

Disputing Centrelink Debt Claims

You've received a notice from Centrelink claiming that you owe money. Should you pay it? You are not obliged to repay an amount you do not owe. You can dispute a claim in a variety of ways. The most common are summarised here, but see the links for more.

Deal directly with Centrelink

1. [Keep a diary of all interactions with Centrelink](#)
 2. [Track down your payslips and other documents for the period](#)
 3. [Ask for a review](#)
 4. [Request a copy of your ADEX debt schedule](#)
 5. [Formally dispute the debt in writing](#)
 6. [Make a Freedom of Information \(FOI\) request for case notes from the disputed period](#)
 7. [If the debt has been passed on to a collection agency, request that it be sent back to Centrelink](#)
 8. [Insist that they update your online account after any changes are made](#)
- [#notmydebt - Now What?](#)

Contact your MP

If you feel Centrelink and the Government aren't listening to you or taking the #notmydebt issue seriously, contact your Member of Parliament.

[#notmydebt - Contact Your MP](#)

Complain to the Ombudsman

Complaints: 1300 362 072 (calls from mobile phones are charged at mobile phone rates). Indigenous Line: 1800 060 789

[Making A Complaint To The Ombudsman](#)

AAT Review

[AAT Review - Centrelink Debts Factsheet](#)

Legal and Welfare Rights Organisations/AUWU

[AUWU Centrelink Debt Debacle](#)

[Justice Link - A Gateway to Legal Help](#)

[Not My Debt Useful Links](#)