

Payment debt refunds—Income Compliance. Will my debt be refunded?

HAVE YOU PAID MONEY
TOWARDS AN INCOME
COMPLIANCE DEBT?



YES

If averaged ATO income information was used to raise your income compliance debt, we'll refund repayments you've made towards this.

NO

You are not eligible for a refund. Only repayments made towards debts raised using averaged ATO income information as part of the Income Compliance program are being refunded.



CURRENT CUSTOMERS

Don't need to do anything.
Refunds will be automatic.

HAVE YOU PAID MONEY
TOWARDS A FAMILY TAX
BENEFIT OR CHILD CARE
SUBSIDY DEBT?



YES

Family assistance payments **are not** part of the Income Compliance program. Repayments made towards Family Tax Benefit or Child Care Subsidy debts **are not** being refunded as part of this process.

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IF YOU DON'T KNOW

If you're eligible, you will get a letter and see a 'Refund pending' task in your Centrelink online account. If you don't see this task, you are not eligible for a refund. If you don't understand or don't agree with a decision we have made, you can ask for an explanation or review. To do this, call us on **1800 171 486**. The line is open from 8 am to 5 pm Monday to Friday. It's a free call from landline telephones.

FORMER CUSTOMERS

Need to call the
Income Compliance line on
1800 171 846.

DID YOU GET A LETTER
ABOUT THE GORDON
LEGAL CLASS ACTION?



YES

This doesn't necessarily mean you'll get a refund.
The class action is a separate process.

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Don't contact Services Australia for more info about the class action.
If you have questions, contact Gordon Legal:
gordonlegal.com.au/robodebt-class-action or phone Gordon Legal on **1300 001 356**.



Australian Government



Services
Australia

servicesaustralia.gov.au