



# معلومات على الدخل (معلومات على الدخل) وخدمات الامتثال Information on income (compliance refunds)

Services Australia تقدم خدمات الدعم لكافة المقيمين في أستراليا، بما في ذلك خدمات الامتثال للدخل (averaging of income) وخدمات الامتثال للدخل (ATO).  
Australian Taxation Office (ATO).

تقدم خدمات الدعم لكافة المقيمين في أستراليا، بما في ذلك خدمات الامتثال للدخل (averaging of income) وخدمات الامتثال للدخل (ATO).  
منذ 27 كانون الأول 2020.

## كيف يمكنني الحصول على خدمات الامتثال للدخل؟

تقدم خدمات الدعم لكافة المقيمين في أستراليا، بما في ذلك خدمات الامتثال للدخل (averaging of income) وخدمات الامتثال للدخل (ATO).

• خدمات الامتثال للدخل (averaging of income) مقدمة منذ كانون الأول 2015 في جميع أنحاء أستراليا.

• خدمات الامتثال للدخل (ATO) مقدمة في جميع أنحاء أستراليا.

• خدمات الامتثال للدخل (ATO) مقدمة في جميع أنحاء أستراليا.

في أستراليا، كل ما عليك فعله هو تقديم معلوماتك عن دخلك إلى خدمات الدعم لكافة المقيمين في أستراليا (ATO) للحصول على خدمات الامتثال للدخل (ATO).

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1. استخدم myGov لجلب تحديثات حسابك من Centrelink.

2. استخدم 'Refund pending' للتحقق من حالة خدمات الامتثال للدخل.

3. استخدم 'Refund pending' للتحقق من حالة خدمات الامتثال للدخل.







## Information on income compliance refunds

Services Australia is refunding repayments made on income compliance debts where the debt was raised using averaging of Australian Taxation Office (ATO) income information.

We will start refunding repayments made on eligible income compliance debts from 27 July 2020.

### Who is eligible for a refund?

You may be eligible for a refund if all of the following apply:

- you received an income compliance debt on or after July 2015
- we raised your debt using averaged ATO income information
- you repaid some or all of that debt.

If you have not paid any money towards an eligible debt, we will reduce that debt to zero. We will send you a letter letting you know once this is done.

If you paid an income compliance debt that did not use averaged income information, you will not get a refund.

If your debt is due to the annual balancing of family assistance payments, you will not get a refund. This is because balancing Family Tax Benefit and Child Care Subsidy is not part of the Income Compliance Program.

Most Centrelink debts repaid in the past were not related to the Income Compliance Program, were not based on income averaging and therefore will not be eligible for refunds.

### When will people get a refund?

We will start refunding eligible people from 27 July 2020 and most will be repaid by November 2020.

### What do people need to do to get their refund?

**If you get a regular payment from us**, you do not need to do anything to get your refund. We will send you a letter from 13 July 2020 letting you know when we will process your refund. You will see your refund in your Centrelink online account within 5 days of us processing it. We will then send you a letter letting you know how much we refunded you. Any outstanding amount on eligible debts will also be reduced to zero.

**If you are not currently getting a regular payment from us**, you will need to update your details with us from 27 July 2020. To do this:

4. Sign in to myGov and go to Centrelink.
5. Select the '**Refund pending**' task.
6. Follow the prompts to complete and submit.

Once you complete and submit the task, we will process your refund. If you do not update your details through this task, we cannot process your refund. You will see your refund in your Centrelink online account within 5 business days of us processing it. We will then send you a letter letting you know how much we refunded you. Any outstanding amount on eligible debts will also be reduced to zero.

## Will people in the income compliance class action get refunds?

Not everyone who got a class action notice will be eligible for a refund. This is because the class action relates to a larger group of people who had debts under the Income Compliance Program. We are only refunding repayments made on debts and reducing debts to zero where the debt was raised using averaged ATO income information.

### Other information about refunds

**If you have other Centrelink debts**—We will not use the refund to repay other Centrelink debts you may have.

You still need to repay Centrelink debts you have that did not use income averaging. However, we have a debt pause in place until October 2020 so you do not need to repay your Centrelink debt right now. Please make sure you check our website [servicessaustralia.gov.au/debts](https://servicessaustralia.gov.au/debts) for updates on the current debt pause. If you have questions about your debt repayments you can call our debt line on **1800 076 072**.

**If you have a Child Support debt**—If you do not have a current payment arrangement on a Child Support debt, call the Child Support payment hotline on **1800 241 272** to set up a payment arrangement. It is open Monday to Friday 8:30 am to 4:45 pm and Saturday 9 am to 1 pm. If you do not, we may garnish your bank account or tax return.

**If you need to declare income**—We will not assess refunds as income for welfare payments. However, if your assets change because of your refund, you will need to let us know within 14 days. It can affect your payment.

**If your refund is a large amount**—If your refund is a large amount, we will pay it in instalments over consecutive business days. This is because our system has a limit on daily payment amounts. Only a small number of customers will have their refunds paid this way.

**If you have a BasicsCard or a Cashless Debit Card**—Refunds for customers who use a BasicsCard or have an Income Managed account will be paid into their regular bank account. You will not need to use your Cashless Debit Card or BasicsCard to access this money. We will be contacting people to who will be getting a larger refund to offer support and services to help them manage their money, including financial information and social worker support. People can find more information about the support services we offer on our website [servicessaustralia.gov.au](https://servicessaustralia.gov.au).

**If you do not get a refund letter but think you are eligible for a refund**—If you do not get a refund letter in your myGov Inbox or the post by the end of July, check your Centrelink online account through myGov to see if you have a **'Refund pending'** task. If you do not have this task but think you are eligible for a refund, select **'Payments and Claims'** from the menu then **'Income Compliance refund query'**.

**If you do not agree with a decision about your refund**—If you disagree with the decision made about your refund, access the **'Income Compliance refund query'** menu item, under **'Manage payments'** in your online account. This may be if you:

- do not agree with the amount of your refund
- think you should get a refund but we have said you do not have an eligible debt repayment
- disagree with any other decision we have made about your income compliance debt.

**How refunds will be treated for tax purposes**—The refund you receive will not be taxed and you do not need to include it in your tax return.

## For more information

- Call your regular payment line and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to [servicesaustralia.gov.au/individuals/contact-us/phone-us](https://servicesaustralia.gov.au/individuals/contact-us/phone-us)
- 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
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language.
- Go to [servicesaustralia.gov.au/refunds](https://servicesaustralia.gov.au/refunds) for more information in English.
- 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.