

# Income Compliance Refunds

Services Australia is refunding repayments made on debts raised under the Income Compliance Program since 1 July 2015, using averaged Australian Taxation Office (ATO) income information.

**Most refunds have already been paid.  
We're trying to contact former customers to  
update their details for a refund.**

## 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 1 July 2015
- we raised your debt using averaged ATO income information
- you repaid some or all of that debt.

If you haven't paid any money towards an eligible debt, we'll reduce that debt to zero. We'll send you a letter letting you know once this is done.

If you paid an income compliance debt that didn't use averaged income information, you won't 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 will therefore not be eligible for refunds.

## How do people know if they'll get a refund?

We contacted people who are eligible for a refund and started paying refunds from 13 July 2020.

We sent letters using the last known contact details we have for eligible customers.

To check if you're eligible:

- 1 Sign into your Centrelink online account through myGov.
- 2 Look for a **Refund pending** task.

If you don't get a payment from us anymore and you haven't updated your details, we may not be able to make your refund.

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

If you're a current customer, it is likely you have already been refunded.

If you are not currently getting a regular payment from us, you may need to update your details before we can pay your refund.

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 your updated details.

Once you complete and submit the task, we'll process your refund. If you don't update your details through this task, we can't process your refund.

You'll see your refund in your Centrelink online account within 5 business days of us processing it.

We'll 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 is part of the class action will be eligible for a refund or a settlement payment.

This is because the class action relates to a larger group of people who had debts under the Income Compliance Program. We're only refunding repayments made on debts and/or reducing debts to zero where the debt was raised using averaged ATO income information.

Visit our website for more information on the class action settlement process: [servicessaustralia.gov.au/classaction](https://servicessaustralia.gov.au/classaction)

If you have questions about the class action, contact [gordonlegal.com.au/robodebt-class-action](https://gordonlegal.com.au/robodebt-class-action) or phone Gordon Legal on **1300 002 356**.

## Other information about refunds

### IF YOU HAVE OTHER CENTRELINK DEBTS

We won't use refunds to repay other Centrelink debts you may have.

You still need to repay Centrelink debts you have that didn't use averaged income information.

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 don't 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's open Monday to Friday 8:30 am to 4:45 pm and Saturday 9 am to 1 pm. If you don't, we may garnish your bank account or tax return.

### IF YOU NEED TO DECLARE INCOME

We won't assess refunds as income for welfare payments. However, if your assets change because of your refund, you'll need to let us know within 14 days. It can affect your payment.

### IF YOUR REFUND IS A LARGER AMOUNT

If your refund is a larger amount, we'll 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 Cashless Debit Card 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 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 CAN'T SEE A 'REFUND PENDING' TASK ONLINE BUT THINK YOU ARE ELIGIBLE FOR A REFUND

Call the Income Compliance line on **1800 171 846**.

A staff member will explain if your debts are eligible for a refund or not, and why. The line is open from Monday to Friday, 8 am to 5 pm. It's a free call from landline telephones.

### IF YOU DON'T AGREE WITH A DECISION ABOUT YOUR REFUND

If you disagree with the decision made about your refund, you can ask us for a review. This may be if you:

- don't agree with the amount of your refund
- think you should get a refund but we have said you don't have an eligible debt repayment
- disagree with any other decision we've made regarding your income compliance debt.

You can ask for a review by calling the Income Compliance line on **1800 171 846**.

### HOW REFUNDS WILL BE TREATED FOR TAX PURPOSES

The refund you receive won't be taxed and you don't need to include it in your tax return.

## More information

Visit our website for more information: [servicessaustralia.gov.au/refunds](https://servicessaustralia.gov.au/refunds)

For more information about refunds contact our dedicated Income Compliance line on **1800 171 846**. It's open Monday to Friday 8 am to 5 pm.

Visit [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) to find information in your language, or call us on **131 202** to speak with us in your language.