

From Centrelink Online entry page, select Menu

The screenshot shows the Centrelink Online entry page. At the top, there is a blue header bar with the 'centrelink' logo and a 'myGov' icon. The header also displays a welcome message: 'Welcome back, Frank CRN 123 456 789A'. Below the header is a navigation menu with links: 'My Details', 'Payments and Claims', 'My Family', 'Income and Assets', and 'Documents and Appointments'. A prominent yellow warning box in the center of the page states: '⚠️ If your income has been affected by coronavirus (COVID-19), we might be able to help. [Find out what assistance might be available](#)'. Below this, there are two main buttons: '\$ View Payment History' and '📁 Make a claim or view claim status', each with a 'View' link and a right-pointing arrow. At the bottom left is a search bar with the placeholder 'What are you looking for?' and a magnifying glass icon. The overall background is dark.

Select Documents and Appointments, Documents and then Request a Document

The screenshot shows the same Centrelink Online entry page as the previous one, but with a different focus. The 'Documents and Appointments' menu item is highlighted in the left sidebar. The sidebar also lists 'My Details', 'Payments and Claims', 'My Family', 'Income and Assets', and 'Documents and Appointments'. Below the sidebar, there is a 'Documents' section with links: 'Upload documents', 'View upload history', and 'Request a document'. At the bottom of the sidebar, there is a link 'Submit a complaint or provide feedback'. The main content area of the page is identical to the first screenshot, showing the COVID-19 assistance message and the two main buttons for payment history and claim status.

From the Document Type drop down, select Statement of Debt



Welcome back, Frank
CRN 123 456 789A 

Request a document 

What document do you need? 

[Document type](#)

[Back](#)

Please select
Centrelink Statement
Deduction Statement
Detailed Income and Asset Statement
Income Statement
Payment Summary
Replacement Concession Card
Statement of debt

Enter the start and end dates for the statement of debt. Up to 5 years can be requested in any one statement. Multiple statements can be requested to cover the period if more than 5 years is required.



Welcome back, Frank
CRN 123 456 789A 

Request a document 

What document do you need? 

[Document type](#)

Statement of debt

What date would you like to request this Statement of debt to begin?

01/01/2019 

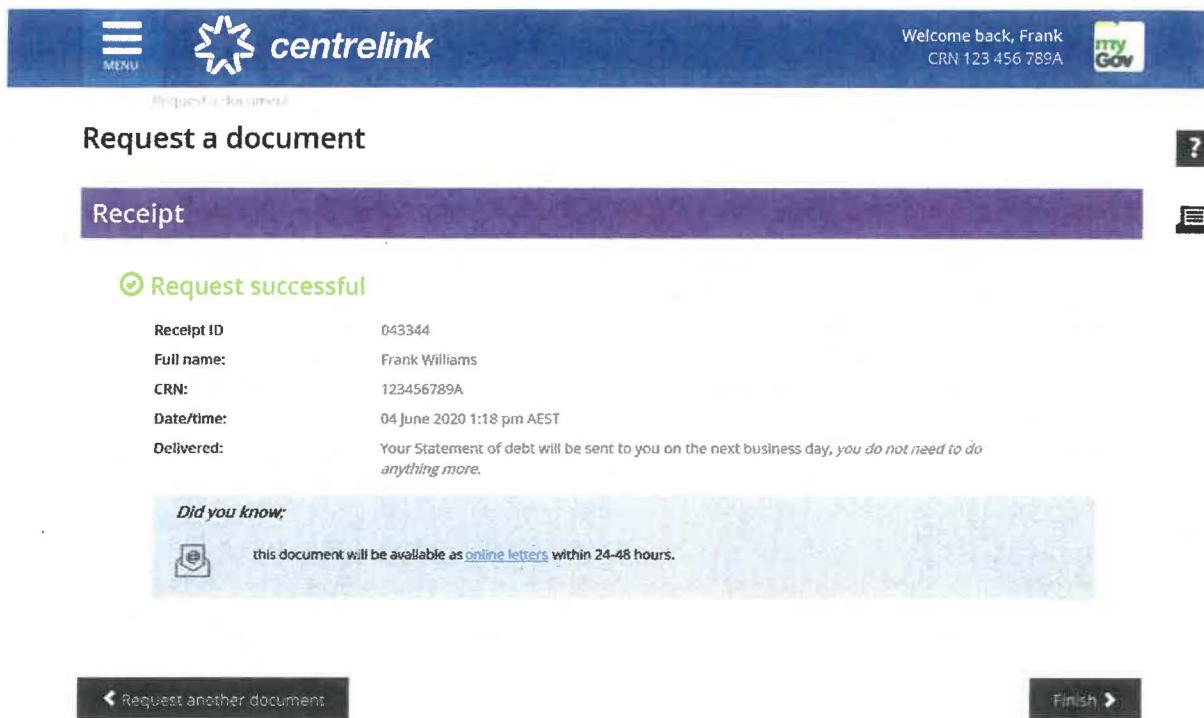
What date would you like to request this Statement of debt to end?

03/06/2020 

[Back](#)

[Submit](#)

A receipt will be displayed informing the customer the Statement will be sent on the next business day. The Statement is issued via the customers preferred channel (online or standard mail)



The screenshot shows a web interface for Centrelink. At the top, there is a blue header bar with the Centrelink logo (a stylized sunburst icon) and the word "centrelink". To the right of the logo, it says "Welcome back, Frank" and "CRN 123 456 789A" next to the "myGov" logo. Below the header, there is a sub-header "Request a document". The main content area has a dark blue header bar with the word "Receipt" on the left and a "Help" icon on the right. The main body of the page has a light blue background. It displays a green success message "Request successful" with a checkmark icon. Below this, there is a table of information:

Receipt ID	043344
Full name:	Frank Williams
CRN:	123456789A
Date/time:	04 June 2020 1:18 pm AEST
Delivered:	Your Statement of debt will be sent to you on the next business day, you do not need to do anything more.

Below the table, there is a section titled "Did you know:" with a small envelope icon. It says "this document will be available as [online letters](#) within 24-48 hours." At the bottom of the page, there are two buttons: "Request another document" on the left and "Finish" on the right.

Statement showing:

Debt adjustment (debt being reduced to zero)

The reversal of the repayment received.

The Refund of the debt

Locked Bag 7834 Canberra BC, ACT 2610



CLK2LETTER

Reference:



31 July 2020

Statement of Account

FOR INFORMATION ONLY

This is a statement of transactions on your Centrelink account.

The statement covers the period 1 June 2020 to 31 July 2020 and gives the account balance as at the end of that period.

Payment made during the last seven days may not show on this statement.

If you have any questions or want to know more please contact us. Our address and phone number are at the bottom of this letter. Please have the letter with you when you call.

Account Details

Date	Source	Debt Type	Debt Number	Receipt	Amount	Balance
1 JUN 20	OPENING BALANCE					\$0.00
6 JUL 20	New Debt	Newstart Allowance	C- \$		\$12000.00	\$12000.00
6 JUL 20	Debt Adjustment	Newstart Allowance	C- \$		-\$12000.00	\$0.00
6 JUL 20	Auspost Cash Pymt	Newstart Allowance	C- \$		-\$12000.00	-\$12000.00
6 JUL 20	Refund	Newstart Allowance	C- \$		\$12000.00	\$0.00

Contact information

If you have any questions about this letter please ring:



**1800 076 072 OR
13 1202 for Multilingual Services**

Monday — Friday 8.00 am — 5.00 pm
(Please quote reference number 404 038 631C)



Your local Centrelink Office:
30 - 32 West Street
Mt Isa QLD 4825



Office Hours:
Monday to Friday 8.30am — 4.30pm

servicesaustralia.gov.au

Statement showing:

Debt adjustment (debt being reduced to zero)

CLK2LETTER&

Reference:



centrelink

12 July 2020

Statement of Account

FOR INFORMATION ONLY

This is a statement of transactions on your Centrelink account.

The statement covers the period 12 June 2015 to 1 January 2020 and gives the account balance as at the end of that period.

Payment made during the last seven days may not show on this statement.

If you have any questions or want to know more please contact us. Our address and phone number are at the bottom of this letter. Please have the letter with you when you call.

Account Details

Date	Source	Debt Type	Debt Number	Receipt	Amount	Balance
12 JUN 15	OPENING BALANCE					\$0.00
14 DEC 16	New Debt	Newstart Allowance	C		\$4374.48	\$4374.48
12 JAN 17	Debt Due	Newstart Allowance	C			\$4374.48
3 AUG 17	Debt Adjustment	Newstart Allowance	C		-\$4374.48	\$0.00

Continued on the back

Contact information

If you have any questions about this letter please ring:



1800 076 072 OR
13 1202 for Multilingual Services

Monday — Friday 8.00 am — 5.00 pm
(Please quote reference number 100 046 092J)



Your local Centrelink Office:
Cnr Cornwall St / Logan Rd
Stones Cnr QLD 4120



Office Hours:
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servicesaustralia.gov.au