelink mobile app.

Family assistance payments

During the debt pause we stopped recovering outstanding debts from family assistance payments. When the pause ends, if you have an outstanding debt with us we may recover it from your:

- Family Tax Benefit (FTB) arrears, balancing top ups and lump sum claim payments
- Child Care Subsidy (CCS) arrears and balancing top up payments. This is for child care debts only.

We can also recover family assistance debts from tax refunds through the balancing process.

To find out more in English go to servicessaustralia.gov.au/balancing

What you should know

We understand many people have financial challenges and that individual circumstances may have changed. We are here to help you.

- If you owe us money, you do not need to repay it all at once. You can set up a payment arrangement and repay it over time. This is what most people do
- The easiest way to manage repaying money is by using the **Money you owe** service in your Centrelink online account or Express Plus Centrelink mobile app
- If you cannot start repaying money by the due date, please call us on your regular payment line or the Centrelink recovery line on **1800 076 072**. Let us you know if you need an interpreter, and we will arrange one for free.

How to repay money that you owe to Centrelink from July 2022

If you are getting a payment from us, you will have an amount deducted from your regular payment. You don't need to do anything. If you would like to change your payment arrangement or make extra payments to your debt, you can do this online using the **Money you owe** service or by calling your regular payment line.

If you no longer get a payment from us, you need to make sure you have repaid the money you owe by the due date, or set up a payment arrangement. If you cannot start repaying your debt by the due date, you should call your Centrelink payment line or the Centrelink recovery line on **1800 076 072**. Let us know if you need an interpreter, and we will arrange one for free.

For more information in English and other languages about how to repay money you owe, go to servicessaustralia.gov.au/debts

What other support is available

If you do not understand why you have been overpaid you can ask us for an explanation, or if you disagree with the decision, you can ask for a review by calling:

- your Centrelink payment line
- the Centrelink debt recovery line on **1800 076 072**.

If you need extra support, we have specialist staff who can help.

Our Financial Information Service Officers can help you make informed decisions about your finances. To find out more about our Financial Information Service go to **servicesaustralia.gov.au/fis**

Our social workers can provide short-term counselling, information and referrals to support services. To find out more about our social workers:

- go to **servicesaustralia.gov.au/socialwork**
- call **132 850** and ask to speak with a social worker. Let us know if you need an interpreter, and we will arrange one for free.

Centrelink phone numbers

Disability, Sickness and Carers	132 717
Families	136 150
Employment Services	132 850
Youth and Students	132 490
Older Australians	132 300
ABSTUDY	Freecall™ 1800 132 317
Centrelink Debt Recovery	Freecall™ 1800 076 072
Centrelink Indigenous	
Debt Recovery	Freecall™ 1800 138 193
Multilingual Phone Service, to speak to us in languages other than English	131 202
Farmer Assistance Hotline	132 316
Services Australia Feedback and Complaints	Freecall™ 1800 132 468
TTY* enquiries	Freecall™ 1800 810 586
TTY* customer relations line	Freecall™ 1800 000 567

*TTY is only for people who are deaf or who have a hearing or speech impairment. A TTY phone is required to use this service.

For more information

- go to **servicesaustralia.gov.au/debts** for more information
- go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch videos with information in your language

- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre.

Note: calls from your home phone to '**13**' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '**1800**' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.