



Wël tōu nē amat/runj de dhukciëen de wëu yic

Services Australia ee dhukciëen de custpiny bī bæer looi de wëu nē kāny de income compliance cīnē ke kāny nōj thōōj de Australian Taxation Office (ATO) de wël ke wëu jatnhial.

Wuɔɔ bī dhukciëen de custpiny ē wëu jock/gol cī looi nē kāny ci gam de income compliance nē Pɛɛi nīn 27 2020.

Yeeja bī gam bī dhuɔk wëu?

Yīn lëu bī yīin gam bī yī dhuɔk wëu naa cī kee kākē kedhie rōt yōk:

- yīn cī wëu ke kāny de income compliance yōk/dōm nē wëlē/ka ke Pɛɛi de Dhorou 2015 cī tēēk.
- wuɔɔ cī kānydu jatnhial nē thōōj de wëu ke ATO de wël ke wëu
- yīn cī wëu kedhie wëlē/ka bak de wëu ke yee kānyē cuatpiny.

Naa kecie gɛɛr de wëu cuatpiny tēnē kāny cī gam, wuɔɔ bī ye kānyē cuatpiny abī yaa guɛu. Wuɔɔ bī yīin tuɔc juɔɔp ba nyic naa cī yekēnē thōk.

Naa ca kāny de wëu ke income compliance kēc luui de thōōj ē wël ke wëu cuatpiny, ke yīn cī dhukciëen de wëu bī yōk.

Naa cī kānydu thiōk nē thōōj de ruɔōn de family assistance payments, ke yīn cī wëu bī yōk. Acān ye kēnē ee thōōj de Family Tax Benefit ku Child Care Subsidy acie bak de Income Compliance Program.

Cuatpiny de kēēny juēc ke Centrelink tōu thɛɛr aa ke cī thiāāk nē Income Compliance Program, aa ke cī tōu nē thōōj de wëu ku acān yekēnē aacī lëu bī ke gam nē dhuɔkciëen de wëu.

Yee nen bīnē kɔc dhuɔk wëu?

Wuɔɔ bī dhukciëen de wëu ke kɔc cī gam jock/gol nē pɛɛi nīn 27 Pɛɛi de Dhorou 2020 ku kā juēc aabi keek cuatpiny nē Pɛɛi de Thiëer ku Tōk 2020.

Yeejō kɔɔr kɔc bī looi bī kē dhukciëen de wëu ke yōk?

Naa yee custpiny de wëu dac yōk tēnē wuɔɔk, ē ka cīn kē kɔɔr ba dhukciëen de wëuku yōk. Wuɔɔ bī juɔɔp tuɔc yīin nē pɛɛi nīn 13 Pɛɛi de Dhorou 2020 bī yīin lēk yee nen bī wuɔɔk ajuɛɛr de dhukciëen de wëuku looi. Yīn bī dhukciëen de wëuku tīj nē Centrelink du yic nē aliiric nē nīn kaa dhiēc (5) yīic bi wuɔɔk ye looi. Wuɔɔ bī juɔɔp tuɔc yīin bī yīin lēk yee wëu kaadi bukku keek dhuɔkciëen tēnē yīin. Gɛɛr de wëu tōu nē kēēny cī keek gam aabi ke cuatpiny ēya agut guɛu.

Naa cie custpiny de wëu dac yōk ēmenē tēnē wuɔɔk, ke yīn kɔɔr ba kāku bæer looi kēnē wuɔɔk nē pɛɛi nīn 27 Pɛɛi de Dhorou 2020:

1. Lothīn tē de myGov ku lo tē de Centrelink.
2. Kuany kē de **'Refund pending'**
3. Kuany kē ye yeen nyooth cōk ku gaamē.

Naa ca thōl ku tuɔɔcē, wuɔɔ bī dhukciëen de wëuku looi. Naa kēcē kāku bæer looi nē yee kēnē yic, wuɔɔ bī dhukciëen de wëuku looi. Yīn bī dhukciëen de wëuku tīj nē Centrelink du yic nē aliiric nē nīn kaa dhiēc (5) yīic bi wuɔɔk ye looi. Wuɔɔ bī juɔɔp tuɔc yīin bī yīin lēk yee wëu kaadi bukku keek dhuɔkciëen tēnē yīin. Gɛɛr de wëu tōu nē kēēny cī keek gam aabi ke cuatpiny ēya agut guɛu.

Bī kɔc tɔu nē amat de luɔɔi ɛ ɣɛm de wēu yic dhukciēn de wēu yök?

Acie raan ɛbēn cī lēk nɔŋ luɔɔi de piöoc yen bī gam bī dhuök wēu. Yekēnē ee acān luɔɔi de piöoc athiääk ke akutnhom dīft de kɔc nɔŋ kēny juēc tɔu nē Income Compliance Program cök. Wuɔɔ dhuk wēu beerē keek cuatpiny ciēn kee pēc cī keek looi nē kēny juēc yic ku cotpiny de kēny agut cī guɛu wēn nɔŋ thöŋ de ATO de wēl ke wēu.

Wēl kök tɔu nē dhukciēn de wēu

Naa nɔŋ kēny kök ke Centrelink—Wuɔɔ cī dhukciēn de wēu bī luɔɔi bī wuɔɔk ke kēny kök ke Centrelink tɔu nē yīn bɛr cuatpiny.

Yīn ɲoot ke yīn bī kēny ke **Centrelink** bɛr cuatpiny tɔu kenē yīn kēc thöŋ de wēu luɔɔi. Naa wuɔɔ cak nɔŋ, kōc de kāny tɔu agut cī Pɛi de Thiēr 2020 acān acī kɔɔr ba wēu kuun ke kāny de Centrelink bɛr cuatpiny. Yīn thiēcku ba cök nyicku ba abɔn daan de pinynhom tīŋ servicessaustralia.gov.au/debts nē kē cī bɛr mat thīn nē kōc de kāny de yee mēnē. Naa nɔŋ thualat/kā ba thiēc bi kānydu bɛr cuatpiny ke yīn cɔl telepun daan de kāny nē **1800 076 072**.

Naa nɔŋ kāny de Child Support—Naa cīn ajuɛr de cuatpiny de yee mēnē tɔu nē kāny de Child Support, cɔl telepun de cuatpiny de Child Support nē **1800 241 272** bī ajuɛr de cuatpiny looi. Aye lep thok nē Kōöl de Tök agut Kōöl de Dhiēc nē thaa 8:30 am gut 4:45 pm ku nē Kōöl de Dhetem nē thaa 9 am agut 1 pm. Naa liiu, ke wuɔɔ bī tē duun de tōu de wēu ku dhukciēn de awaata (wēu ye juēr akuma) du gāt werɛŋ de lōŋ bi wuɔɔ wēu jɔt/lööm.

Naa kɔɔr ba wēu lueel—wuɔɔ cī wēu bī yök ɛ ke ye wēu ke cuatpiny de rēer apieth. Naa cɛk rɔt looi, ke kaku bī rɔt waar acān dhukciēn de wēuku, yīn kɔɔr ba cök nyicku nē nīn kaa 14 yic. Alēu bī cuatpiny de wēu riök.

Naa dīt dhukciēn de wēuku arēt—Naa dīt aden duun de dhukciēn de wēu arēt, ke wuɔɔk bī bak yaa cuatpiny nē nīn ke luɔɔi kuany ke cök yic. Ye kēnē ee acān ajuɛr daan de cuatpiny anɔŋ akēr yee gaam nē kōöl. Aye kɔc lik kee luuiku keek abac keek aabi wēu keen dhuk ɛ keek ciēn yök nē yee kueer kēnē

Naa nɔŋ BasicsCard wēl/ka Cashless Debit Card—Dhukciēn de wēu tēnē kɔc ye BasicsCard luɔɔi wēl/ka kaa nɔŋ Income Managed aabi keek gām wēu tē deen ye keek wēu dac tōu thīn. Yīn cī kɔɔr ba Kan duun Cīnic Wēu (Cashless Debit Card) wēl/ka BasicsCard luɔɔi ba kee wēu kē yök. Wuɔɔ bī kɔc bīnē ke wēu juēc dhuökciēn cɔl bukku keek gām kuɔny ku kā ye gaam bī kē wēu ken mac/muk apieth, nɔŋiic wēl ke wēu ku kuɔny de luɔɔi tē de raan ɛbēn. Kɔc aalēu bīkē wēl juēc yök nē kake kuɔny yukku keek gaam nē abɔn daan de pinynhom yic servicessaustralia.gov.au.

Naa cīn juɔɔp de dhukciēn de wēu ku ka yee tak naadɛ ke yīn cī gam nē dhukciēn de wēu—Naa kēc juɔɔp de dhukciēn de wēu yök nē thandɔŋ duun de myGov yic wēl/ka cī tuɔɔc nē thök de Pɛi de Dhorou, tīŋ tē duun de Centrelink de aliiric nē myGov ba tīŋ mɛn nɔŋ **‘Refund pending’**. Naa cīn yekēnē kuka yee tak naadɛ ke yīn cī gam nē dhukciēn de wēu, kuany **‘Payments and Claims’** tē tɔu yen thīn ku **‘Income Compliance refund query’**.

Naa kēc kē mat kenē wēt de dhukciēn de wēuku—Naa ca jai/reec wenē wēt cī looi nē dhukciēn de wēuku, yök tē tɔu kē de **‘Income Compliance refund query’**, tɔu nē **‘Manage payments’** cök tɔu tē duun de aliiric. Ye kēnē alēu bī rɔt looi naa ca:

- duönē gam kenē aden de wēu kuun bī keek dhuöciēn
- yee tak mɛn ba wēu ye dhukciēn yök ku acukku lueel ke yīn cīn kāny cī gam bīnē wēu bɛr cuatpiny
- Aca rɛɛc/akēc gam kenē gɛr de wēt dēt cukku looi nē kāny de amat de dhukciēn de wēu.

Bī dhukciëen de wëu looi yedi tënë loi-loi ke awaata—Wëu cī ke dhuōkciëen ca ke yōk aaciī keek bī kuany kōōth nē awaata ku yīn cīī kōōr ba mat nē dhukciëen de awaata du yic.

Nē wël juëc

- Cōl telepun duun de dac cuetpiny ku cōk nyicku mēn kōōr raan de wëērē de wël yiic (agamlōŋ). Wuōok bī raan tōk juuir kee yee abac. Nē kē de mēc de kōu de nimraa ke telepuun kua, lo tënë **servicesaustralia.gov.au/individuals/contact-us/phone-us**
- Cōl **131 202** ba jam wenē wuōok nē thoŋdu nē kē de Centrelink de cuetpiny de wëu ku kā ye gaam.
- Cōl Translating and Interpreting Service (TIS National) nē **131 450** ba jam wenē wuōok nē thoŋdu nē kē de Medicare ku Child Support nē cuetpiny de wëu ku kā ye gaam
- Lo tënë **servicesaustralia.gov.au/yourlanguage** bīn kuēn, pīŋē tënë wëlē/ka wël n thoŋdu.
- Lo tënë **servicesaustralia.gov.au/refunds** nē wël juëc tōu nē Thoŋ de Diŋliith.
- Nem tēde kē ye gam.

Tiŋ Apieth: cōōtē nē telepun de paandu agut cī nimra de ‘13’ nē gēer de tē tōu yīn nē Athurelia aa yenē ke wëu thōŋ kōōr. Kee wëukē aa wuōc nē wëu yee keek kōōr nē cōt baai kuka lēu bī wuōōc nē kē ke kā ye luōoi de telepun bēi. Cōl ‘1800’ nimra nē telepun duun baai ye yaa abac. Cōt tënë raan ēbēn ku telepuun ye keek muk aa lēu bī keek biōōk ku kum keek nē wëu juëc.

Wët de jai/reec

Wët tōu nē yee athōr kēnē yic aci looi yetōŋ kee ye kē bī cuetpiny de wëu ku kā ye gaam ŋōōr. Ee mukthuōliyadu ba tak naa kōōr ba gēt tē de cuetpiny de wëu ku ba juōōp looi wenē tān tōu kaku thīn.



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 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.

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
- 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 where you can read, listen to or watch information in your language.
- Go to 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.