



Balancing your family assistance payments

After the end of the financial year we compare your income estimate with your actual income. This is to make sure we pay you the correct amount of family assistance.

What you need to do

Not everyone has to do the same thing for us to balance their Family Tax Benefit and Child Care Subsidy. What you need to do depends on your circumstances.

You may need to lodge a tax return or let us know you do not need to. If you have a partner, or an ex-partner who you separated from during the year, they may need to do this too. To check if you need to lodge a tax return go to the Australian Taxation Office (ATO) website.

If you lodge a tax return, the ATO will send us your income information. We usually get this information within 28 days from when you get your Notice of Assessment from them.

If you do not need to lodge a tax return, you need to let us know and confirm your income with us. If you have a partner, we will need this information for them as well. You can give us this information using either your Centrelink online account through myGov or Express Plus Centrelink mobile app.

Most parents who pay or receive child support must lodge a tax return. When the ATO assesses your tax return, they will send us your income details. We will use this to update your child support assessment. If the ATO has not yet assessed your taxable income or if you do not need to lodge a tax return, you will still need to tell us your income. You can do this using your Child Support online account through myGov.

When we balance your payments

We can only balance your Family Tax Benefit after we have paid your last Family Tax Benefit payment for the financial year and you have confirmed your income. You will usually get your last payment by the middle of July.

We usually start balancing Child Care Subsidy later than Family Tax Benefit. Before we can balance your Child Care Subsidy, we need confirmation of your child's attendance for the financial year. We get this directly from your child care service.

Once we have balanced your payments, we will write to you and explain the outcome. If you get your letters electronically, we will send it to your myGov inbox. You can also check if your payments have been balanced using your Centrelink online account through myGov or the Express Plus Centrelink mobile app.

How to understand your balancing outcome

You were not paid enough

If we did not pay you enough during the year, we will pay any outstanding amounts directly to you when we balance your payments. We call this a top up.

When we balance your Family Tax Benefit, we check if you are eligible for any supplements. This includes Family Tax Benefit Part A supplement, Family Tax Benefit Part B supplement or Single Income Family Supplement.



You were paid too much

If you got too much Child Care Subsidy or Family Tax Benefit during the year, you may owe us money, which you will have to pay back.

To pay the money back, you need to enter into a repayment plan with us. You must do this by the due date in your letter.

We may recover overpayments of Child Care Subsidy and Family Tax Benefit from all of the following:

- future Family Tax Benefit payments, including arrears
- Family Tax Benefit top ups and supplements
- tax refunds.

This may happen even if you have entered into a repayment arrangement with us.

You can check your Centrelink debts online. Select '**Money You Owe**' from your Centrelink online account through myGov or by using the Express Plus Centrelink mobile app.

If you disagree with a decision we have made, you have the right to ask us to review it.

It is important you talk to us if you are worried about paying back a debt. We can work with you to set up a repayment plan you can afford.

How to manage your payments

It is important to review your income estimate regularly. If you underestimated your family income for the financial year, make sure your current estimate is accurate. Update it whenever things change. This will help you avoid an overpayment.

It is also important you update your activity details for Child Care Subsidy every time there is a change. We use your activity level, withholding percentage and family income estimate to work out how much Child Care Subsidy you can get. Keeping all your details up to date will help you avoid an overpayment.

For more information

- go to humanservices.gov.au/balancing for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.