



WELFARE RIGHTS & ADVOCACY SERVICE

2023 Kimberley Floods

Asking Centrelink to pause your debts

WHO CAN DO IT?

If you have a Centrelink debt and you have been affected by **Ex-Tropical Cyclone Ellie (December 2022 - January 2023)**, you can ask Centrelink to:

- pause your repayments for up to 3 months OR
- change the amount you're repaying OR
- continue your repayments.

You must be living in one of the following Local Government Areas:

- Derby - West Kimberley
- Broome
- Halls Creek
- Wyndham - East Kimberley

You may not be able to pause your debts if you live outside this area and were visiting.

If you don't contact Centrelink your repayments will continue as normal.

You'll have the option to pause or change your repayments until **8 July 2023**.

HOW CAN I DO IT?

- Use your Centrelink online account through your MyGov or the Centrelink app
- If you can't use your Centrelink online account, you can call Debt Recovery Line 1800 076 072 or Indigenous Debt Recovery Line 1800 138 193 and ask for your debt recovery to be paused or your repayment amount to change
- Go into your local Centrelink office, agent or access point to use their computers and WIFI.

WHAT IF CENTRELINK DOESN'T AGREE TO PAUSE MY DEBTS?

- Ask for an urgent formal review of that decision by an Authorised Review Officer. See our factsheet titled '[Appealing Decisions – Centrelink](#)' for more information - [Welfare Rights & Advocacy Service \(WA\)](#)
- Seek advice from us at Welfare Rights & Advocacy Service at 9328 1751 or welfare@wraswa.org.au

FURTHER INFORMATION

Declared Local Government Areas

Derby – West Kimberley

- [Link to map here](#)
- Includes Camballin, Derby, and Fitzroy Crossing

Wyndham – East Kimberley

- [Link to map here](#)
- Includes Kalumburu, Kununurra, Lake Argyle, Lakeside, Packsaddle, and Wyndham

Broome

- [Link to map here](#)
- Includes 12 Mile, Bilingurr, Broome, Cable Beach, Cape Leveque, Coconut Well, Djugun, Lombandina, Minyirr, Morell Park, and Skuthorpe

Halls Creek

- [Link to map here](#)
- Includes Balgo Hills Community, Billiluna, Frog Hollow, Halls Creek, Kundat Djaru, Mulan, and Yiyili

Centrelink offices (agents or access points) open as of 16 January 2023

Fitzroy Crossing
NIAA Building, Emanuel Way,
Fitzroy Crossing
8:30 am to 12:30 pm, 1:30 pm to 4:00 pm

Yakanarra Agent
Yakanarra Community Office
Yakanarra Community
St George Ranges WA 6728

Derby Service Centre (Centrelink)
44 Clarendon Street
Derby WA 6728

Warmun Agent
Warmun Council Office
Warmun Community
Warmun WA 6743

Mowanjum Access Point 8.30 -2.30
Mowanjum Community Resource Centre
Gibb River Road
Derby WA 6728

Bidyadanga Agent
Bidyadanga Community
Lot 88 Bidyadanga Road
Bidyadanga WA 6725

Looma Agent
Looma Community Administration Office
Lot 36 Lungura Drive
Looma WA 6728

Wirrimanu Agent (Balgo)
Wirrimanu Aboriginal Corporation
Off Tanami Road
Tanami WA 6770

Imintji Access Point
Imintji Community
Gibb River Road
Imintji WA 6728

Kiwirrkurra Agent
Lot 68B, Kiwirrkurra Community
Kiwirrkurra NT 0872

CONTACT US

If you need legal advice about Centrelink and you live in Western Australia, please contact Welfare Rights & Advocacy Service on (08) 93281751 or by email at welfare@wraswa.org.au. We specialise in social security law, administration and policy. We are entirely independent of Centrelink. All assistance is free.