



收入合规退款须知

Services Australia 此前根据 Australian Taxation Office (ATO) 收入信息平均值提高 income compliance 欠款额度。但 Services Australia 目前开始针对此类欠款的还款提供退款。

从 2020 年 7 月 27 日起，Services Australia 将针对符合条件的 income compliance 欠款还款开始提供退款。

谁有资格获得退款？

如果符合以下所有条件，则可能有资格获得退款：

- 在 2015 年 7 月或之后收到 income compliance 欠款通知
- 我们使用 ATO 收入信息平均值提高了您的欠款额度
- 您已偿还部分或全部欠款。

如果尚未支付任何符合条件的欠款，我们则会将该欠款清零。清零后，我们会寄发一封通知函。

如果已支付的 income compliance 欠款并非因计算收入信息平均值而得，则将不会获得退款。

如果欠款是因 family assistance payments 年度结算而得，则将不会获得退款。这是因为 Family Tax Benefit 和 Child Care Subsidy 的结算不是 Income Compliance Program 的组成部分。

以往您所偿还的大多数 Centrelink 欠款与 Income Compliance Program 无关，且并非基于收入平均值而得，因此没有资格获得退款。

什么时候能够获得退款？

我们将从 2020 年 7 月 27 日开始向符合条件的人士退款，大多数人将在 2020 年 11 月前获得退款。

需要做些什么才能获得退款？

如果定期领取 Centrelink 福利金，则无需做任何事情就能获得退款。我们将在 2020 年 7 月 13 日寄发通知函，告知何时会处理退款。在处理退款后的 5 天内，可在 Centrelink 在线帐户中看到退款。然后，我们会另外寄发一封确认函，告知退款金额。合资格欠款的任何未偿部分也将清零。

如果目前没有定期领取 Centrelink 福利金，则需要从 2020 年 7 月 27 日起更新个人的 Centrelink 详细信息。您需要：

1. 登录 myGov，然后转到 Centrelink。
2. 选择“Refund pending”任务。
3. 按照提示完成填写并提交。

任务完成并提交后，我们将处理退款。如果没有通过 **Refund pending** 任务更新个人详细信息，我们将无法处理退款。在处理退款后的 5 个工作日内，可在 Centrelink 在线帐户中看到退款。然后寄发确认函，告知退款金额。合资格欠款的所有未偿部分也将清零。

收入合规集体诉讼人士也会获得退款吗？

并非每个收到集体诉讼通知的人都有资格获得退款。这是因为集体诉讼所涉及的在 Income Compliance Program 下有欠款的群体较大。我们只是针对使用 ATO 收入信息平均值提高的欠款，退还所偿还的欠款并将欠款清零。

关于退款的其他信息

如果有其他 Centrelink 欠款——我们不会用该退款来抵偿其他可能存在的 Centrelink 欠款。

您仍需偿还没有通过计算收入平均值而得的 Centrelink 欠款。然而，我们目前实行一项截至 2020 年 10 月的追债暂停计划。所以，目前无需偿还 Centrelink 欠款。请务必查看 servicessaustralia.gov.au/debts 网站，了解当前追债暂停计划的最新情况。如果对欠款偿还有任何疑问，可拨打欠款信息热线 **1800 076 072**。

如果有 Child Support 欠款——如果目前没有针对 Child Support 欠款做出支付安排，请拨打 Child Support 费用信息热线 **1800 241 272**，建立费用支付安排。热线开放时间为周一至周五上午 8:30 至下午 4:45，周六上午 9:00 至下午 1:00。如果不建立欠款支付安排，我们可能从您的银行账户或报税申请中扣款。

如果需要申报收入——我们不会将退款作为福利金收入进行评估。但若因退款而导致资产发生变化，则需在 14 天内通知我们。这会影响福利金金额。

如果退款金额很大——如果退款金额很大，我们将在连续的工作日内分期付款。这是因为我们的系统对每日支付金额有上限限制。只有少数顾客会以这种方式获得退款。

如果有 BasicsCard 或 Cashless Debit Card——使用 BasicsCard 或 Income Managed 账户的客户的退款将支付到其常规银行账户。无需使用 Cashless Debit Card 或 BasicsCard 来取用这笔退款。我们将联系那些将获得大额退款的人士，以提供支持和服务来帮助他们管理退款，包括财务信息和社工支持。可访问我们的网站 servicesaustralia.gov.au 了解更多关于支持服务的信息。

如果没有收到退款通知函，但认为自己有资格获得退款——如果在 7 月底之前没有在 myGov 收件箱或邮箱中收到退款通知函，请通过 myGov 查看个人 Centrelink 在线帐户，查看是否有“**Refund pending**”任务。如果没有此任务，但认为自己有资格获得退款，请从菜单中选择“**Payments and Claim**”，然后选择“**Income Compliance refund query**”。

如果不同意退款决定——如果不同意退款决定，请访问在线帐户“**Manage payments**”下的“**Income Compliance refund query**”菜单项。这可能是因为你：

- 不同意退款金额
- 认为应获得退款，但我们表示您没有合格的欠款偿还
- 不同意我们对您的收入合规欠款所做的任何其他决定。

退款金额的税务问题将如何处理——退款将不会被征税，并且无需将退款包括在个人纳税申报中。

更多信息

- 致电定期福利金信息热线，并告知接线员是否需要口译服务。我们将免费安排口译员。查找相关电话号码列表，请访问 servicesaustralia.gov.au/individuals/contact-us/phone-us。
- 致电 **131 202**，用中文与我们交流有关 Centrelink 福利金和服务的信息。
- 致电 **131 450** 联系 Translating and Interpreting Service (TIS National)，用中文与我们讨论 Medicare 和 Child Support 相关福利金及服务的事宜。
- 请访问 servicesaustralia.gov.au/yourlanguage，阅读、聆听或观看中文信息材料。
- 请访问 servicesaustralia.gov.au/refunds，了解更多英语信息。
- 到访服务中心。

注意：从澳大利亚任何地方拨打‘13’打头的电话号码，费用固定。该费率可能因本地电话价格而异，也可能因电话服务提供商而异。用座机拨打‘1800’开头的电话号码免费。用公共电话和移动电话致电可能以较高的费率按时计费。

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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:

1. Sign in to myGov and go to Centrelink.
2. Select the '**Refund pending**' task.
3. 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.