



CENTRELINK DEBTS

This fact sheet answers questions about a first AAT review of a Centrelink debt decision in the Social Services and Child Support Division

Answers to questions about your Centrelink debt review

What does the AAT need to decide?

The AAT needs to decide:

- whether you owe a debt
- the amount of any debt
- whether any debt should be repaid.

How does the AAT decide if you owe a debt?

The AAT looks at what caused the debt and works out the amount you should have been paid under the Social Security Law.

A debt is the difference between the amount you were paid by Centrelink and the amount you should have been paid in a particular period. Most debts are caused by a change in circumstances, for example a change in your income, assets or family arrangements.

What information can I provide to support my review?

At the hearing, the AAT Member will ask you about your application and consider all of the information that you present, including any documents you have provided about your case.

The most useful information to provide to the AAT about whether you owe a debt is about your circumstances between the dates when the debt starts and ends.

If you want the AAT to consider whether you should repay the debt, you should also bring information about your current circumstances.

Examples

Below are some **examples of Centrelink debt decisions** and the evidence you can provide to assist the AAT to review the decision. You are not limited to providing the documents suggested in this fact sheet and the information you provide will depend on your individual case.

What if I disagree with a debt about my employment income?

The most helpful evidence to provide includes:

- payslips
- group certificates
- taxation notice of assessments and taxation returns
- bank statements
- other documents about the gross employment income you received.

What if I disagree with a debt about the valuation of my assets?

The most helpful evidence to provide includes:

- valuation from a qualified valuer (a specific valuation of your asset will be more helpful than a general valuation)
- evidence of sale for a similar asset
- evidence from valuation services or websites.

What if I disagree with having to repay the debt because Centrelink didn't update my details correctly?

The most helpful evidence to provide includes:

- receipt numbers of your contacts with Centrelink
- phone records showing the date you contacted Centrelink
- copies of letters or emails to Centrelink
- any other details about how, when and why you contacted Centrelink.

What if I disagree with a student debt about my study load?

The most helpful evidence to provide includes:

- academic transcript
- letter from the Institution where you studied
- attendance records
- any other document that proves you met study requirements
- medical reports or other documents that show why you were unable to meet study requirements.

What if I disagree with having to repay the debt because of the special circumstances in my case?

'Special circumstances' may include any circumstances, or combination of circumstances, that make your case different from the ordinary case.

The most helpful evidence to provide includes:

- an explanation of your circumstances
- information about how the repayment of the debt will affect you
- medical reports
- completion of the Statement of Financial Circumstances form (The AAT will send you this form)
- bank statements, invoices or letters about any other current debts
- details of bankruptcy (if this applies to you)
- any other information or documents that prove your circumstances.

CONTACT US IF YOU HAVE ANY QUESTIONS

You can [contact us](#) if you need more information or have any questions.

- Telephone: **1800 228 333**
- Email: sscsdivision@aat.gov.au
- www.aat.gov.au
- National Relay Service www.relayservice.gov.au

When this Fact Sheet refers to "You" it means the applicant, and includes his or her nominee, representative or support person. When it refers to "We" or "Us" it means the AAT.