



Kuanzisha Tena Deni

Mtu 1: Je! Unajua Centrelink ilisimamisha kudai madeni mwaka jana? Walifanya hivyo kupunguza matatizo kwenye bajeti za watu wakati wa janga la virusi vya corona.

Na, sasa hivi wanajiandaa kufuatilia tena ulipaji wa madeni. Wameanza kuwaandikia watu ambao wamekuwa wakilipwa malipo zaidi kuwajulisha lini watahitajika kuanza kulipa pesa hizo.

Mtu wa 2: Nitajuaje ikiwa nimelipwa zaidi?

Mtu 1: Ikiwa umelipwa zaidi, watakutumia barua kwenye tovuti ya myGov au kupitia posta, kulingana na jinsi unavyochagua kupata barua kutoka kwao. Wanaweza pia kukutumia ujumbe mfupi au kukupigia simu.

Mtu wa 2: Nifanye nini ikiwa nimelipwa zaidi?

Mtu 1: Kuna mambo matatu muhimu unayohitaji kufahamu:

- Moja, hauhitaji kulipa deni lote mara moja, unaweza kulipa kwa awamu.
- Pili, njia rahisi ya kulipa pesa ni mtandaoni kwa kutumia huduma ya Pesa Unayodaiwa katika akaunti yako ya Centrelink kupitia tovuti ya MyGov au programu ya simu ya mkononi Express Plus Centrelink.
- Na tatu, ikiwa huwezi kuanza kulipa pesa unahitaji kuwapigia Centrelink kabla ya tarehe yako ya mwisho wa malipo. Wanaweza kukusaidia kupata chaguo sahihi kwa hali yako.

Mtu wa 2: Je! Vipi ikiwa tayari nilikuwa nikilipa deni na kisha kulisimamisha?

Mtu 1: Katika hali hiyo, Centrelink itakutumia barua kukujulisha ni lini malipo yako yataanza tena.

Mtu wa 2: Niende wapi kupata taarifa zaidi?

Mtu 1: Kuzungumza nasi kwa lugha yako kuhusu huduma za Centrelink, piga simu namba 131 202. Kwa taarifa kupitia Kiingereza, ingia tovuti ya servicesaustralia.gov.au/debts

Kusoma, kusikiliza au kutazama taarifa katika lugha yako ingia mtandao wa servicesaustralia.gov.au/yourlanguage.

(Imezungumzwa haraka, kama kanusho) * Kupiga simu namba '13' kutoka kwenye simu yako ya nyumbani mahali popote Australia kunatozwa kwa kiwango kilichowekwa. Hii inaweza kutofautiana na kiwango cha simu za kawaida na kati ya watoa huduma za simu.



Debt Restart

Person 1: Did you know Centrelink paused some debt activity last year? They did it to help ease pressure on people's budgets during the coronavirus pandemic.

Well, now they are getting ready for debt repayments to start again. They are starting to write to people who have been overpaid to let them know when they need to start repaying money.

Person 2: How will I know if I have been overpaid?

Person 1: If you have been overpaid, they will send a letter to your myGov Inbox or in the post, depending on how you choose to get letters from them. They may also send you a text message or call you on the phone.

Person 2: What should I do if I have been overpaid?

Person 1: There are 3 important things you need to know:

- One, you do not need to pay it all at once, you can repay it over time.
- Two, the easiest way to repay money is online using the Money You Owe service in your Centrelink online account through myGov or Express Plus Centrelink mobile app.
- And three, if you cannot start repaying money you need to call Centrelink before your due date. They can help you find the right option for your situation.

Person 2: What if I was already repaying a debt and put it on hold?

Person 1: In that situation, Centrelink will send you a letter to let you know when your repayments will start again.

Person 2: Where should I go for more information?

Person 1: To speak with us in your language about Centrelink services, call **131 202**.

For information in English, go to **servicessaustralia.gov.au/debts**

To read, listen to or watch information in your language go to **servicessaustralia.gov.au/yourlanguage**.

(Spoken quickly, as a disclaimer) *Calls to '13' numbers from your home phone anywhere in Australia are charged at a fixed rate. This might differ from the local call rate and between phone providers.