



## Ji nû ve dehtëpêkirina çalakîyên deynê Centrelink

Ji August 2021 de, me rawestanên deyn danîne bêkanî daku ji bo kêmkirina zexta li ser mirovên ku bi qefilandinên COVID-19 û bûyerên karesata herî dawî re mijûl dibin re bibin alîkar.

Van rawestgehên deyn dû di navbera July û October 2022-an de biqede, li gorî kîjan bûyerê bandor li we kiriye. Her ku di demên dawî de hûn di bin bandorê da mabin, hûn ê ewqas jî dirêj rawestîna heya ku hûn hewce ne ku paşve deynê xwe bidin.

Ji bo ku em der barê rawestgehên deynan de fêr bibin, biçin [servicesaustralia.gov.au/current-debt-pauses](https://servicesaustralia.gov.au/current-debt-pauses)

### Mîrov wê çawa biane ka deynekê we heye

Heke hûn deyndarin, em û berî wextê bi were têkilî daynin da ku hûn zanibin hûn hewce ne ku çî bikin, û kengê. Gelo emê çawa bi were têkilî daynin dê bi wê ve girêdayî be ka deynek heyî an deynek nû ê we heye an na.

**Deynê ku nîha heye** deyek e ku me berî 10-ê January 2022-an di derheqa wê de ji we re nivîsî bû. Heke neha kû deynek we heye, em ê ji we re bibîranînek SMS-ê bişînin da ku hûn zanibin ku dravdanên we di demek nêzîk de dest pê dikin, û hûn çî hewce ye da hûn bikin.

**Deynek nû** deynek e ku me ji were di 10-ê January 2022-an de piştî me ji were nivîsî bû. Heke deynek we ê nû hebe, emê ji we re nameyek li gel hesabê ku tê dayîn bişînin. Ev name dê ji we re rabîghîne ku çî çalekî pêwîste ku were bicîh kirin. Emê van nammeyan 28 roj berî hû dest bi vegerandina drav bikin bişînin.

### Kengê wê dema dravdayîna we be

Kada ku dardanên we tene dayîn dê bi dema ku hûn bandor li we hatîye re girêdayî ye. Ev ji girêdayî yê ka we deynek nû an ê nîha heye an na.

### Bûyerên ji August heta December-a 2021

#### Deynên heyî

Heke deynek we ê hetî/nîha hebe, hûn ê hewce bike ku ji 1-ê July 2022-an pê ve dest bi vegerandina drav bikin.

#### Neyên nû

Heke deynek we ê nû heye, hûn ê hewce bin ku ji 1-ê August 2022-an pê ve hêdî hêdî dest bi vegerandina drav bikin.

Ji 1-ê July 2022-an vir de, em ji kesên ku deyndarek nû ne re nameyê hesabê wan dişînin.

Name dê ji we re aşkere bike kengê berdêlên we diqedin û divê gere hûn çî bikin.

### Bûyerên ji January heta February 2022-an

#### Deynên heyî

Heke deynek we ê heyî hebe, dê dravdanên/mûça we hêdî hêdî ji dawîya August 2022-an ve ji nê ve dest pê bêke.

Em ê berî wextê bi we re têkilî daynin da ku ji we re bebêjin kengê dravdanên we diqedin û hûn hewce ne ku çî bikin.

## Neyên nû

Heke deynek we yê nû hebe, dravdana we dê ji September 2022-an ve ji nû ve dest pê bike.

Em ê ji August 2022-an pê ve nameyek dravdanê a hesab ji we re bişînin.

Name dê ji we re aşkere bike kengê berdêlên we diqedin û divê gere hûn çî bikin.

## Bûyerên ji March heya July-a 2022

### Deynên heyî

Heke deynek we yê hebet, darvdanê we dê ji October 2022-an wê hêdî hêdî ji nûve dest pê bike.

Em ê berî wextê bi we re têkilî daynin da ku ji we re bebêjin kengê dravdanên we diqedin û hûn hewce ne ku çî bikin.

### Neyên nû

Heke deynek weyê nû hebe, paşvegerîya deynê we dê ji October 2022-an ve ji nû ve dest pê bike.

Em ê ji September 2022-an pê ve nameyek hesabê darvdanê ji were bişînin.

Ev name dê ji were bêje da kengê dravdanên we diqedin û divê gere hûn çî bikin.

## Bûyerên ji August-a 2022-an û pê ve

Ji August 2022-an pê ve, her kesê ku di bin bandora bûyerek karesatek nû hatî ragihandin dê bikaribe dravdana deynê xwe bixwe birêve bibe. Hûm ê karibin heya 3 mehan dravdanên xwe bidin sekinandin an biguhêzînin. Seknên otomatîkî ên deyn wê êdî neyê bikaranîn.

Ji bo birêvebirina dravdanên xwe, di hesabê xweya Centrelink online account (serhêl a Centrelink de) bi rêya myGov, sepna Express Plus Centrelink app an kargûzarîya Interactive Voice Response (IVR) **Money you owe** bikar bînin.

## Ya ku hûn hewce ne bikin

Heke hûn dravek ji me bistînin, em ê dest bi dest bi daxistina ji paşve wergirtina darv ji mûça we a neha ji ew roja wextê wê de dest pê bikin. Ji bo sazkirina vê yekê ne hewce ye ku hûn tiştek bikin.

Heke tu êdî ji me darvek nastîni, ne hewce ye ku tu bi carekî de deynê bidî Hûn dikarin bi me re peymanek dravdanê sa bikin û bi demê re dravê deynê xwe bidin- piranîya kesan weha dikin.

Heya ku hûn tercîh nekin, hûn ê ne hewce bin ku heya roja dravdana we hat darvê deynê xwe bidin.

Rêya herî hêsan a birêvebirina **Money you owe** bikaranîna karûbarê Centrelink online account bi rêya myGov an ji Express Plus Centrelink app.

Xizmetgûzarîya **Money you owe** in mecal dide hûn zû û bi hêsanî sazûmanek dravdana xwe saz bikin û eyar bikin.

## Dravdanên alîkarîya malbatê

Em her weha hêdî hêdî dest bi vegerandina deynê Centrelink dikin ji bo kesên ku Family Tax Benefit (FTB) an Child Care Subsidy (CCS) ên ku li deverên ku di dema COVID-19 û ew karesatên xwezayî di navbeyna August 2021-an û December 2021-an de bandor li wan hatine rûdinên.

Ji July 2022-an pê ve, ger deynek we ya Centrelink-ê neha hebe, em dikarin wê ji paşdemayîna we ya FTB-yê ji paşve werbigirin, hevsengerkirina dabîn seran û mafê dravdanên perçe-giş/lump sum.

Heke deynê we yê lênihêrîna zarokan bi me re hebe, dibe ku em wê ji paşdemayîna weya CCS û hevsengerkirina serdanîyê li xwe vegeînin.

Her weha ji em dikarin deynê alîkarîya malbatê ji vegerandina bacê bi pêvajoya hevsengiyê vegeřînin.

Heke bandorek di dema bûyerên ragihandina karesata di 2022-an de li we bûye, emê deynê we ê dravdayînen Centrelink ji FTB an CCS danexînin heta qewlê rawesî ê we digihîje dawîyê.

Ji bo zêdetir agahî biçin:

- [servicesaustralia.gov.au/ccsbalancing](https://servicesaustralia.gov.au/ccsbalancing)
- [servicesaustralia.gov.au/ftbbalancing](https://servicesaustralia.gov.au/ftbbalancing)

## Ya ku divê hûn ger bizanibin

Em têdigihîjin ku hin kes hê ji zehmetiyê dikişînin û 3 tit hene ku em dixwazin hûn zanibin:

- Em li vir in ku ji we re bibin alîkar û em û pigirî bidin we ku hûn drav bi awayek ku çêtirîn li gorî rewşa we be vegeřînin.
- Heke hûn deynindarê me yê drava bin, ne hewce ye hûn bi yekcarî li me vegeřînin. Hûn dikarin peymanek vergerandina driavdanê daz bikin û wê bi demê re bidin - ya ku piranîya kesan dike eve.
- Heke di derbarê deynê xweda têgihîjiya we nîne an hûn ji vegerandian diravan diber xwe dikevin, hûn dikarin li gel me bipeyîvin. Hûn dikarin vê yekî bi rêya tîlefônê a dravdanê ya Centrelink ya asayî re bikin an jî bi tîlfonê xeta vegeřandina deyn a Centrelink -ê li ser **1800 076 072** bikin da ku li ser piştgirî û vebijarkên dravdana nerm ên berdest niqaş bikin.

## Hûn çawa dikarin dravên Centrelink ên hûn deyindarin vegeřînin.

Heke hûn niha ji me drav werdigrî, ji roja ku dravdanên tîye dayîn dê mîqdarek ji mûça weya birêkûpêk pêde dê were daxistin. Hewce nîne hûn tiştê bikin. Lêbelê, heke hûn bixazin rêgeza dravdana xwe biguhezînin an jî dravdana zêde ji denyê xwe re bikin, hûnê bikari bin bi rêya online/serhêl bikaranîna karûbarê **Money you owe** in an jî bi tîlefona xeta wergererîya dravdana xweya birêkûpêk pêk bînin.

Heke hûn êdî ji me drav negirin, hûn hewce ne ku hûn tevbigerin da ku hûn pê ewle bin ku we lihevhatinek wergera dravdanê saz kiriye an jî dravê ku hûn deyindarin di xwextê vegeřanî ye. Heke hûn zehmetkêşiyek dikşînin an ji boy wergerîna dravên di wextê da bête dayîn li berxwe dikevin, divê hûn bi rêya xeta dravdana deyn a Centrelink an a xeta bidesxistina deyin a Centrelink a **Freecall™ 1800 076 072** pêwendî bi mere girê bidin.

Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin.

Ji bo agahdarîya zêde a di derheqa hûnê çawa dravê ku hûn deyindar in wergerînin, biçin [servicesaustralia.gov.au/debts](https://servicesaustralia.gov.au/debts)

## Çi alîkarîyê din peyde dibin

Heke hûn tê nagihîjin ji bo çê zêde drav ji bo we hatîye dayîn, hûn dikarin tîlefona me bikin û daxwaza rave/zelal kirina vê yekê bikin. Karmendek pîspor dê bi we re tîkilî daynin da ku biryarê ji were zelal bike û bersiva pîrsên we ê heyî bide.

Her weha jî hûn dikarin serlêdana vekolînek fermî ya biryarê bikin. Heke hûn biryara me fam dikin lêbelê hûn vê biryarê naperjîrînin hûn dikarin bixwazin serlêdana vekolînek fermî bikin.

Ji bo ravekirinek an vekolînek fermî pîrsên we hebin, divê hûn li ser xeta **Freecall™ 1800 076 072** bi xeta wergerandina dravdana Centrelink an xeta vegeřandina deynê Centrelink bi mere tîkilî daynin. Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin.

Heke hewcedarîya we bi piştirîyek zêde hebe, karmendên me yê pispor hene ku wê bikaribin pişgîrîyên cûrbicûr û ên hewale kirinê bikin.

Wê Financial Information Service Officers bikari be alîkarîyek di derbarê darayîyê de yarmetîyek agahdêr bike.

Ji bo bêtir agahdarî li ser Financial Information Service biçin **servicesaustralia.gov.au/fis**

Xebatkarên me yê civakî dikarin ji bo xizmetên piştgirîyê şîret, agahdarî û sewqên-demkurt pêşkêşî we bikin. Ji bo bêtirîn agahdarî di derbarên xebatkarê me ê sosyâlî:

- **servicesaustralia.gov.au/socialwork**
- Tîlefona **132 850** bikin û daxwaza axaftina bi karmendê civakî bikin.

## Hêjmara tîlefonên Centrelink

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, ji bo li gelme bîlî Înglîzî bi zimanên biaxifin **131 202**

Farmer Assistance Hotline **132 316**

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

TTY\* Lêpîrsîn Freecall™ **1800 810 586**

TTY\* Xeta têkilîyên mişterîya line Freecall™ **1800 000 567**

\*TTY tenê ji bo kesên kerr in an ewên astengiya wan a bihîstinê an ji axaftinê heye. TTY Ji bo bikaranîna vê xizmetî pêdivî bi tîlefonekî heye.

## Bo agahdarîya zêde

- Bo agahdarîyên zêdetir bi zimanî Îngîlîzî biçin **servicesaustralia.gov.au/owingmoney**
- Ji bo ku hûn dikarin bi xwînin, vîdeyoyên bi bi agahdarîya bi zimanê xwe temaşe bikin, û gohdarî bin **servicesaustralia.gov.au/yourlanguage**
- banga **131 202** bikin bo di derbarên dravdayînên Centrelink û xizmetgûzarîyan bi zimanê xwe bipeyîvin
- banga **132 011** bikin bo Medicare an **131 272** bo Child Support bikin Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin
- serlêdana navenda xebatgûzarîyê bike.
- Nîşe: tîlefon kirin ji tîlefona weya male a ji hêjmarên '13' ji bo her devera Australia bi rêjeyek kefiş kirî tene standin. Dibe ku ev rêje cûda bin bi borî ew mesrefên tîlefonên herêmî û dibe ku cûdahîyek herweha di navbera xizmetgûzarîya ango kampanyayên tîlefonan da ji hebin. Ji tîlefona we ya male tîlefonkirin bo hêjmara '1800' bêdirav in. Dibe ku bangên ji tîlefonên giştî û destan tîye kirin bi de gorî demê û rêjeyek bilintir were stendin.

## **Dijberî**

Agahdarîyên di vê belavkêde cîh digrin bi helwesta ku wek rêberîyek bo diravdayînan û xebatgûzarîya ne. Berpirsiyariya we ye ku we biryar da ku hûn dixwaziya dravdanêk bikin û li gorî mercên xwe yê taybetî serlêdanek bikin.



## Restarting Centrelink debt activities

Since August 2021, we have put debt pauses in place to help ease the pressure on people dealing with COVID-19 lockdowns and more recent disaster events.

These debt pauses will be ending between July and October 2022, depending on which event affected you. The more recently you were affected, the longer you will have until you need to make repayments.

To find out about the debt pauses we put in place, go to [servicessaustralia.gov.au/current-debt-pauses](https://servicessaustralia.gov.au/current-debt-pauses)

### How to know if you have a debt

If you owe money, we will contact you ahead of time to let you know what you need to do, and when. How we contact you will depend on whether you have an existing debt or a new debt.

An **existing debt** is a debt that we wrote to you about before 10 January 2022. If you have an existing debt, we will send you an SMS reminder letting you know your repayments are starting soon, and what you need to do.

A **new debt** is a debt we wrote to you about on or after 10 January 2022. If you have a new debt, we will send you an account payable letter. The letter will tell you what action you need to take. We send these letters 28 days before you need to start repaying money.

### When your repayments are due

The date your repayments are due will depend on when you were impacted. It will also depend on whether you have a new or existing debt.

#### Events from August to December 2021

##### Existing debts

If you have an existing debt, you will need to start repaying money from 1 July 2022.

##### New debts

If you have a new debt, you will need to start repaying money gradually from 1 August 2022.

Since 1 July 2022, we have been sending out account payable letters to people with a new debt.

The letter will tell you when your repayments are due and what action you need to take.

#### Events from January to February 2022

##### Existing debts

If you have an existing debt, your repayments will gradually restart from late August 2022.

We will contact you ahead of time to tell you when your repayments are due and what action you need to take.

##### New debts

If you have a new debt, your repayments will restart from September 2022.

We will send you an account payable letter from August 2022.

The letter will tell you when your repayments are due and what action you need to take.

## Events from March to July 2022

### Existing debts

If you have an existing debt, your repayments will gradually restart from October 2022.

We will contact you ahead of time to tell you when your repayments are due and what action you need to take.

### New debts

If you have a new debt, your repayments will restart from October 2022.

We will send you an account payable letter from September 2022.

This letter will tell you when your repayments are due and what action you need to take.

## Events from August 2022 onwards

From August 2022, anyone affected by a new declared disaster event will be able to self-manage their debt repayments. You will be able to pause or change your repayments for up to 3 months. Automated debt pauses will no longer apply.

To manage your repayments, use the **Money you owe** service in your Centrelink online account through myGov, the Express Plus Centrelink app or the Interactive Voice Response (IVR) service.

## What you need to do

If you get a payment from us, we will start deducting your repayments from your current payment from your due date. You do not need to do anything to set this up.

If you no longer get a payment from us, you do not need to repay your debt all at once. You can set up a payment arrangement with us and repay the money over time – this is what most people do.

You will not need to pay any money until your repayment due date, unless you choose to.

The easiest way to manage repaying money is using the **Money you owe** service in your Centrelink online account through myGov or the Express Plus Centrelink app.

The **Money you owe** service allows you to set up and adjust your payment arrangement quickly and easily.

## Family assistance payments

We are also gradually resuming Centrelink debt recovery for people who receive Family Tax Benefit (FTB) or Child Care Subsidy (CCS) who reside in areas affected by the COVID-19 lockdowns and natural disasters between August 2021 and December 2021.

From July 2022, if you have an outstanding Centrelink debt with us we may recover it from your FTB arrears, balancing top ups and lump sum claim payments.

If you have an outstanding child care debt with us, we may recover it from your CCS arrears and balancing top ups payments.

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

If you were impacted by a declared natural disaster event in 2022, we will not recover your Centrelink debt from your FTB and CCS payments until your pause ends.

To find out more go to:

- [servicessaustralia.gov.au/ccsbalancing](https://servicessaustralia.gov.au/ccsbalancing)

- [servicessaustralia.gov.au/ftbbalancing](https://servicessaustralia.gov.au/ftbbalancing)

## What you should know

We understand some people are still experiencing difficulty and there are 3 things we want you to know:

- We are here to help and will support you to repay money in a way that best suits your situation.
- 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.
- If you do not understand your debt or you are worried about repaying money, you can talk to us. You can do this by calling your regular Centrelink payment line or by calling the Centrelink debt recovery line on **1800 076 072** to discuss support and flexible repayment options available.

## How you can repay money you owe to Centrelink

If you currently get a payment from us you will have an amount deducted from your regular payment from the date your repayments are due. You do not need to do anything. However, if you would like to change your payment arrangement or make extra payments towards your debt, you will be able to 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 will need to take action to make sure you have set up a payment arrangement or repaid the money you owe by the due date. If you are experiencing difficulty or are worried about repaying money by the due date, you should call your Centrelink payment line or the Centrelink debt recovery line on **Freecall™ 1800 076 072**.

Let us know if you need an interpreter, and we will arrange one for free.

For more information about how you can repay money you owe, go to [servicessaustralia.gov.au/debts](https://servicessaustralia.gov.au/debts)

## What other support is available

If you do not understand why you have been overpaid, you can call us and ask us to explain. An experienced staff member will contact you to explain the decision and answer any questions you have.

You can also apply for a formal review of the decision. You may want to apply for a formal review if you understand our decision but disagree with it.

To ask for an explanation or formal review, you should call your Centrelink payment line or the Centrelink debt recovery line on **Freecall™ 1800 076 072**. Let us know if you need an interpreter, and we will arrange one for free.

If you need extra support, we have specialist staff who can offer a range of support and referrals.

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 [servicessaustralia.gov.au/fis](https://servicessaustralia.gov.au/fis)

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

- go to [servicessaustralia.gov.au/socialwork](https://servicessaustralia.gov.au/socialwork)
- call **132 850** and ask to speak with a social worker.



## 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 [servicessaustralia.gov.au/owingmoney](https://servicessaustralia.gov.au/owingmoney) for more information in English
- go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.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.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.