

| Attachment No.                                    | Document  | Information  |
|---|---|--|
| <b>Refund letters</b>                             |   |  |
| 1   | Pre-refund current customer   | This letter was processed from 13 July 2020. It advises current customers they will be receiving a refund.   |
| 2   | Pre-refund past customer  | This letter was processed from 27 July 2020. It advises past customers to log into MyGov to process their refund.  |
| 3   | Post Outcome  | This letter is sent following the processing of the refund and will advise of the refund outcome.  |
| 4   | Post Outcome Zero Debt  | This letter was processed from 30 July 2020. It advises where the debt has been zeroed only and therefore they will not receive a refund as no payment was made on the debt. |
| <b>Services Australia refund internet content</b> |   |  |
| 5   | Services Australia website – Income Compliance Refunds<br>Published 29 May 2020   | Provides information of the Income Compliance refund process.<br><i>Publication Date: 29.05.2020</i><br><i>Superseded by Attachment 6 on 01.07.2020</i>                      |
| 6   | Services Australia website – Income Compliance refunds<br>Published 1 July 2020<br><br><a href="#"><u>Services Australia Income Compliance refunds</u></a>                          | Provides information of the Income Compliance refund process.<br><i>Publication Date: 01.07.2020</i>   |
| 7   | Video on Demand (VOD) General eligibility for refunds<br>No document see link below:<br><i>The VOD (YouTube) sits on our <a href="#"><u>Services Australia Refund</u></a> page.</i> | Video providing information on the Income Compliance refund process.<br><i>Publication Date: 23.07.2020</i>  |
| 8   | Services Australia website – Past customer eligible for a refund<br><br><a href="#"><u>Services Australia Past customer eligible for a refund</u></a>                               | Outlines the process for past customers if eligible for a refund.<br><i>Publication Date: 29.07.2020</i>   |

|                                     |  |   |
|-------------------------------------|--|---|
| 9                                   | Customer Article Past customer eligible for refund Published 29 July 2020<br><br><a href="#"><u>Customer Article past customer eligible for refund</u></a> | Provides information that refunds has commenced and what past customers need to do.<br><i>Publication Date: 29.07.2020</i>  |
| 10                                  | Services Australia FaceBook Page<br><br><a href="#"><u>Services Australia FaceBook Page</u></a>  | Provides information the Agency has commenced refunds.<br><i>Publication Date: 29.07.2020</i>   |
| <b>Other communication material</b> |  |   |
| 11                                  | Income Compliance Program refunds factsheet<br><br><a href="#"><u>Income Compliance Program refunds resources for community groups</u></a>                 | Provides information on the Income Compliance refunds and was published on the Agency website on 30.07.2020. This information was also provided to Third Party Organisations.   |
| <b>Refund screen shots</b>          |  |   |
| 12                                  | Customer Facing Income Compliance Query  | From 27 July 2020, any customer can check if they have been identified as eligible for a refund in Centrelink Online (via myGov). Any customer that has had an income compliance review can request a review of their eligibility or refund amount. |
| 13                                  | Customer Facing Income Compliance Refund for former customers  | From 27 July 2020, a customer that is no longer on payment can access the 'refund pending' task in Centrelink Online (via myGov). The customer is required to confirm or update their contact and bank account details.                             |

If not delivered: {RETURNTOSENDERADDRESS}  
{RETURNADDRESSBARCODE}  
{FORMID}



Customer Reference Number: {REFERENCE.NUMBER}

Australian Government  
Services Australia

**centrelink**

{RECIP.BARCODE}  
{CLIENT.TITLE.FULLNAME}  
{CLIENT.POST.ADD}

{PRINT.DATE}

Dear <SALUTATION>

**You will get a refund from Centrelink**

You do not need to do anything to get your refund. It will be paid in the next 2 to 4 weeks.

Your refund will go to the same bank account where you currently get your Centrelink payments. The refund may be paid over a few days, depending on the amount or if you have more than one debt to be refunded.

Centrelink has changed how we use employment income information from the Australian Taxation Office (ATO) in Income Compliance reviews. You previously had debt/s raised using averaging of ATO information. We no longer do this and will refund the repayments you made to these debt/s.

After we have paid your refund we will write to you again to confirm the amount we have repaid you and the details of the debt/s that were refunded.

You will not be taxed on these amounts. There is no action required by you or your tax agent in relation to these refunds for tax purposes.

**More information**

For more information, please go to [servicesaustralia.gov.au/refunds](http://servicesaustralia.gov.au/refunds) or call us on **1800 171 846** (call charges may apply).

Yours sincerely

National Manager  
Compliance Program

This decision was made under social security law.

**If you need an interpreter**

This letter contains important information. If you need an interpreter, please call us and we will arrange for someone to talk to you in your language.

**If you do not understand or agree with a decision we have made**

- You can contact us and we will explain the decision. We may be able to deal with your concerns without a review.
- You can ask for a review of the decision. We can change the decision if it is wrong. This review is free.

Go to [servicesaustralia.gov.au/reviewsandappeals](http://servicesaustralia.gov.au/reviewsandappeals) for more information.

If you do not agree with the outcome of the review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to [aat.gov.au](http://aat.gov.au)

**To make a complaint or give us feedback**

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**
- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for other options.

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to their website [ombudsman.gov.au](http://ombudsman.gov.au) or calling them on **1300 362 072**.

If not delivered: {RETURNTOSENDERADDRESS}  
{RETURNADDRESSBARCODE}  
{FORMID}

Customer Reference Number: {REFERENCE.NUMBER}



Australian Government  
Services Australia

**centrelink**

{RECIP.BARCODE}  
{NOMINEE.NAME}  
{NOMINEE.ADDRESS}

{PRINT.DATE}

Dear <SALUTATION>

**Please confirm your details so we can refund you**

We are paying you a refund because you previously had debt/s raised using averaging of Australian Taxation Office (ATO) information. To pay your refund into the right bank account, we need you to confirm your bank and contact details online.

**What you need to do**

- go to [my.gov.au](http://my.gov.au), sign in and select Centrelink to access your online account
- complete the 'Refund pending' task.

If you need help with myGov or linking your Centrelink online account, you can find more information on the next page. This is a secure way to update your information.

Refunds are paid within 5 business days of completing the 'Refund pending' task. Thank you if you have already done this. After we have paid your refund, we will write to you again to confirm the refund amount and the details of the debt/s that were refunded.

You will not be taxed on these amounts. There is no action required by you or your tax agent in relation to these refunds for tax purposes.

**More information**

Centrelink has changed how we use employment income information from the ATO in Income Compliance reviews. We no longer use averaging of ATO information and will refund the repayments you made to these debt/s.

For more information, please go to [servicesaustralia.gov.au/refunds](http://servicesaustralia.gov.au/refunds) or call us on **1800 171 846** (call charges may apply).

Yours sincerely

National Manager  
Compliance Program

This decision was made under social security law.

### **If you need an interpreter**

This letter contains important information. If you need an interpreter, please call us and we will arrange for someone to talk to you in your language.

### **Help with myGov and Centrelink online accounts**

- If you do not have a myGov account, you can create one and link it to your Centrelink online account.
- We have information about myGov in different languages at [servicesaustralia.gov.au/mygovguides](http://servicesaustralia.gov.au/mygovguides)

### **If you do not understand or agree with a decision we have made**

- You can contact us and we will explain the decision. We may be able to deal with your concerns without a review.
- You can ask for a review of the decision. We can change the decision if it is wrong. This review is free.

Go to [servicesaustralia.gov.au/reviewsandappeals](http://servicesaustralia.gov.au/reviewsandappeals) for more information.

If you do not agree with the outcome of the review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to [aat.gov.au](http://aat.gov.au)

### **To make a complaint or give us feedback**

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**
- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for other options.

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to their website [ombudsman.gov.au](http://ombudsman.gov.au) or calling them on **1300 362 072**.

If not delivered: {RETURNTOSENDERADDRESS}

{RETURNADDRESSBARCODE}

{FORMID}

Your reference: {REFERENCE.NUMBER}

{RECIP.BARCODE}

{CLIENT.TITLE.FULLNAME}

{CLIENT.POST.ADD}

{PRINT.DATE}



Australian Government  
Services Australia

**centrelink**

Dear <SALUTATION>

### We have paid your refund

We have refunded the money you paid on your Income Compliance debt. We paid you \$ {REFUND AMOUNT} into your bank account.

Centrelink has changed how we use employment income information from the Australian Taxation Office (ATO) in Income Compliance reviews. You previously had debt/s raised using averaging of ATO information. We no longer do this and have refunded the repayments you made to these debt/s.

The debt/s below have been changed to zero.

| Debt account number | Benefit type       | Amount due |
|---------------------|--------------------|------------|
| 123456              | Youth Allowance    | \$0        |
| 123457              | Newstart Allowance | \$0        |

No further action is required by you or your tax agent, in relation to the refunded amount for tax purposes. You will not be taxed on this amount.

#### More information

For more information, please go to [servicesaustralia.gov.au/refunds](http://servicesaustralia.gov.au/refunds) or call us on **1800 171 846** (call charges may apply).

Yours sincerely

National Manager  
Compliance Program

This decision was made under social security law.

### **If you need an interpreter**

This letter contains important information. If you need an interpreter, please call us and we will arrange for someone to talk to you in your language.

### **If you received a refund for your Income Compliance debt**

For more information about the changes you need to tell us about, please go to [servicesaustralia.gov.au/notifychanges](http://servicesaustralia.gov.au/notifychanges)

### **If you do not understand or agree with a decision we have made**

- You can contact us and we will explain the decision. We may be able to deal with your concerns without a review.
- You can ask for a review of the decision. We can change the decision if it is wrong. This review is free.

Go to [servicesaustralia.gov.au/reviewsandappeals](http://servicesaustralia.gov.au/reviewsandappeals) for more information.

If you do not agree with the outcome of the review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to [aat.gov.au](http://aat.gov.au)

### **To make a complaint or give us feedback**

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**
- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for other options.

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to their website [ombudsman.gov.au](http://ombudsman.gov.au) or calling them on **1300 362 072**.

If not delivered: {RETURNTOSENDERADDRESS}  
{RETURNADDRESSBARCODE}  
{FORMID}

Your reference: {REFERENCE.NUMBER}

{RECIP.BARCODE}  
{CLIENT.TITLE.FULLNAME}  
{CLIENT.POST.ADD}

{PRINT.DATE}



Australian Government

Services Australia

**centrelink**

Dear <SALUTATION>

**Your Income Compliance debt has been changed to zero**

Centrelink has changed how we use employment income information from the Australian Taxation Office (ATO) in Income Compliance reviews. You previously had debt/s raised using averaging of ATO information. We no longer do this.

The debt/s below have been changed to zero.

| Debt account number | Benefit type       | Amount due |
|---------------------|--------------------|------------|
| 123456              | Youth Allowance    | \$0        |
| 123457              | Newstart Allowance | \$0        |

Our records show that you have not made any repayments towards your Income Compliance debt/s. This means there is no refund to be paid. All unpaid debt/s raised using averaging of ATO information have been changed to zero.

**More information**

For more information, please go to [servicesaustralia.gov.au/refunds](http://servicesaustralia.gov.au/refunds) or call us on **1800 171 846** (call charges may apply).

Yours sincerely

National Manager  
Compliance Program

This decision was made under social security law.

### **If you need an interpreter**

This letter contains important information. If you need an interpreter, please call us and we will arrange for someone to talk to you in your language.

### **If you do not understand or agree with a decision we have made**

- You can contact us and we will explain the decision. We may be able to deal with your concerns without a review.
- You can ask for a review of the decision. We can change the decision if it is wrong. This review is free.

Go to [servicesaustralia.gov.au/reviewsandappeals](http://servicesaustralia.gov.au/reviewsandappeals) for more information.

If you do not agree with the outcome of the review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we have reviewed. For more information about applying to the AAT, please go to [aat.gov.au](http://aat.gov.au)

### **To make a complaint or give us feedback**

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can:

- call our feedback and complaints line on **1800 132 468**
- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for other options.

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to their website [ombudsman.gov.au](http://ombudsman.gov.au) or calling them on **1300 362 072**.

# Changes to Income Compliance Program

- Published 29 May 2020
- Archived 1 July 2020 – No changes made after it was published.

## *Revision of Changes to Income Compliance Program from Fri, 29/05/2020 - 15:17*



From July, you may get a refund on repayments made on your income compliance debts. This is if the debt was raised in full or in part using averaging of Australian Taxation Office (ATO) income information. All unpaid debts using averaged ATO income information will be revised to zero.

If you repaid an income compliance debt that didn't apply averaged income information, you will not get a refund.

You don't need to do anything now.

We'll have more information about what you need to do to get your refund in the coming weeks.

Here's what else we can tell you about the change announced on 29 May.

## Quick facts

Refunds apply to all income compliance debts raised from our use of income averaging since 2015-16.

We've raised around 470,000 debts using income averaging in that time.

We're refunding \$721 million to people who have made repayments on these debts.

Refunds include any recovery fees and interest charges applied by us.

## We will

Advise people on next steps.

Make refunds to all eligible people, including if you've had a tax refund garnisheed for debt repayments.

## We won't

Use refunds to repay other social security debts you might have.

Assess refunds as income for welfare payments.

## Debt pause

You still need to repay any other Centrelink debts you have that didn't involve income averaging. However, due to the coronavirus pandemic, we currently have a debt pause in place. You don't need to repay any Centrelink debts right now. Read more about how we're [pausing some debt activity during the coronavirus pandemic](#).

## Other debts

The annual balancing of family assistance Payments, like Family Tax Benefit and Child Care Subsidy, is not part of the Income Compliance Program. 'Balancing' is when a family's estimated income is compared against their actual income after the end of the financial year to see if they were paid the right amount.

You can access information about your debts through your Centrelink online account via myGov and the Express Plus apps.

## More information

We conduct a range of activities to maintain the integrity of the welfare payment system, from debt prevention to returning overpayments to Australian taxpayers.

Read more about our [compliance program](#).

You can call 1800 061 838 if you need further assistance with income compliance.



# Information about refunds for the income compliance program

From July, you may see your income compliance debt change. This is if we raised your debt using averaging of Australian Taxation Office (ATO) income information.

## on this page

- [Who is eligible for a refund](#)
- [Which debt repayments are not eligible for a refund](#)
- [What debts you need to repay](#)
- [What happens if you got a class action notice](#)

## Income Compliance refund



[Transcript](#) [1] | [Watch on YouTube](#) [2]

If you made repayments towards a debt we raised using averaged ATO information, you may get a refund. If you never paid any money towards your debt, you will see your debt reduced to zero.

## 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 data
- you repaid some or all of that debt.

If you haven't paid any money towards the eligible debt, we'll reduce your debt to zero. We'll send you a letter letting you know when we process this.

## Which debt repayments are not eligible for a refund

If you paid an income compliance debt that didn't use averaged income information, you won't get a refund.

You also won't get a refund if your debt is due to the annual [balancing of family assistance payments](#) <sup>[3]</sup>. This is because balancing Family Tax Benefit and Child Care Subsidy is not part of the Income Compliance Program.

We haven't used income averaging to raise the majority of Centrelink debts.

You can find information about your debts using either:

- your [Centrelink online account](#) <sup>[4]</sup> through [myGov](#) <sup>[5]</sup>
- the [Express Plus Centrelink mobile app](#) <sup>[6]</sup>.

## What debts you need to repay

You still need to repay Centrelink debts you have that didn't use income averaging. However, we currently have a debt pause in place so you don't need to repay your Centrelink debt right now. Read more about how we're [pausing some debt activity during the coronavirus pandemic](#) <sup>[7]</sup>.

## What happens if you got a class action notice

Not everyone who got a [class action notice](#) <sup>[8]</sup> will be eligible for a refund. The class action relates to a larger group of people who had debts under the Income Compliance Program. We're only refunding repayments and reducing debts to zero for those raised using averaged income information from the ATO.

### Current customers <sup>[9]</sup>

Information for current customers who had an income compliance debt raised using averaged Australian Tax Office income information.



### Past customers <sup>[10]</sup>

Information for past customers who had an income compliance debt raised using averaged Australian Tax Office income information.



### Income compliance refund reviews and appeals <sup>[11]</sup>

If you disagree with a decision we've made about your income compliance refund, you can ask us to review our decision. You also have the right to appeal all decisions.



### Class action notices <sup>[12]</sup>

Information for people who got a class action notice from us.





# Past customers

Information for past customers who had an income compliance debt raised using averaged Australian Tax Office income information.

## on this page

[What you need to do](#)

[What you need to know about your refund](#)

[Where to find more information](#)

If you made repayments, you may be able to get a refund.

If you didn't pay any money towards this debt, you don't need to do anything. We'll reduce your debt to zero, this means the debt no longer exists.

If you currently get a regular payment from us, read our information for current customers.

## What you need to do

From 27 July, if you aren't currently getting a regular payment from us, you'll need to update your details with us. To do this:

- Sign in to [myGov](#)<sup>[1]</sup> and go to Centrelink.
- Select the **Refund pending** task.
- Click 'start task' and follow the prompts to complete and submit your updated details.

If you can't see a **Refund pending** task, you haven't been identified as eligible for a refund.

If you don't have a Centrelink online account, register for one through myGov. Read about [Centrelink online accounts](#)<sup>[2]</sup> and how to register.

If you have a Centrelink online account linked to your myGov, we'll send a letter to your myGov account. This is if you're eligible and you need to complete the online task. You don't need to wait for the letter to complete the online task. It will be available in your Centrelink online account from 27 July.

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.

We'll confirm your refund amount after we process it. You'll see it in your Centrelink online account and you'll get your refund within 5 business days. We'll also send you a letter letting you know how much we refunded you.

## What to do if you disagree with a decision

You have the right to [ask for a review](#) <sup>[3]</sup> if you disagree with a decision we've made.

## What you need to know about your refund

### Customers who have other Centrelink debts

We won't use your refund to repay other Centrelink debts you might have. However, if you don't have a current payment arrangement on a Child Support debt, contact us to set up a payment arrangement. If you don't, we may garnishee your bank account or tax return.

### Refund instalments

We'll pay a small number of refunds in large instalments over consecutive business days.

### Tax

The Australian Tax Office won't tax your refund. You don't need to do anything further in relation to your tax.

## Where to find more information

If you need further information, read more about [compliance refunds](#) <sup>[4]</sup>.

If you can't find the information you need or need help, call our compliance helpdesk on 1800 171 846.

Page last updated: 13 July 2020

This information was printed 29 July 2020 from



<https://www.servicesaustralia.gov.au/individuals/subjects/information-about-refunds-income-compliance-program/past-customers>. It may not include all of the relevant information on this topic. Please consider any relevant site notices at <https://www.servicesaustralia.gov.au/individuals/site-notices> when using this material.

## Printed link references

1. <https://my.gov.au/>
2. <https://www.servicesaustralia.gov.au/individuals/services/centrelink/centrelink-online-accounts>
3. <https://www.servicesaustralia.gov.au/individuals/subjects/information-people-who-want-appeal-income-compliance-refund-decision>
4. <https://www.servicesaustralia.gov.au/individuals/subjects/information-customers-eligible-income-compliance-program-refund>



Home > Individuals > News > Are you a past customer eligible for an income compliance refund?

# Are you a past customer eligible for an income compliance refund?

29 July 2020

If you're a past customer and you're eligible for an income compliance refund, update your details.



We've started [refunding](#) <sup>[1]</sup> repayments made on income compliance debts.

If you're eligible for a refund and you're a past customer, you need to update your details online via myGov. If you don't, we can't process your refund.

To update your details:

- Sign into [myGov](#) <sup>[2]</sup> and go to your [Centrelink online account](#) <sup>[3]</sup>, if you don't have one you can register for one.
- Select the **Refund pending** task.
- Click 'start task' and follow the prompts to complete and submit your updated details.

If you think you should get a refund but don't see this task, you can ask us for an explanation. Go to **Payments and Claims** in the menu, then select **Income Compliance refund query**. Answer the questions and submit.

Once you've updated your details, you'll get your refund within 5 business days. We'll also refund any recovery fees or interest charges you paid while repaying your debt.

If you haven't paid any money towards an eligible debt, we'll reduce it to zero.

We'll send you a letter confirming how much we refunded you after we've processed it.

If you have a big refund we may pay it in instalments over consecutive days.

If you paid a debt that didn't use averaged ATO income information, you won't get a refund. Read more about [which debt repayments aren't eligible for a refund](#) <sup>[4]</sup>.

## Next steps

Read more about:

- [refunds for the income compliance program](#) <sup>[1]</sup>
- [refunds if you are a current customer](#) <sup>[5]</sup>
- [what it means if you got a class action letter](#) <sup>[6]</sup>
- [our compliance program](#) <sup>[7]</sup>.

Call our compliance refund line on 1800 171 846 if you need further assistance with income compliance. This phone line is open Monday to Friday, 8 am to 5 pm. Call costs from your home phone from anywhere in Australia to 1800 numbers are free.

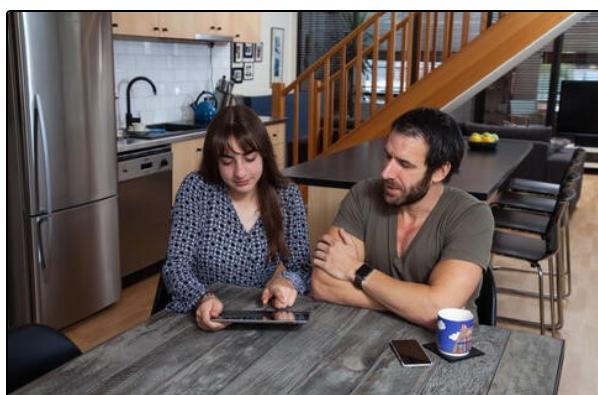
## Related news



**Online is the way to go for students reporting income** <sup>[8]</sup>

1 May 2020

If you're getting a student payment from us and you're working, we expect you to report your income each fortnight.



Like Share Suggest Edits ...

### Posts

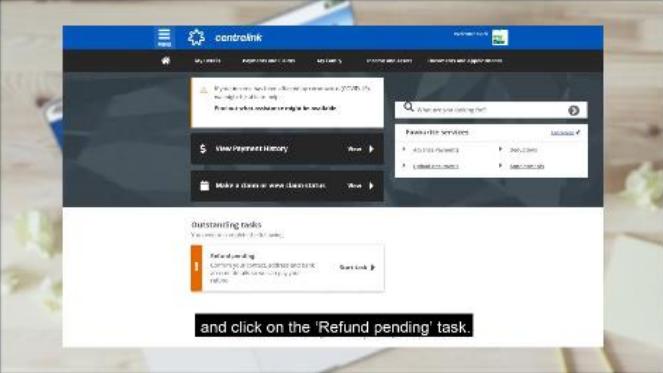
**Services Australia** 1 hr ·  Services Australia 

We've begun making refunds of repayments made on debts we raised using averaged ATO income information since 2015.

If you don't get a regular payment from us, you need to update your details with us online. To do this, you'll need to log into your Centrelink online account and complete the 'Refund pending' task.

Our video below explains this process in more detail, including what to do if you think you should get a refund but don't see this task. ...

[See more](#)



and click on the 'Refund pending' task.

32 86 comments 30 shares

Like Comment Share

**Services Australia** 3 hrs ·  Services Australia 

We've had lots of questions from sole traders about what the introduction of the new Centrelink online account means for you.

[See more of Services Australia on Facebook](#)

Send Message

 Hank Jongen 

 Student Update 

[See more](#)

### Related Pages

 **Australian Taxation Office**  Government organisation

 **Centrelink** Legal

 **Australian Government**  Government organisation

 **Australian Government Department** ... Government organisation

 **Centrelink** Government organisation

Log In

OR

Create New Account

Please see the below post for more information.

# 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.

## 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 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.

## When will people get a refund?

We'll start refunding eligible people from 27 July and most will be repaid by November.

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

If you get a regular payment from us, you don't need to do anything to get your refund. We'll send you a letter from 13 July letting you know when we'll 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.

If you are not currently getting a regular payment from us, you'll need to update your details with us.

To do this:

1. from 27 July, sign in to myGov and go to Centrelink
2. select the **Refund pending** task
3. and 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 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're only refunding repayments made on debts and/or reducing debts to zero, where the debt was raised using averaged ATO income information.

If you have questions about the class action, contact Gordon Legal: [gordonlegal.com.au/robodebt-class-action](http://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 income averaging. However, we currently 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 [servicesaustralia.gov.au/debts](http://servicesaustralia.gov.au/debts) for updates on the 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 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 [servicesaustralia.gov.au](http://servicesaustralia.gov.au).

### If you don't get a refund letter but think you are eligible for a refund

If you don't 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 don't have this task but think you are eligible for a refund, select **Payments and Claims—Manage payments** from the menu then **Income Compliance refund query**. Answer any questions we ask and select **Submit**.

### If you don't 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 **Payments and Claims** in your online account. 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.

### 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: [servicesaustralia.gov.au/refunds](http://servicesaustralia.gov.au/refunds)

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

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



What are you looking for?

My Details

Payments and Claims

Claims

Manage payments

- > [My payments](#)
- > [View payment history](#)
- > [Request an urgent payment](#)
- > [Manage deductions](#)
- > [Estimate if compensation will change your payments](#)
- > [Money you owe](#)
- > [Income Compliance refund query](#)

My Family

Income and Assets

Documents and Appointments

Submit a complaint or provide feedback

View all online services



My Details

Payments and Claims

My Family

Income and Assets

Documents and Appointments

▼ Edit theme



If your income has been affected by coronavirus (COVID-19), we might be able to help.

[Find out what assistance might be available](#)



Last Payment

\$589.87 on 23 July 2020

View



What are you looking for?



Favourite services

Customise

- ▶ [Upload documents](#)
- ▶ [Manage deductions](#)
- ▶ [Manage appointments](#)
- ▶ [My profile](#)

## Outstanding tasks

You have no tasks or reminders to complete.

Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

[Back](#)

## Income Compliance refund query

We are refunding money to people who made repayments to eligible income compliance debts. Our records indicate that you previously had debt/s raised using averaging of ATO information. We no longer do this and will refund the repayments you made to these debt/s.

The review of your income compliance debt/s is currently in progress. Depending on your situation this may take some time:

- If you have paid money towards these debt/s and you are currently receiving payments from us we will write to you first. You do not need to do anything to get your refund. After we sent the letter your refund will be paid in the next 2 to 4 weeks into the same account we pay your payments into.
- If you have paid money towards these debt/s and you are no longer receiving payments from us we will write to you. To pay your refund, we need you to check your bank and contact details online. Your refund will be paid within 5 business days of completing the 'Refund pending' task online. If you need assistance we can help you.
- If you paid no money towards these debt/s, you will not receive a refund but your debt/s will be reduced to zero. We will write to you and you don't need to do anything.

If you still want to query your refund or why you haven't received one, we can get in touch with you. Select 'Begin' to continue or select 'Menu' to Return home.

*You must answer all questions unless they are marked optional.*

[Begin](#)

If you are a nominee enquiring on behalf of a customer, you need to be in their Centrelink online account.

**Important Note:**

**This screen is the first screen seen by customers that have been identified as having a debt eligible and have been sent (or will be sent) a letter after selecting the Income Compliance Refund Query menu item.**

[Back](#)

## Income Compliance refund query

**You are not eligible for a refund at this point in time.**

 We are refunding money to people who made repayments to eligible Income Compliance debts. While you have had an Income Compliance review in the past, our records indicate that you are not eligible for a refund at this point in time.

There are a number of reasons why you may not have been identified as eligible for a refund, this could be because:

- Your Income Compliance review did not result in a debt;
- You have not made any repayments towards your Income Compliance debt. In this case your debt will be reduced to zero and we will write to you;
- We did not use averaging of ATO income information to calculate your Income Compliance debt; or
- We have already refunded your Income Compliance debt.

You can use the [Request a document](#) service and select 'Statement of debt' to see all your debt information for up to 5 years.

If you still want to query why you haven't received a refund, we can get in touch with you. Select 'Begin' to continue or select 'Menu' to Return home.

*You must answer all questions unless they are marked optional.*

[Begin](#)

If you are a nominee enquiring on behalf of a customer, you need to be in their Centrelink online account.

### Important Note:

**This screen is the first screen shown to customers that have had an income compliance review in the past, but were not identified as eligible for a refund, after selecting the Income Compliance Refund Query menu item.**



## Income Compliance refund query



You are not eligible for a refund.

You have not been identified as eligible for a refund as our records indicate you have not had an Income Compliance review between July 2015 and November 2019.

Most Centrelink debts don't relate to income compliance debts and were not based on income averaging. These debt repayments will not be refunded. The balancing of family assistance payments like Family Tax Benefit or Child Care Subsidy is not part of the Income Compliance Program.

If you do not agree or you would like to discuss your situation, you can get in touch with us. Please go to [Contact us](#) for more information on how to contact Services Australia or select 'Menu' to return home.



If you are a nominee enquiring on behalf of a customer, you need to be in their Centrelink online account.

### Important Note:

**This screen will be the first screen shown to customers that have not had an income compliance review after selecting the Income Compliance Refund Query menu item.**

[^ Previous](#)

Make sure your contact details are up to date before continuing.

If you need to change this information, you can update it using [Update contact details](#).

Home phone

Account is in your name

Mobile phone

No current phone number

**Next**



It's important that your details are up to date so we can get in touch with you.  
If you have recently updated your details, the changes might not display straight away.



menu



centrelink



[Home](#) > Income Compliance refund query

[^ Previous](#)

Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

Please select

Next



Let us know why you want to talk to us, so we can look at your record before we contact you.

[^ Previous](#)

## Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

I think I should have been paid a refund

 There are a number of reasons why you may not have been identified as eligible for a refund. This could be because we did not use averaging of ATO information to work out your debt, or there are no repayments to be refunded. You can use the [Request a document](#) service and select 'Statement of debt' to see all your debt information for up to 5 years to make sure you have made repayments towards an eligible Income Compliance debt. If you still want us to get in touch with you, select 'Next'. If you no longer want us to get in touch, select 'Menu' to Return home.

[Next](#)

Let us know why you want to talk to us, so we can look at your record before we contact you.

**Important Note: Customers identify the main reason they would like Centrelink to contact them about the refund.**

**“I think I should have been paid a refund” option shown.**

[^ Previous](#)

## Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

**It has been quite some time and I haven't received my refund** ▾

 It can take some time for us to process your refund. If there has been an issue with processing your refund we will contact you. If you are currently receiving a payment from us, we send you a letter first. In most cases your refund will then be paid in the next 2 to 4 weeks. If you are no longer receiving payments from us, you need to take action first. After completing the 'refund pending' task, you should receive your refund within 5 business days. If you paid no money towards your Income Compliance debts, you will not receive a refund but your debt/s will be reduced to zero. If you still want us to get in touch with you, select 'Next'. If you no longer want us to get in touch, select 'Menu' to Return home.

**Important Note: Customers identify the main reason they would like Centrelink to contact them about the refund.**

**“It has been quite some time and I haven't received my refund” option shown.**

[Next](#)

Let us know why you want to talk to us, so we can look at your record before we contact you.

[^ Previous](#)

## Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

I need assistance completing the 'Refund pending' task



Please ensure that your contact details are up to date so we can call you to provide assistance. We cannot provide an exact time frame for when we will be in contact with you. We will call from a private number. If you are currently receiving a payment from us you do not need to do anything to be paid your refund. If you still need assistance select 'Next'. If you no longer want us to get in touch, select 'Menu' to Return home.

[Next](#)

Let us know why you want to talk to us, so we can look at your record before we contact you.

**Important Note: Customers identify the main reason they would like Centrelink to contact them about the refund.**

**"I need assistance completing the 'refund pending' task" option shown.**

[^ Previous](#)

## Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

I have a question in relation to my refund amount



If your eligible Income Compliance debt was raised using averaging of ATO income information we will refund the amount you repaid towards that debt. After we have paid your refund we will write to you to confirm the amount we have repaid you and the details of the debt/s that were refunded. If you paid no money towards your Income Compliance debts, you will not receive a refund but your debt/s will be reduced to zero. You can use the [Request a document](#) service and select 'Statement of debt' to see all your debt repayments for up to 5 years. If you still want us to get in touch with you, select 'Next'. If you no longer want us to get in touch, select 'Menu' to Return home.

**Important Note: Customers identify the main reason they would like Centrelink to contact them about the refund.**

**"I have a question in relation to my refund amount" option shown.**

[Next](#)

Let us know why you want to talk to us, so we can look at your record before we contact you.

[^ Previous](#)

## Why would you like us to contact you?

Select the reason you want us to contact you. If you have more than one reason, we can discuss when we contact you.

My question is not on this list



You can always find more information about the [Income Compliance refunds](#). If you want us to contact you, select 'Next'. If you no longer want us to get in touch, select 'Menu' to Return home.

[Next](#)

Let us know why you want to talk to us, so we can look at your record before we contact you.

**Important Note: Customers identify the main reason they would like Centrelink to contact them about the refund.**

**If the main reason is not specified, a customer can select “my question is not on the list”.**

[^ Previous](#)

Do you know the Debt ID/s you want us to look at?

If you can't find your Debt ID, it might also be listed as 'Account number' or 'Debt number'.

 Yes No[Next](#)

If you can tell us which Debt/s you expect to be refunded, we can look at this for you. You can find the Debt ID of the debt you want us to look at on your original debt notice we sent to you or in the 'Debt summary' in [Money you owe](#) service. You can use the [Request a document](#) service and select 'Statement of debt' to view all your debt information for up to 5 years.



MENU



centrelink

[Home](#) > [Income Compliance refund query](#)[^ Previous](#)

Enter at least one Debt ID you would like us to contact you about, then use 'Add Debt ID'.

Debt ID/s can be a combination of letters and numbers (e.g. A1234567 or 12345678). You can add up to 5 Debt ID/s. We can discuss more when we call you.

[Add Debt ID +](#)[Next](#)

You can find the Debt ID of the debt you want us to look at on your original debt notice we sent to you or in the 'Debt summary' in [Money you owe](#). You can use the [Request a document](#) service and select 'Statement of debt' to view all your debt information for up to 5 years.

If you can't find your Debt ID it might also be listed as 'Account number' or 'Debt number'.



MENU



centrelink

[Home](#) > Income Compliance refund query[^ Previous](#)

Enter at least one Debt ID you would like us to contact you about, then use 'Add Debt ID'.

Debt ID/s can be a combination of letters and numbers (e.g. A1234567 or 12345678). You can add up to 5 Debt ID/s. We can discuss more when we call you.

You have added the following Debt IDs

[Next](#)

You can find the Debt ID of the debt you want us to look at on your original debt notice we sent to you or in the 'Debt summary' in [Money you owe](#). You can use the [Request a document](#) service and select 'Statement of debt' to view all your debt information for up to 5 years.

If you can't find your Debt ID it might also be listed as 'Account number' or 'Debt number'.



MENU



centrelink

[Home](#) > [Income Compliance refund query](#)[^ Previous](#)

Select 'Continue' to review and submit the details you have provided.

[Continue >](#)

You can change your details before you submit your request.



◀ Back

## Review and submit

Please ensure you have entered all your details correctly before submitting.

You will not be able to change your answers after submitting

**Begin**



MENU



centrelink



[Home](#) > [Income Compliance refund query](#) > Review and Submit

^ Previous

## Income Compliance refund query details

### Contact reason

**Why would you like us to contact you?**

I have a question in relation to my refund amount

[Edit Contact reason](#)

### Debt ID question

**Do you know the Debt ID/s you want us to look at?**

Yes

**Enter the Debt ID/s you would like us to contact you about a refund**

[Edit Debt ID question](#)

Next



◀ Previous

### Submit your update

I declare that:

- The information given is correct.
- Giving false or misleading information is a serious offence.
- I have read and accept the [privacy statement](#) .

I have read and agree with the above conditions.

**Submit**



[^ Previous](#)

## Submit your update

I declare that:

- The information given is correct.
- Giving false or misleading information is a serious offence.
- I have read and accept the [privacy statement](#) .

I have read and agree with the above conditions.

**Submit**



Your Income Compliance refund query has been successfully submitted.

## Receipt

Your request has been received. We will contact you as soon as we can, but this may take some time. We will call from a private number.

**Submitted:**

**Receipt ID:**

**CRN:**

### Information you provided

[Return home](#)[Save your receipt](#)



## Income Compliance refund query

We are currently processing your contact request. You do not need to do anything. We will be in contact with you. We will call from a private number.

**Submitted:**

**Receipt ID:**



If you are a nominee enquiring on behalf of a customer, you need to be in their Centrelink online account.

### Important Note:

**Should a customer return to the Income Compliance refund query after lodging a request for contact, they will be shown this screen.**

[Return home](#)**centrelink** What are you looking for?

My Details

Payments and Claims

Claims

Manage payments

- > [My payments](#)
- > [View payment history](#)
- > [Manage deductions](#)
- > [Estimate if compensation will change your payments](#)
- > [Money you owe](#)
- > [Income Compliance refunds](#)
- > [Income Compliance refund query](#)

My Family

Income and Assets

Documents and Appointments

Submit a complaint or provide feedback

View all online services



My Details

Payments and Claims

My Family

Income and Assets

Documents and Appointments

Edit theme



If your income has been affected by coronavirus (COVID-19), we might be able to help.

[Find out what assistance might be available](#)



Did you need to apply for a Centrelink payment?

[Make a claim](#)



What are you looking for?



## Favourite services

[Customise](#)

- ▶ [Upload documents](#)
- ▶ [Manage deductions](#)
- ▶ [Manage appointments](#)
- ▶ [My profile](#)

## Outstanding tasks

We need you to complete the following:



**Refund pending**

Confirm your contact, address and bank account details so we can pay your refund.

[Start task](#)

Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

[Legal Notices](#) [Your Rights](#) [Contact us](#)

## Income Compliance refunds

Centrelink has changed how we use employment income information from the Australian Tax Office (ATO) in Income Compliance reviews.

You previously had debt/s raised using averaging of ATO information. We no longer do this and will refund the repayments you made to these debt/s.

As you have not received a payment from us in a while, we need you to confirm or update your contact, address and bank account details.

*You must answer all questions unless they are marked optional.*

[Begin](#)

If you're not sure what you need to do or you need to help, call us on **1800 171 846** or you can make an [Income Compliance refund query](#).



^ Previous

## Contact details



Mobile phone

Account is in your name

Update ▾

+ Add new contact

Next



Updating your details will take you to a new page. Once you've made your changes, you'll return to this section.



[^ Previous](#)

## Address



Postal

Where your mail is delivered

Update ▾

Next



Updating your details will take you to a new page. Once you've made your changes, you'll return to this section.

[^ Previous](#)

## Payment destination details

This is the account we will use for your Income Compliance refund.

Direct credit

BSB:

Acc No:

[Update](#)

[Next](#)



◀ [Previous](#)

Please ensure the answers you have provided are correct before continuing.

[Continue >](#)



You can change any of these details.



◀ Back

## Review and submit

Please ensure you have entered all your details correctly before submitting.

You will not be able to change your answers after submitting

Begin



[^ Previous](#)

## Contact details

### Mobile

#### Phone number

**International number**

No

**Account in your name**

Yes

[Edit Mobile](#)

Address

Postal address

Address line 2

Suburb

State / Territory

Postcode

Country

[Edit Postal address](#)

## Returned repayment details

## Payment destination details

**Account name****Branch code (BSB)****Account number**[Edit Payment destination details](#)[Next](#)



[^ Previous](#)

### Submit your update

I declare that:

- The information given is correct.
- Giving false or misleading information is a serious offence.
- I have read and accept the [privacy statement](#) .



I have read and agree with the above conditions.

**Submit**



**Your details were successfully submitted.**

We will now process your refund.

## Receipt

**Submitted:**

**Receipt ID:**

**CRN:**

### Information you provided



### What's next?

You do not need to do anything to get your refund. It will be paid in the next 5 business days.

The refund may be paid over a few days, depending on the amount or if you have more than one debt to be refunded.

After we have paid your refund we will write to you again to confirm the amount we have repaid you and the details of the debt/s that were refunded.

For more information about your refund, please go to [Income compliance refunds](#).

[Return home](#)[Save your receipt](#)