



# Restarting Centrelink debt activity after the coronavirus (COVID-19) debt pause

## Information for customers

28 October 2020

In April 2020, we paused some debt activity in response to COVID-19.

The pause ends on 30 October 2020 and we will start contacting people who have been overpaid and have a debt.

The most important thing to know is if you owe money, you will not need to start repaying it until February 2021.

### If you live in Victoria or a bushfire declared area with a pause in place

The pause will remain in place until further notice.

### If you were already repaying a debt

During the pause, you may have put your repayments on hold. If you did, we will keep them on hold until February 2021. You do not need to do anything now.

We will contact you before you need to start repaying the money again. Please make sure you keep your contact details up to date.

You can start repaying the money before February 2021 if you want to.

### If we have noticed you have been overpaid

Because of the pause, we did not raise most debts we noticed between April and October 2020.

Now the pause is ending, we will write to you if you have been overpaid and have a debt. You may also get a text message or phone call.

If you have been overpaid, we are here to help you.

There are **4 things to know**:

1. You do not need to pay anything back until February 2021, but you can if you want to.
2. If you do not understand why you were overpaid you can call your regular payment line and ask for an explanation. If you disagree with the decision, you can ask for a review.
3. When you need to start repaying the money there will be options, and you will be able to work with us to find the best one for you.
4. If you are worried, we can support you. We have social workers who can give you short-term counselling, information and referrals to other 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 to a social worker.

## If you want to start repaying money

It is your choice to start repaying money before February 2021. If you would like to, please either:

- use the 'Money you owe' service in your **Centrelink online account** through **myGov** or **Express Plus Centrelink mobile app**
- call the Centrelink debt line on **1800 076 072** or Indigenous Centrelink debt on **1800 138 193**. Let us know if you need an interpreter. We will arrange one for free.

## If you need to call us

If you want to speak to us about something other than repaying a debt, use the most appropriate number for your situation.

<b>Centrelink phone line</b>	<b>Phone number</b>
Disability and carers	<b>132 717</b>
Families	<b>136 150</b>
Job seekers	<b>132 850</b>
Students & trainees	<b>132 490</b>
Older Australians	<b>132 300</b>
ABSTUDY	<b>Freecall™ 1800 132 317</b>
Centrelink debt	<b>Freecall™ 1800 076 072</b>
Indigenous Centrelink debt	<b>Freecall™ 1800 138 193</b>
To speak to us in languages other than English	<b>131 202</b>
Feedback and complaints	<b>Freecall™ 1800 132 468</b>
TTY* enquiries	<b>Freecall™ 1800 810 586</b>
TTY* customer relations line	<b>Freecall™ 1800 000 567</b>

\*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.