

Disclaimer: the material in this fact sheet is intended as a general guide only. You should not act on the basis of the information in this fact sheet without first getting legal advice about your own particular reason. The information is based on the laws in Victoria as of June 2023.

CENTRELINK

INCLUDED IN THIS FACT SHEET ARE:

Do you disagree with a Centrelink decision?

Do you owe Centrelink a debt for an overpayment?

Quick Guide

More information

DO YOU DISAGREE WITH A CENTRELINK DECISION?

If you are unhappy with a decision Centrelink makes about your entitlements, you can ask Centrelink to review its decision by writing to them, calling them or going into a Centrelink office. If you are unhappy with the outcome of the review, you can appeal to the Administrative Appeals Tribunal.

For more information on seeking review of Centrelink decisions, check out the "Centrelink" page on the Victoria Legal Aid website: https://www.legalaid.vic.gov.au/find-legal-answers/centrelink.

The National Welfare Rights Network has more fact sheets about Centrelink decisions and how to seek review: http://www.nssrn.org.au/factsheets/.

If you need more information or advice, please contact Youthlaw.

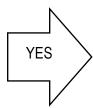
DO YOU OWE CENTRELINK A DEBT FOR AN OVERPAYMENT?

If Centrelink claim you received payments you were not entitled to, you will be asked to pay the money back. You can be charged with a criminal offence for giving false or misleading information to Centrelink or for receiving payments that you know you are not entitled to.

If you are having difficulty making repayments, are being investigated by Centrelink or are charged with a criminal offence for the overpayment, you should seek legal advice by contacting Youthlaw or Victoria Legal Aid.

Quick Guide

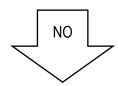
Centrelink has raised a debt against you. Do you agree with the debt raised against you?



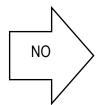
We suggest paying the debt off as soon as possible.

If you are unable to pay right away, contact

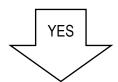
Centrelink directly and you may be able to arrange for a payment plan to be put in place. Failing to pay or acknowledge the debt in a timely manner can result in interest charges being applied, your entitlements being affected or criminal charges.



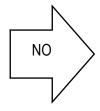
Have you contacted Centrelink advising them that you disagree with the decision?



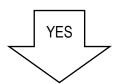
Contact Centrelink as soon as possible. Centrelink can investigate the debt raised against you with your assistance. If the debt is found to be an error, you will not be required to pay the debt



Are you satisfied with the findings of Centrelink review?



If you disagree with the debt still and are unwilling or unable to pay, you can ask the Administrative Appeals Tribunal to review the decision. Seek legal advice first. This can be done via their website: aat.gov.au/apply-for-a-review



If your debt has been cleared, you will not need to make a payment towards the debt. If the debt has been reduced, please make payment or arrange a payment plan directly with Centrelink.

MORE INFORMATION

For more information, see:

- The Law Handbook: https://www.lawhandbook.org.au/2020_05_01_10 income tax and centrelink payments/
- Victoria Legal Aid: https://www.legalaid.vic.gov.au/find-legal-answers/centrelink

Visit our website: www.youthlaw.asn.au

Chat to us: 03 9113 9500

Email your questions: legal@youthlaw.asn.au



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