



重启因 COVID-19 暂时搁置的 Centrelink 债务通告和追讨程序

为了帮助缓解受 COVID-19 封锁影响人士的压力，2021 年 August 月，我们暂时搁置了债务追讨和通告程序。

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

目前，这些地区的 COVID-19 限制措施均已逐步放宽，Centrelink 的债务通告和追讨程序也将相应重启。

我们将在 2022 年 January 月重启债务通告程序。2022 年 July 月，我们将重启收入支持和家庭补助债务追讨程序。

我们希望以最适合您情况的方式帮助您偿还债务。所欠债务无需一次性还完。可设定一个还款计划，在一段时间内分次偿还。大多数人都会选择这样的还款方式。

2022 年 January 月开始会有哪些变化

Centrelink 债务通告程序将从 2022 年 January 月 10 日重启。

我们会写信给新欠债务的福利金领取者，说明欠款金额，以及何时需要开始偿还。

一些暂时搁置债务偿还的福利金领取者也可能有新的债务产生。

2022 年 July 月之前，没有硬性规定一定要偿还债务，可自愿选择偿还债务。

若想提早开始还款，管理还款的最简单方法就是使用您的 Centrelink online account (在线帐户)或 Express Plus Centrelink 移动应用程序中的 **Money you owe** 服务，或者致电我们。

2022 年 July 月开始会有哪些变化

Centrelink 追债程序将从 2022 年 July 月 1 日重启。我们将从 2022 年 June 月开始联系超额领取津贴的人士，并说明还款截止日期以及如何开始还款。

无需一次性偿还所欠债务。大多数人通过设定还款计划，分期还款。

如果之前办理了暂停了还款

您需要从 2022 年 July 月起开始还款。我们将从 June 月份起向您发送短信提醒，通知您何时需要开始还款。我们还将通过 myGov 和 Express Plus Centrelink 移动应用程序向您的 Centrelink online account (在线帐户)发送提醒。

如果您有新的债务

我们会给您寄一封信，说明任何新产生的超额支付津贴的信息，包括您需要开始还款的截止日期。开始还款截止日期是自我们寄信之日起第 28 天。

您即可选择全额还款，也可选择设立还款计划。如果无法在起止日期前开始还款，则请联系我们。

从 July 月起，我们还将通过短信、您的 Centrelink online account (在线账户) (通过 myGov 和 Express Plus Centrelink 手机应用程序) 向您发送提醒信息。

家庭援助补贴

在追债暂停期间，我们停止了追讨与家庭援助补贴相关的未偿债务。

追债暂停期结束后，如果您有未偿债务，我们可能会从您的以下津贴中追讨：

- Family Tax Benefit (FTB) 欠发补助、补差金额和一次性申领补贴
- Child Care Subsidy (CCS) 欠发补助、补差金额。这只适用于托儿补贴债务。

我们还可通过补差程序从退税金中追讨家庭援助补贴债务。

欲了解更多英文信息，请访问 servicesaustralia.gov.au/balancing

您应该了解什么

我们理解许多人面临财务方面的挑战，而且个人情况可能已经发生变化。

我们非常乐意为您提供服务。

- 如果您欠我们钱，您无需一次性全部偿还。可设定一个还款计划，在一段时间内分次偿还。大多数人都会选择这样做
- 管理还款最简单的方法就是使用您的 Centrelink online account (在线帐户)或 Express Plus Centrelink 移动应用程序中的 **Money you owe** 服务

- 如果您无法在截止日期前开始还款，请拨打您的常规福利金热线电话或 Centrelink 追债热线**1800 076 072**。如需口译服务，请告诉我们，我们将免费为您安排口译员。

如何从 2022 年 July 月起偿还 Centrelink 欠款

如果您在领取我们发放的津贴，那么我们会从您定期领取的该津贴中扣除一笔款项。

您无需做任何操作。如果您想改变还款计划或对债务进行额外金额的偿还，则可使用 **Money you owe** 服务在网上进行，或拨打您的常规福利金热线。

如果您不再领取津贴，则需确保您已在截止日期之前偿还了所欠的债务，或者设立了还款计划。

如果您无法在截止日期前开始还款，则应致电您所领取的 Centrelink 福利金热线或 Centrelink 追债热线**1800 076 072**。如需口译服务，请告知我们，我们会免费为您安排口译员。

更多关于如何偿还欠款的英语和其他语言信息，请访问 servicesaustralia.gov.au/debts

有哪些其他支持

如果您不明白为什么超额获取了津贴，则可要求我们解释。如果您不同意津贴超额，则可致电提出复查请求：

- 致电您所领取的 Centrelink 福利金咨询热线
- 致电 Centrelink 追债热线**1800 076 072**。

如需额外支持，我们有专门的工作人员可以提供帮助。

我们的 Financial Information Service Officers 可以帮助您做出明智的财务决定。

想了解更多关于我们 Financial Information Service 的信息，请访问 servicesaustralia.gov.au/fis

我们的社工可提供短期咨询、信息和支持服务转介。欲了解更多关于社工的信息：

- 请访问 servicesaustralia.gov.au/socialwork
- 致电 **132 850**，并要求与社工交谈。如需口译服务，请告知我们，我们会免费为您安排口译员。

Centrelink 各部门电话号码

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 , 请致电 **131 202** 使用中文咨询

Farmer Assistance Hotline **132 316**

Services Australia Feedback
and Complaints **Freecall™ 1800 132 468**

TTY* 咨询 **Freecall™ 1800 810 586**

TTY* 客户关系热线 **Freecall™ 1800 000 567**

*TTY 只适用于失聪或有听力或语言障碍的人士。使用该服务需要有 TTY 专用电话。

更多信息

- 更多信息, 请访问 servicesaustralia.gov.au/debts
- 请浏览 servicesaustralia.gov.au/yourlanguage, 获得中文版文本、音频或视频信息
- 请致电 **131 202**, 使用中文咨询 Centrelink 福利金和服务的相关信息
- 欲办理 Medicare 事宜, 请致电 **132 011**; 欲办理 Child Support 事宜, 请致电 **131 272**
如需口译服务, 请告知我们, 我们将免费为您安排口译员
- 前往服务中心。

注意: 从澳大利亚任何地方用座机拨打“**13**”开头的电话号码, 费率固定。

该费率可能因本地通话价格而异, 也可能因电话服务提供商而异。

使用座机拨打“**1800**”开头的电话号码免费。

使用公共电话和移动电话致电可能会以较高的费率按时计费。



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.