



客户须知

Income apportionment 问题的处理

我们采用一种名为 income apportionment 的方法，将一个人的收入平摊于 2 个或以上的 Centrelink 两周申报期内。

然而，在处理某些 Centrelink 津贴时，我们误用了此方法。但现已终止使用这种方法。

我们之前暂停了部分欠款审查以及对可能受 income apportionment 影响所产生欠款的解释。现在，我们将重启这部分工作。

请浏览 servicessaustralia.gov.au/incomeapportionment，了解更多信息。

我们如何复核欠款情况

如果发现您的欠款在 income apportionment 环节被误算，我们将使用正确的方法重新计算。

首先，我们会主动联系您，了解有哪些收入信息能够帮助我们重新计算您的欠款情况。

我们也可能与您的雇主或金融机构取得联系，以获取我们需要的信息。我们不会要求您来完成这些步骤。

我们深知并非所有信息都可获取。因此，新的核算方法纳入了多种信息，可用于重新计算您的欠款。

我们训练有素的员工将遵循以下顺序，利用可获取的最佳信息进行计算：

1. 包含每日收入详情的工资单。
2. 明确标注了发薪日期的工资单。
3. 银行对账单等其他能证明您收入到账时间的证据。
4. 我们系统中留存的您之前向我们申报的信息。

第 2 和第 3 种方法使我们可根据您实际收到收入的时间点来计算您的收入。这与当前的规定相符。

使用这些方法中的任何一种都将有助于我们合法地重新计算您的欠款。

在重新审核完成后，大部分人仍会有欠款需要偿还。

对一些人来说，欠款可能会减少到零。我们可能需要向那些超额支付欠款的人退款。

一旦欠款审核完毕，我们将向您寄送一份审核结果。

需要多长时间？

重启审查和解释程序将分阶段进行。

我们已经开始就此事与相关当事人联系。

我们会先从一小部分人开始，确保流程无误。

我们将在 2024 晚些时候开始联系其余的客户。

我们联系所有人需要一定的时间。

在等待审核结果或解释时，您无需做任何事情。

我们会先暂停对您的债务审核和欠款追缴，随后会通过信件方式向您详细说明后续的步骤。

我们如何使用 income apportionment

我们每两周计算一次 Centrelink 收入支持津贴。每个 Centrelink 两周申报期的收入会影响您的 Centrelink 津贴。

在某些情况下，Centrelink 两周申报期与您雇主的发薪周期不同步。如果没有您的单日收入信息，我们将使用 income apportionment 来计算我们支付给您的金额是否正确。

以下是一个我们如何使用 income apportionment 的例子。这个例子并非基于实际的薪资支付情况进行计算，而仅仅是一个展示性质的示例。

- Damien 在 3 月 5 日至 18 日的雇主工资支付周期内收入为 \$1400。
- Damien 的雇主发薪周期与他向 Centrelink 提交的每两周申报周期不同步。他的工作收入被分摊到了 2 个不同的 Centrelink 申报周期内，即周期 A 和周期 B。
- 可以看到，通过 income apportionment 的计算方式，我们估算出 Damien 单日收入为 \$100。
- 如果我们能获得更精确的信息，就能了解 Damien 的准确收入情况。这种变化将影响 Damien 从 Centrelink 获得津贴的资格。

| 雇主发薪周期(5 to 18 March) | | | | | | | | | | | | | | | |
|--------------------------------------|-------|-------|-------|--------------------------------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| 获发的总收入 —— \$1400 | | | | | | | | | | | | | | | |
| IA | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | |
| 实际金额 | \$360 | \$235 | \$0 | \$0 | \$0 | \$125 | \$125 | \$0 | \$0 | \$325 | \$230 | \$0 | \$0 | \$0 | |
| 22 Feb-4 Mar | 5 Mar | 6 Mar | 7 Mar | 8 Mar | 9 Mar | 10 Mar | 11 Mar | 12 Mar | 13 Mar | 14 Mar | 15 Mar | 16 Mar | 17 Mar | 18 Mar | 19 Mar-21 Mar |
| Centrelink 两周申报期 A 22 Feb – 7 Mar | | | | Centrelink 两周申报期 B 8 Mar – 21 Mar | | | | | | | | | | | |

| 综述 | 使用 income apportionment (IA) | | 使用实际日薪信息 | |
|-------------------------------|------------------------------|--------------------|-------------------|-------------------|
| 总收入 | \$1400 | | \$1400 | |
| | 两周申报期 A | 两周申报期 B | 两周申报期 A | 两周申报期 B |
| 获发的 Centrelink 津贴 | \$600 | \$500 | \$600 | \$500 |
| 工作收入 | \$300 基于 IA 的推定收入 | \$1100 基于 IA 的推定收入 | \$595 基于单日工资的实际收入 | \$805 基于单日工资的实际收入 |
| 他应获得的 Centrelink 津贴 —— 基于工作收入 | \$450 | \$120 | \$350 | \$250 |
| Centrelink 欠款 | \$150 | \$380 | \$250 | \$250 |
| 总欠款 | \$530 | | \$500 | |

- Damien 的收入没有变化。不同的是，我们现在有了更准确的信息，知道他每两周赚了多少钱。
- 有了更准确的信息，我们就可以重新计算欠款。
- Damien 需要偿还欠款，但金额减少了 \$30。
- Damien 的欠款变少了，但我们重新计算后有些欠款可能会增加。



Information for customers

Addressing income apportionment

We used a method called income apportionment to divide a person's income evenly across 2 or more Centrelink fortnightly reporting periods.

We incorrectly used this method for certain Centrelink payments. We no longer use it.

We paused some debt reviews and explanations of debts that may be affected by income apportionment. We are now restarting work on them.

Go to servicessaustralia.gov.au/incomeapportionment for more information.

How we'll review your debt

If we find your debt incorrectly used income apportionment, we'll recalculate it using the correct methods.

First, we'll contact you to find out what income information may be available to help us to recalculate your debt.

We may also contact your employers or financial institutions to ask for the information we need. We won't ask you to do this.

We know all the information might not be available. That's why the new method includes several types of information we can use to recalculate your debt.

Our trained staff will use the best information available, in this order:

- 1. Payslips with daily income information.**
- 2. Payslips that show when you got paid.**
- 3. Bank statements where we also have other evidence of when you got paid.**
- 4. Information we hold on record that you've reported to us.**

Options 2 and 3 let us calculate your income based on when you received it. This is the same as the current rules.

Using any of these methods will help us recalculate your debt lawfully.

Most people will still owe money after their review is complete.

For some people the debt may be reduced to zero. We may need to refund people who paid too much towards their debt.

Once we've reviewed your debt, we'll send you a letter to tell you the outcome.

How long it will take

Restarting work on reviews and explanations will happen in stages.

We have started contacting people about this matter.

We'll work with a small group first, to get the process right.

We'll start contacting the remaining customers later in 2024.

It will take some time for us to contact everyone.

You don't need to do anything while you're waiting for a review outcome or an explanation.

Your review and debt is on pause until we write to you to explain the next steps.

How we used income apportionment

We calculate Centrelink income support payments each fortnight. The income you earn in each Centrelink fortnight affects your Centrelink payment.

In some cases, the Centrelink fortnight doesn't match your employers pay period. Without information about your earnings each day, we would use income apportionment to work out if we paid you the right amount.

Here's an example to show you how we used income apportionment. This example isn't based on actual payment calculations, it's just a demonstration.

- Damien earned \$1400 in his Employer Pay Period for 5 to 18 March.
- Damien's Employer Pay Period doesn't line up with his Centrelink reporting fortnight. His work pay is spread across 2 Centrelink reporting periods; fortnight A and fortnight B.
- You can see that using income apportionment, we estimate Damien earned \$100 per day.
- With more accurate information, we can see Damien's exact earnings. This changes the amount of the Centrelink payment Damien is entitled to.

| Employer Pay Period (5 to 18 March) | | | | | | | | | | | | | | | | |
|-------------------------------------|--------------|-------|-------|------------------------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Gross Income Paid – \$1400 | | | | | | | | | | | | | | | | |
| IA | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | \$100 | | |
| Actual | \$360 | \$235 | \$0 | \$0 | \$0 | \$125 | \$125 | \$0 | \$0 | \$325 | \$230 | \$0 | \$0 | \$0 | | |
| | 22 Feb-4 Mar | 5 Mar | 6 Mar | 7 Mar | 8 Mar | 9 Mar | 10 Mar | 11 Mar | 12 Mar | 13 Mar | 14 Mar | 15 Mar | 16 Mar | 17 Mar | 18 Mar | 19 Mar-21 Mar |
| Centrelink fortnight A | | | | Centrelink fortnight B | | | | | | | | | | | | |
| 22 Feb – 7 Mar | | | | 8 Mar – 21 Mar | | | | | | | | | | | | |

| Summary | Using income apportionment (IA) | | Using actual daily pay information | |
|--|--|-------------------------------------|---|--|
| Total income | \$1400 | | \$1400 | |
| | Fortnight A | Fortnight B | Fortnight A | Fortnight B |
| Centrelink payment received | \$600 | \$500 | \$600 | \$500 |
| Employment income | \$300 assumed earnings based on IA | \$1100 assumed earnings based on IA | \$595 actual earnings based on daily pay | \$805 actual earnings based on daily pay |
| Centrelink payment he should have got – based on employment income | \$450 | \$120 | \$350 | \$250 |
| Centrelink debt | \$150 | \$380 | \$250 | \$250 |
| Total debt | \$530 | | \$500 | |

- Damien's income is still the same. The difference is we now have more accurate information and know how much he earned each fortnight.
- With more accurate information we can recalculate the debt.
- Damien will need to repay his debt, but it is now \$30 less.
- Damien's debt is less, but some debts may increase after we recalculate them.