



Australian Government

Department of Human Services

Check and Update Past Income

October 2019



Demonstration scenario: “Megan Citizen”

- Megan was a student who received Youth Allowance from Centrelink to support her through her studies
- Megan also supplemented her income in a part time role with ‘Employer Two’
- Over the Christmas break, Employer Two asked Megan to work extra hours
- Megan forgot to tell Centrelink her income had changed
- At the end of the financial year, ‘Employer Two’ submitted a payment summary that showed Megan’s earnings were more than she declared to Centrelink
- Megan was notified and asked to check and update her past income

If not delivered: Locked Bag 8900 CANBERRA ACT 2601



CLK2LETTERZQ00128782001



Australian Government
Department of Human Services

Customer Reference Number: **1**

centrelink

AP Article Id: RPR33 BH900 05400 00064 13604

Miss Megan Citizen
6 Example Cct
GREENWITH SA 5125



27 September 2019

Dear Miss Citizen

We need you to check and update your past income information

We need to make sure that you received the right amount of payments from us in the past.

The Australian Taxation Office (ATO) has given us information about how much income you earned from work in the past.

The information from the ATO is different to the information you reported to us.

We need your help to check and update your information. You need to do this even if you haven't received any Centrelink payments for a while.

What do you need to do?

You have **28 days** from when you receive this letter to update your information. Over the page, you'll find the information we have received from the ATO. Please check this carefully.

Then, go to **humanservices.gov.au/confirmincome** and select 'Start here'. Enter:

- your Customer Reference Number (CRN): **1**
- your confirmation code: **ZQ00128782**.

OR

Go to **my.gov.au** and sign in to access your Centrelink online account.

Documents like payslips or bank statements will help you to do this. We understand you may not be able to get these quickly. That's ok – you can ask for more time if you need it.

If you don't check and update your information, we will use the details we already have, including the information from the ATO. This might mean you have to pay money back.

If you need help, go to **humanservices.gov.au/checkpastincome** or call us on **1800 061 838**.

Yours sincerely

National Manager
Compliance Programme

Your Customer Reference Number is **503 479 801L**

You are here



Past income information

The information the ATO has sent us is below. Please check this information carefully, including the dates. Then go online to check and update your information.

We explain how to do this on the first page of this letter.

Employer	EMPLOYER TWO
Dates of Employment	14.JUL.2018 to 22.MAR.2019
Earnings	\$13,288.00

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 preferred language about this letter.

Privacy and your personal information

The privacy and security of your personal information is important to us, and it is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We may collect information from third parties so we can contact you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to humanservices.gov.au/privacy

Data matching activities

We undertake regular data-matching activities in line with the *Data-matching Program (Assistance and Tax) Act 1990*, the Office of the Australian Information Commissioner's Guidelines on Data Matching in Australian Government Administration and social security law. This includes matching with:

- Australian Securities and Investments Commission
- Australian Taxation Office
- Commonwealth Superannuation Corporation
- Department of Jobs and Small Business
- Department of Health
- Department of Social Services
- Department of Home Affairs
- Defence Housing Australia
- Department of Corrective Services in each state and territory
- Registrar of Births, Deaths and Marriages in each state and territory
- public and private education providers in each state and territory.

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 humanservices.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 or calling them on **1300 362 072**.

The process begins
when customers
complete an action

Review commences on myGov

Welcome back, Megan CRN

myGov

Home My Details Payments and Claims My Family Income and Assets Documents and Appointments

Next Payment
\$304.40 on 07 October 2019 [View](#)

Next Reporting Date
04 October 2019 [View](#)

Last Payment
\$304.40 on 24 September 2019 [View](#)

What are you looking for? [Edit theme](#)

Favourite services [Customise](#)

- [Upload documents](#)
- [Manage advance payments](#)
- [Manage deductions](#)
- [Manage appointments](#)

Outstanding tasks

We need you to complete the following:

!

Report income

Report your employment income on 04 October 2019.

[Start task](#)

!

Check your past income

Check and update your past income information.

[Start task](#)

The Department of Human Services 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.

Landing screen



CRN STM609



Help

Check and update past income

We need you to check and update your past income

We need to make sure you received the right amount of payments from us in the past.

The Australian Taxation Office (ATO) has given us information about how much income you earned from work in the past.

The information from the ATO is different to the information you reported to us.

We need your help to check and update your information. Documents like payslips and bank statements will help with this.

You need to do this even if you haven't received any payments from Centrelink for a while.

Status

Not started

Type: Past income check
 Due date: 25 Oct 2019 - 28 days remaining
 Result: To be decided

Check and update your past income

Start

You can review and update the information you tell us about your income before you submit.

What can you do?



Ask for more time



Call us

Find out more

Why do you have to check and update your past income information?



What do you need to do?



What happens if you need to pay money back?



What support is available if you're in a crisis or need special help?



Landing screen: find out more (1 of 2)



centrelink

What can you do?



Ask for more time



Call us

CRN STM609



Find out more

Why do you have to check and update your past income information?

We need to make sure we paid you the right amount of payments in the past.

The ATO has given us information about how much income you earned from work in the past. The information from the ATO is different to the income you reported to us.

The amount of Centrelink payments you got in the past was based on the income you reported to us. If you earned more income from work than what you told us, you may owe us money.

We need your help to check and update your information. You need to do this even if you haven't received any payments from Centrelink for a while.

We can work out if you owe money once you've checked and updated your information.

If you don't check and update your information, we'll use the details we already have plus the information from the ATO. We'll use this to check if you were paid the correct amount in the past.

If you do owe us money, you won't need to pay it all back at once. You can set up a repayment plan that works for you.

What do you need to do?

To check and update your information, you'll need to complete 4 steps. You can ask for more time if you need it.

Step 1: Make sure your personal details are up to date in case we need to contact you. Please check your address, contact numbers and email.

Step 2: Check we've got the right details for each of your past employers. Also, carefully check the dates you worked are correct. We only need these details for some financial years and we'll tell you which ones. In some cases, this is all the information we need from you.

Step 3: Tell us how much you earned with each employer. This will only be for time you were getting payments from Centrelink. We'll let you know the exact dates you need to tell us about.

Step 4: Carefully review everything you've told us. If you spot a mistake you can update this.

After you've checked and update your information, we'll review it. In most cases we'll give you an estimate of what you owe straight away, including how we worked it out. Sometimes it may take a bit longer to get the result and a staff member will need to get in touch with you.

Here's a list of useful documents that will help you check and update your information:

- payslips
- bank statements for the accounts you used for your pay.

We'll let you know if we need copies of your documents, and tell you how to send them to us.

Landing screen: find out more (2 of 2)



centrelink

you may owe us money.

CRN STM609



We need your help to check and update your information. You need to do this even if you haven't received any payments from Centrelink for a while.

We can work out if you owe money once you've checked and updated your information.

If you don't check and update your information, we'll use the details we already have plus the information from the ATO. We'll use this to check if you were paid the correct amount in the past.

If you do owe us money, you won't need to pay it all back at once. You can set up a repayment plan that works for you.

What do you need to do?

To check and update your information, you'll need to complete 4 steps. You can ask for more time if you need it.

Step 1: Make sure your personal details are up to date in case we need to contact you. Please check your address, contact numbers and email.

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Step 3: Tell us how much you earned with each employer. This will only be for time you were getting payments from Centrelink. We'll let you know the exact dates you need to tell us about.

Step 4: Carefully review everything you've told us. If you spot a mistake you can update this.

After you've checked and update your information, we'll review it. In most cases we'll give you an estimate of what you owe straight away, including how we worked it out. Sometimes it may take a bit longer to get the result and a staff member will need to get in touch with you.

Here's a list of useful documents that will help you check and update your information:

- payslips
- bank statements for the accounts you used for your pay.

We'll let you know if we need copies of your documents, and tell you how to send them to us.

What happens if you need to pay money back?

If you do owe us money, you won't need to pay it back all at once. You can set up a repayment plan that works for you.

If you find more information that may change your result, you can tell us about it.

You can ask us to re-look at our decision at any time.

Read more about [owing money](#) on our website.

What support is available if you're in a crisis or need special help?

We can help if you're in severe financial hardship, recovering from a disaster, or need special help.

You can speak to us by calling us on 1800 061 838.

For details about support available, go to [Crisis and special help](#).

You can speak to us in your own language, please call 131 202 (call charges may apply).

Four Pillars:
steps and
progression



CRN STM609



Check and update your past income

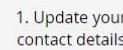


Check and update your past income

Complete these steps by 25 Oct 2019 - you have 28 days remaining.

Ask for more time

Call us



1. Update your
contact details

[Get started](#)



2. Update your
employer details



3. Update your past
income details



4. Review and
confirm

[Save and close](#)

Pillar 1:
update
contact
details



CRN STM609



Update your contact details



You have 28 days to check and update your past income

Ask for more time

Call us

Check your contact details are correct

If your contact details are out of date, please update them, then select 'Next'.

Mobile number

0455555555

Is this a silent or private number?

Yes No

Is the account in your name?

Yes No

Home number

Area code

08

Phone number

55555555

Is this a silent or private number?

Yes No

Is the account in your name?

Yes No

Email

Back

Save and close

Next

Four Pillars:
progression
update



CRN STM609



Check and update your past income



Check and update your past income

Complete these steps by 25 Oct 2019 - you have 28 days remaining.

[Ask for more time](#)[Call us](#)

1. Update your
contact details

✓ Completed

[Change](#)



2. Update your
employer details

[Get started](#)



3. Update your past
income details



4. Review and
confirm

[Save and close](#)

Pillar 2: employer details



CRN STM609 

Help 

You have 28 days to check and update your past income

Ask for more time 

Call us 

Update your employer details

Check and update your employer details

In this section, you will check and update your employer details and the dates you worked for them.

Check your employer details carefully. It's important to get the dates right because we use these dates to check if you received the right amount of payment from us in the past.

You can find more information about these dates on your first and last payslips from the employer(s) for each financial year.

You won't be able to change your employer details after you select 'Next'.

Financial years 2018/2019

Status	Employer name	Close all
 Done	EMPLOYER TWO - ABN 30 252 192 040	

Did you work for this employer in the financial year 2018/2019? Yes No

We believe you reported this employer as EMPLOYER TWO. Is this correct? Yes No

Was it for the whole financial year? Yes No

First date worked  Last date worked  [Update employment dates](#)

Confirm the first and last date worked for this employer in the financial year 2018/2019:

[Back](#) [Save and close](#) [Next !\[\]\(e6057a45292940ed03a70ae5ffdaa082_img.jpg\)](#)

Pillar 2:
confirmation
prompt

Before you continue

Are you sure your employer details are correct?

If you select 'Yes' we will use the employer details you just confirmed.

Check your employer details carefully as you will not be able to change them.

Select 'Back' to update your employer details.

[Back](#)
Yes

Financial years 2018/2019

Status	Employer name	Close all
✓ Done	EMPLOYER TWO - ABN 30 252 192 040	^

Did you work for this employer in the financial year 2018/2019? Yes No

We believe you reported this employer as EMPLOYER TWO. Is this correct? Yes No

Was it for the whole financial year? Yes No

First date worked: Select

Last date worked: Select Update employment dates

Confirm the first and last date worked for this employer in the financial year 2018/2019:

[Back](#) [Save and close](#) Next

Four Pillars:
progression
update



CRN STM609



Check and update your past income



Check and update your past income

Complete these steps by 25 Oct 2019 - you have 28 days remaining.

[Ask for more time](#)[Call us](#)

1. Update your
contact details

✓ Completed

[Change](#)



2. Update your
employer details

✓ Completed



3. Update your past
income details

[Get started](#)



4. Review and
confirm

[Save and close](#)

Pillar 3:
previous
income
declared



CRN STM609



Update your past income details



You have 28 days to check and update your past income

Ask for more time

Call us

Financial years 2018/2019

Your past income summary

What you told us

Past income you told us when receiving payments from us

\$3,130.27

What the ATO told us

Past income your employer told the ATO

\$13,288.00

Centrelink payments you received

During 2018/2019

\$7,854.66

Check your past income details

Select 'Next' if the information you have entered is correct.

Select 'Update income' if you need to correct the information you entered.

Status

Employer name

Required

EMPLOYER TWO - ABN 30 252 192 040

Dates of employment 14 Jul 2018 to 22 Mar 2019

Income you reported

\$3,130.27

Income your employer reported to the ATO

\$13,288.00

Update income

Back

Save and close

Next

Pillar 3:
payslips
available?



CRN STM609



Update your past income details



You have 28 days to check and update your past income

Ask for more time

Call us

We need you to tell us how much this employer paid you.

This is only for the period you were receiving a payment from us.

You can find the information you need on your payslips from that time. You can also use bank statements for the account where your wages were paid.

EMPLOYER TWO - ABN 30 252 192 040

You worked from 14 Jul 2018 to 22 Mar 2019 in the financial year 2018/2019.

Past income you told us when receiving payments from us

\$3,130.27

Past income your employer told the ATO

\$13,288.00

Do you want to update your past income details for this employer using information from your payslips?

Yes No

We recommend you get your past payslips before you go further.

To make sure you tell us the right information, we recommend you get past payslips from your employer. Select 'Help' at the top of the page for more information on how to get your past payslips.

If you need more time to get these, select 'Ask for more time'.

Do you want to update your past income details for this employer using information from your bank statements?

Yes No

Back

Save and close

Next

Pillar 3: bank statements available?

menu  **centrelink** CRN STM609 

You worked from **14 Jul 2018 to 22 Mar 2019** in the financial year **2018/2019**.

Past income you told us when receiving payments from us	\$3,130.27
Past income your employer told the ATO	\$13,288.00

Do you want to update your past income details for this employer using information from your payslips? Yes No

We recommend you get your past payslips before you go further.
To make sure you tell us the right information, we recommend you get past payslips from your employer. Select 'Help' at the top of the page for more information on how to get your past payslips.
If you need more time to get these, select 'Ask for more time'.

Do you want to update your past income details for this employer using information from your bank statements? Yes No

We recommend you get your past payslips or bank statements to continue.
If you can't get your past payslips or bank statements, we can use the details we already have.
We'll use the information from the ATO and compare it to what you told us in the past.

- We'll divide the ATO amount by the number of fortnights you worked. This will give us an average of your earnings for this time.
- However, if the hours you worked or the amounts you earned changed each fortnight, you need to tell us, including the exact amounts you were paid.
- You should also tell us if you only worked for part of the year, or if the employer names we have don't match your records.
- If you end up owing us money, not providing this information may mean you pay back more than you need to.

Do you want us to use the information we already have to work out if you have received the right amount of payments from us in the past? Yes No 

[Back](#) [Save and close](#) **Next**

Pillar 3:
confirming use
of ATO
information

Are you sure?

If you select 'Yes', we'll use the information from the ATO.
We'll divide the ATO amount by the number of fortnights you worked.
This result may be different to the income on your payslips or bank statements.
Select 'Back' to update your past income information.

We recommend you get your past payslips before you go further.
To make sure you tell us the right information, we recommend you get past payslips from your employer. Select 'Help' at the top of the page for more information on how to get your past payslips.
If you need more time to get these, select 'Ask for more time'.

Do you want to update your past income details for this employer using information from your bank statements? Yes No

We recommend you get your past payslips or bank statements to continue.
If you can't get your past payslips or bank statements, we can use the details we already have.
We'll use the information from the ATO and compare it to what you told us in the past.

- We'll divide the ATO amount by the number of fortnights you worked. This will give us an average of your earnings for this time.
- However, if the hours you worked or the amounts you earned changed each fortnight, you need to tell us, including the exact amounts you were paid.
- You should also tell us if you only worked for part of the year, or if the employer names we have don't match your records.
- If you end up owing us money, not providing this information may mean you pay back more than you need to.

Do you want us to use the information we already have to work out if you have received the right amount of payments from us in the past? Yes No

If your employer paid you any of the allowances listed below, please select them. You can select more than one.

Meal allowance
 Travel allowance
 Fuel allowance
 Tool allowance

Pillar 3: choosing bank statements



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CRN STM609



We recommend you get your past payslips before you go further.

To make sure you tell us the right information, we recommend you get past payslips from your employer. Select 'Help' at the top of the page for more information on how to get your past payslips.

If you need more time to get these, select 'Ask for more time'.

Do you want to update your past income details for this employer using information from your bank statements?



Yes



No

We recommend you get your past payslips or bank statements to continue.

If you can't get your past payslips or bank statements, we can use the details we already have.

We'll use the information from the ATO and compare it to what you told us in the past.

- We'll divide the ATO amount by the number of fortnights you worked. This will give us an average of your earnings for this time.
- However, if the hours you worked or the amounts you earned changed each fortnight, you need to tell us, including the exact amounts you were paid.
- You should also tell us if you only worked for part of the year, or if the employer names we have don't match your records.
- If you end up owing us money, not providing this information may mean you pay back more than you need to.

Do you want us to use the information we already have to work out if you have received the right amount of payments from us in the past?



Yes



No

You'll need to either:

- get your payslips or bank statements, OR
- accept the income information we received from the ATO.

If you have tried to get your payslips or bank statements but are unable to, then please call us on 1800 061 838.

Select 'Next' to continue completing the review for your other employers.

Back

Save and close

Next

Pillar 3: confirm allowances

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CRN STM609 

Do you want to update your past income details for this employer using information from your bank statements?

Yes No

If your employer paid you any of the allowances listed below, please select them. You can select more than one.

Meal allowance
 Travel allowance
 Fuel allowance
 Tool allowance
 Telephone allowance
 Laundry allowance
 Uniform allowance
 Motor vehicle allowance
 Accommodation allowance
 Stationery allowance

I didn't receive any of these allowances
 I don't know

If your employer paid you any of the payments listed below, including lump sums, please select them. You can select more than one.

Leave or redundancy
 Commission
 Back pay / Bonus
 Fringe benefits
 Income from superannuation (e.g. payments made to you that have come from your nominated superannuation fund)
 Income from compensation payments or income protection
 Income from Community Development Employment Project (CDEP)
 Income from scholarships (grants) or royalties
 Government Paid Parental Leave

I didn't receive these lump sum or other income payments

Pillar 3: confirm lump sums & pay periods



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CRN STM609



If your employer paid you any of the payments listed below, including lump sums, please select them. You can select more than one.

- Leave or redundancy
- Commission
- Back pay / Bonus
- Fringe benefits
- Income from superannuation (e.g. payments made to you that have come from your nominated superannuation fund)
- Income from compensation payments or income protection
- Income from Community Development Employment Project (CDEP)
- Income from scholarships (grants) or royalties
- Government Paid Parental Leave

I didn't receive these lump sum or other income payments

I don't know

What's the end date of your first payment into your bank account from this employer?

27/07/2018

How often were you paid?

Fortnightly

What days did you work?

- Between Monday and Friday only
- Any day - Monday to Sunday

To provide your payment information, including any allowances for each pay period, use the 'Show pay period(s)' button.

Show pay period(s)

Back

Save and close

Next

Pillar 3: enter
fortnightly
amounts
(1 of 2)



centrelink

CRN STM609



Please enter how much you were paid for the dates below.

If you didn't receive income from your employer for one or more pay periods, enter 0.

We only need information for the dates that you got paid from your employer **and** got payments from Centrelink at the same time. These dates are already listed below.

You need to enter your income after the tax is taken out for each payment period. This is called your **net income**.

We'll use the income before tax is taken out to calculate your payments. This is called **gross income**.

We'll work out your gross income based on the amount your employer paid into your bank account.

Bank statement date	After tax amount (net income)
14 Jul 2018 to 27 Jul 2018	\$ 455.65
28 Jul 2018 to 10 Aug 2018	\$ 124
11 Aug 2018 to 24 Aug 2018	\$ 252.63
25 Aug 2018 to 07 Sep 2018	\$ 313.68
08 Sep 2018 to 21 Sep 2018	\$ 392.32
22 Sep 2018 to 05 Oct 2018	\$ 328.97
06 Oct 2018 to 19 Oct 2018	\$ 354
20 Oct 2018 to 02 Nov 2018	\$
03 Nov 2018 to 16 Nov 2018	\$
17 Nov 2018 to 30 Nov 2018	\$
01 Dec 2018 to 14 Dec 2018	\$
15 Dec 2018 to 28 Dec 2018	\$
29 Dec 2018 to 11 Jan 2019	\$
12 Jan 2019 to 25 Jan 2019	\$
26 Jan 2019 to 08 Feb 2019	\$

Pillar 3: enter
fortnightly
amounts
(2 of 2)



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CRN STM609



25 Aug 2018 to 07 Sep 2018	\$	313.68
08 Sep 2018 to 21 Sep 2018	\$	392.32
22 Sep 2018 to 05 Oct 2018	\$	328.97
06 Oct 2018 to 19 Oct 2018	\$	354.32
20 Oct 2018 to 02 Nov 2018	\$	346.14
03 Nov 2018 to 16 Nov 2018	\$	944.21
17 Nov 2018 to 30 Nov 2018	\$	1012.35
01 Dec 2018 to 14 Dec 2018	\$	1052.14
15 Dec 2018 to 28 Dec 2018	\$	1954.67
29 Dec 2018 to 11 Jan 2019	\$	986
12 Jan 2019 to 25 Jan 2019	\$	1104.31
26 Jan 2019 to 08 Feb 2019	\$	1087.94
09 Feb 2019 to 22 Feb 2019	\$	1104.78
23 Feb 2019 to 08 Mar 2019	\$	575.60
09 Mar 2019 to 22 Mar 2019	\$	968

Back

Save and close

Next

Pillar 3:
summary of
updated
information



CRN STM609



Update your past income details



You have 28 days to check and update your past income

Ask for more time

Call us

Financial years 2018/2019

Your past income summary

What you told us

Past income you told us when receiving payments from us

\$3,130.27

What the ATO told us

Past income your employer told the ATO

\$13,288.00

Centrelink payments you received

During 2018/2019

\$7,854.66

Check your past income details

Select 'Next' if the information you have entered is correct.

Select 'Update income' if you need to correct the information you entered.

Status

Employer name

Done

EMPLOYER TWO - ABN 30 252 192 040

Dates of employment 14 Jul 2018 to 22 Mar 2019

Income you reported

\$3,130.27

Income your employer reported to the ATO

\$13,288.00

Updated income

\$13,357.71

Four Pillars:
progression
update



CRN STM609



Check and update your past income



Check and update your past income

Complete these steps by 25 Oct 2019 - you have 28 days remaining.

[Ask for more time](#)[Call us](#)

1. Update your
contact details

✓ Completed

[Change](#)



2. Update your
employer details

✓ Completed



3. Update your past
income details

✓ Completed

[Change](#)



4. Review and
confirm

[Get started](#)

[Save and close](#)

Pillar 4: review
and confirm
(1 of 3)



CRN STM609



Review and confirm



You have 28 days to check and update your past income

Ask for more time

Call us

Print this page

Here's a summary of the information you have told us

Step 1: Please check this carefully to make sure it's correct. You can select 'Update' to change any of the contact details or income information.

Step 2: Select 'I confirm the information I have provided is correct'

Step 3: Select 'Confirm' to proceed.

In most cases we'll show the estimated result, including how we worked it out. You can still go back and update your information.

Sometimes we can't process your information straight away and we'll need to speak to you. If there's anything else you need to do we'll let you know.



[Expand all](#)

Your contact details



Your employer details



Your past income details for EMPLOYER TWO - ABN 30 252 192 040



Confirmation

I confirm the information I have provided is correct.

[Back](#)

[Save and close](#)

[Confirm](#)

Pillar 4: review
and confirm
(2 of 3)



centrelink

CRN STM609



Your past income details for EMPLOYER TWO - ABN 30 252 192 040

Do you want to update your past income details for this employer using information from your payslips?

No

Do you want to update your past income details for this employer using information from your bank statements?

Yes

If your employer paid you any of the allowances listed below, please select them. You can select more than one.

I didn't receive any of these allowances

If your employer paid you any of the payments listed below, including lump sums, please select them. You can select more than one.

I didn't receive these lump sum or other income payments

What's the end date of your first payment into your bank account from this employer?

27 Jul 2018

How often were you paid?

Fortnightly

What days did you work?

Yes

Bank statement date	After tax amount (net income)
14 Jul 2018 to 27 Jul 2018	\$455.65
28 Jul 2018 to 10 Aug 2018	\$124.00
11 Aug 2018 to 24 Aug 2018	\$252.63
25 Aug 2018 to 07 Sep 2018	\$313.68
08 Sep 2018 to 21 Sep 2018	\$392.32
22 Sep 2018 to 05 Oct 2018	\$328.97
06 Oct 2018 to 19 Oct 2018	\$354.32
20 Oct 2018 to 02 Nov 2018	\$346.14
03 Nov 2018 to 16 Nov 2018	\$944.21
17 Nov 2018 to 30 Nov 2018	\$1,012.35
01 Dec 2018 to 14 Dec 2018	\$1,052.14
15 Dec 2018 to 28 Dec 2018	\$1,954.67
29 Dec 2018 to 11 Jan 2019	\$986.00
12 Jan 2019 to 25 Jan 2019	\$1,104.31
26 Jan 2019 to 08 Feb 2019	\$1,087.94

Pillar 4: review
and confirm
(3 of 3) – ability
to update



centrelink

CRN STM609



If your employer paid you any or the allowances listed below, please select them. You can select more than one.

I didn't receive any of these allowances

If your employer paid you any of the payments listed below, including lump sums, please select them. You can select more than one.

I didn't receive these lump sum or other income payments

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27 Jul 2018

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Fortnightly

What days did you work?

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22 Sep 2018 to 05 Oct 2018	\$328.97
06 Oct 2018 to 19 Oct 2018	\$354.32
20 Oct 2018 to 02 Nov 2018	\$346.14
03 Nov 2018 to 16 Nov 2018	\$944.21
17 Nov 2018 to 30 Nov 2018	\$1,012.35
01 Dec 2018 to 14 Dec 2018	\$1,052.14
15 Dec 2018 to 28 Dec 2018	\$1,954.67
29 Dec 2018 to 11 Jan 2019	\$986.00
12 Jan 2019 to 25 Jan 2019	\$1,104.31
26 Jan 2019 to 08 Feb 2019	\$1,087.94
09 Feb 2019 to 22 Feb 2019	\$1,104.78
23 Feb 2019 to 08 Mar 2019	\$575.60
09 Mar 2019 to 22 Mar 2019	\$968.00

Update

Pillar 3:
Customer
changes declared
income

centrelink

CRN STM609 myGov

25 Aug 2018 to 07 Sep 2018	\$	313.68
08 Sep 2018 to 21 Sep 2018	\$	392.32
22 Sep 2018 to 05 Oct 2018	\$	328.97
06 Oct 2018 to 19 Oct 2018	\$	354.32
20 Oct 2018 to 02 Nov 2018	\$	346.14
03 Nov 2018 to 16 Nov 2018	\$	944.21
17 Nov 2018 to 30 Nov 2018	\$	1012.35
01 Dec 2018 to 14 Dec 2018	\$	1052.14
15 Dec 2018 to 28 Dec 2018	\$	1954.67
29 Dec 2018 to 11 Jan 2019	\$	986
12 Jan 2019 to 25 Jan 2019	\$	1104.31
26 Jan 2019 to 08 Feb 2019	\$	1087.94
09 Feb 2019 to 22 Feb 2019	\$	1104.78
23 Feb 2019 to 08 Mar 2019	\$	575.60
09 Mar 2019 to 22 Mar 2019	\$	69

Back Save and close Next

Pillar 3:
summary is
updated



CRN STM609



Update your past income details



You have 28 days to check and update your past income

Ask for more time

Call us

Financial years 2018/2019

Your past income summary

What you told us

Past income you told us when receiving payments from us

\$3,130.27

What the ATO told us

Past income your employer told the ATO

\$13,288.00

Centrelink payments you received

During 2018/2019

\$7,854.66

Check your past income details

Select 'Next' if the information you have entered is correct.

Select 'Update income' if you need to correct the information you entered.

Status

Employer name

Done

EMPLOYER TWO - ABN 30 252 192 040

Dates of employment 14 Jul 2018 to 22 Mar 2019

Income you reported

\$3,130.27

Income your employer reported to the ATO

\$13,288.00

Updated income

\$13,087.71

Four Pillars:
progression
update



CRN STM609



Check and update your past income



Check and update your past income

Complete these steps by 25 Oct 2019 - you have 28 days remaining.

[Ask for more time](#)[Call us](#)

1. Update your
contact details

✓ Completed

[Change](#)



2. Update your
employer details

✓ Completed



3. Update your past
income details

✓ Completed

[Change](#)



4. Review and
confirm

[Get started](#)

[Save and close](#)

Pillar 4: review
and confirm
updated
information



CRN STM609



Review and confirm



You have 28 days to check and update your past income

Ask for more time

Call us

Print this page

Here's a summary of the information you have told us

Step 1: Please check this carefully to make sure it's correct. You can select 'Update' to change any of the contact details or income information.

Step 2: Select 'I confirm the information I have provided is correct'

Step 3: Select 'Confirm' to proceed.

In most cases we'll show the estimated result, including how we worked it out. You can still go back and update your information.

Sometimes we can't process your information straight away and we'll need to speak to you. If there's anything else you need to do we'll let you know.

[Expand all](#)

Your contact details



Your employer details



Your past income details for EMPLOYER TWO - ABN 30 252 192 040



Confirmation



I confirm the information I have provided is correct.

[Back](#)

[Save and close](#)

[Confirm](#)

Pillar 4: period of overpayment identified. Result estimated.



CRN STM609



Check your estimated result



You have 28 days to check and update your past income

Ask for more time

Call us

We've estimated what you owe based on the information you've just told us

We've estimated you've been overpaid **\$2,068.12** in Centrelink payments.

You can select 'Back' to change any of the income information you've told us.

If you select 'Confirm', you'll either be shown the final amount you owe or we'll tell you if we can't finalise this amount straight away.

Financial years 2018/2019

The following details relate only to the period(s) we reviewed. For more details, check 'Your estimated result explanation' on this page below.

Your income details

What you told us
in the past

\$1,438.35

What you just told us
after checking your income

\$9,575.79

Centrelink payments you received
in the past

\$2,719.65

Centrelink payments you should've received
based on your updated income

\$651.53

What this means
the estimated amount you've been overpaid

\$2,068.12

Your estimated result explanation

Your estimated result explanation



Find out more

Pillar 4:
explanation of
overpayment

 **centrelink**

CRN STM609 

What this means
the estimated amount you've been overpaid

\$2,068.12

Your estimated result explanation

Your estimated result explanation

The estimated result table helps you understand how we worked out your result.

Debt Period **17 Nov 2018 to 22 Mar 2019**

Entitlement period	What you told us in the past	What you just told us after checking your income	Centrelink payments you received in the past	Centrelink payments you should've received based on your updated income	Estimated amount you were overpaid
17 Nov 2018 to 30 Nov 2018	\$252.35	\$1,012.35	\$298.20	\$296.34	\$1.86
01 Dec 2018 to 14 Dec 2018	\$0.00	\$1,052.14	\$298.20	\$0.00	\$298.20
15 Dec 2018 to 28 Dec 2018	\$325.00	\$1,954.67	\$298.20	\$0.00	\$298.20
29 Dec 2018 to 11 Jan 2019	\$186.00	\$986.00	\$303.07	\$0.00	\$303.07
12 Jan 2019 to 25 Jan 2019	\$150.00	\$1,104.31	\$304.40	\$0.00	\$304.40
26 Jan 2019 to 08 Feb 2019	\$175.00	\$1,087.94	\$304.40	\$0.00	\$304.40
09 Feb 2019 to 22 Feb 2019	\$125.00	\$1,104.78	\$304.40	\$0.00	\$304.40
23 Feb 2019 to 08 Mar 2019	\$75.00	\$575.60	\$304.40	\$214.31	\$90.08
09 Mar 2019 to 22 Mar 2019	\$150.00	\$698.00	\$304.40	\$140.88	\$163.52
Total	\$1,438.35	\$9,575.79	\$2,719.65	\$651.53	\$2,068.12

Show **10** per page

9 of 9 records

Page **1**

Pillar 4: find out more (1 of 2)

centrelink

CRN STM609 myGov

09 Mar 2019 to 22 Mar 2019	\$150.00	\$698.00	\$304.40	\$140.88	\$163.52
Total	\$1,438.35	\$9,575.79	\$2,719.65	\$651.53	\$2,068.12

Show 10 ▾ per page 9 of 9 records Page 1 ▾ ▶ ▶ ▶ ▶

Find out more

What will happen next?

You need to select 'Confirm' to finalise your result.

In most cases we'll show the final amount you owe, which may be slightly different than the amount shown here. If we can't finalise the final amount straight away we'll tell you.

After selecting 'Confirm' you won't be able to select 'Back' to change the income information you've told us.

You need to confirm your estimated result to finish checking your past income before the due date.

Once your result is finalised we'll send you a letter to tell you:

- why you owe the money
- the amount you owe
- when you need to pay it, and
- how you can make the payment.

We may call you to talk about the money you owe and the payment options available to you.

We may send you an SMS or ask you to call us back on one of our debt recovery phone lines. These are official numbers and aren't a scam. Learn more about how to [identify scams and stay safe](#).

What payment options are available?

If you do owe us money, you won't need to pay it all back at once. You can set up a repayment plan that works for you.

If you get a Centrelink payment we may reduce your payment to help you pay back your debt.

If you no longer get a Centrelink payment you can use our Money You Owe service to pay your debt in full or to set up a repayment plan.

Learn more about [payment options](#).

What happens if I disagree with this result?

What support is available if you're in a crisis or need special help?

Pillar 4: find out more (2 of 2) + submit



centrelink

CRN STM609



In most cases we'll show the final amount you owe, which may be slightly different than the amount shown here. If we can finalise the final amount straight away we'll tell you.

After selecting 'Confirm' you won't be able to select 'Back' to change the income information you've told us.

You need to confirm your estimated result to finish checking your past income before the due date.

Once your result is finalised we'll send you a letter to tell you:

- why you owe the money
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- when you need to pay it, and
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If you get a Centrelink payment we may reduce your payment to help you pay back your debt.

If you no longer get a Centrelink payment you can use our Money You Owe service to pay your debt in full or to set up a repayment plan.

Learn more about [payment options](#).

What happens if I disagree with this result?

You can ask us to review our decision. Learn more about [reviews and appeals](#).

What support is available if you're in a crisis or need special help?

We can help if you're in severe financial hardship, recovering from a disaster, or need special help.

You can speak to a staff member by calling us on 1800 061 838.

For details about support available, go to [Crisis and special help](#).

You can speak to us in your own language, please call 131 202 (call charges may apply).

Back

Save and close

Confirm

The customer has
completed the review

Initial results:
staff to check
the outcome

Initial results: staff to check the outcome

Result

Thank you for checking and updating your information

Your information has been submitted to a staff member for processing. This may take up to 4 weeks.

We'll contact you by phone if we need more information.

When we have processed your information we'll send you a letter to tell you the result.

You can come back to this page to check the status at any time by logging on to your Centrelink online account or using the confirmation code in your letter.

Result summary

Submitted for review

Receipt ID:	9000164470
Type:	Past income check
Date and time:	27 Sep 2019 at 1:41 pm AEST
Result:	To be decided

[See what you told us](#)

[Return home](#)

An outcome is reached.
The customer is notified.
Results also available
online.

Post Bag 7834 Canberra BC, ACT 2610



CLK2LETTERZQ00128785001



Customer Reference Number:

Miss Megan Citizen
6 Example Cct
GREENWITH SA 5125

27 September 2019

Dear Miss Citizen

We have finished checking your past income

Thank you for checking and updating your past income information. We have used the information you told us to assess the amount of payments you received from us in the past.

What this means for you

The amount of employment income you reported to us:	\$1,438.35
The amount of employment income reported to us should have been:	\$9,575.79
The amount you received from us:	\$2,719.65
The amount you should have received from us:	\$651.53
The amount you owe us*:	\$2,068.12

*The amount you owe us may also include changes to other amounts and allowances you have received. For more information, view your online statement at humanservices.gov.au/confirmincome or call us on **1800 061 838**.

This is a notice of decision under social security law. If you want to discuss or you do not agree with the decision, you can call us on **1800 061 838** to have the decision explained or reviewed.

What happens next

We will write to you again about the amount you owe and explain how to pay it. There are payment plans and options available to help you.

Yours sincerely

National Manager
Compliance Risk

Your Customer Reference Number is



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 preferred language about this letter.

If you do not agree with a decision we have made

- Contact us so we can check the details and explain the decision.
- Contact us and ask for a review of the decision. We will change it if it is wrong.
- Contact the Administrative Appeals Tribunal (AAT) if you do not agree with the review officer's decision.
- If you do not agree with the decision of the AAT, you may be able to appeal further. For more information about the AAT, please go to aat.gov.au

All of the above are free of charge.

There is no time limit for a review of a decision about money you owe us. However, you may have to pay back the money while the decision is being reviewed.

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 humanservices.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 or calling them on **1300 362 072**.

Results: online summary

CRN STM609

Result

Call us

You've successfully confirmed your past income information

Thank you for checking and updating your income details.

We've worked out you were overpaid **\$2,068.12** in Centrelink payments.

We used the information you've told us to work out this result.

You don't need to pay back the amount you owe all at once. You can set up a repayment plan that works for you.

You will find the details of your overpayment in the table below. You can download and save a copy of this.

If you disagree with the result or if you have made a mistake, please call us on **1800 061 838**.

Result summary

Completed

Receipt ID: 9000164470
 Type: Past income check
 Date and time: 27 Sep 2019 at 1:41 pm AEST
 Result: Money owed **\$2,068.12**

[See what you told us](#)

[Set up a payment arrangement](#)

Financial years 2018/2019

The following details relate only to the period(s) we reviewed. For more details, check 'Your result explanation' on this page below.

Your income details

What you told us
in the past

\$1,438.35

What you just told us
after checking your income

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Centrelink payments you received
in the past

\$2,719.65

Centrelink payments you should've received
based on your updated income

\$651.53

What this means
the amount you've been overpaid

\$2,068.12

Results:
breakdown of
overpayment



CRN STM609



\$2,068.12

Your result explanation

Your result explanation

The result table helps you understand how we worked out your result.

Debt Period 17 Nov 2018 to 22 Mar 2019 ▾

Entitlement period	What you told us in the past	What you just told us after checking your income	Centrelink payments you received in the past	Centrelink payments you should've received based on your updated income	Amount you were overpaid
17 Nov 2018 to 30 Nov 2018	\$252.35	\$1,012.35	\$298.20	\$296.34	\$1.86
01 Dec 2018 to 14 Dec 2018	\$0.00	\$1,052.14	\$298.20	\$0.00	\$298.20
15 Dec 2018 to 28 Dec 2018	\$325.00	\$1,954.67	\$298.20	\$0.00	\$298.20
29 Dec 2018 to 11 Jan 2019	\$186.00	\$986.00	\$303.07	\$0.00	\$303.07
12 Jan 2019 to 25 Jan 2019	\$150.00	\$1,104.31	\$304.40	\$0.00	\$304.40
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09 Feb 2019 to 22 Feb 2019	\$125.00	\$1,104.78	\$304.40	\$0.00	\$304.40
23 Feb 2019 to 08 Mar 2019	\$75.00	\$575.60	\$304.40	\$214.31	\$90.08
09 Mar 2019 to 22 Mar 2019	\$150.00	\$698.00	\$304.40	\$140.88	\$163.52
Total	\$1,438.35	\$9,575.79	\$2,719.65	\$651.53	\$2,068.12

Show 10 ▾ per page

9 of 9 records

Page 1 ▾

Results:
about this
result



CRN STM609



Show 10 ▾ per page

9 of 9 records

Page 1 ▾



About this result

What will happen next?

We will send you a letter which will tell you:

- why you owe the money
- the amount you owe
- when you need to pay the amount due, and
- how you can make the payment.

Also, we may call you to talk about your debt and how to pay it. We may send you an SMS or ask you to call us back on one of our Debt Recovery phone numbers. These numbers are genuine and aren't a scam. Learn more about how to [identify scams and stay safe](#).

What payment options are available?

There are payment options available to help you repay this money. For more information on payment options refer to [Payment of Centrelink debts](#).

What happens if you disagree with this result?

You can ask us for a review of the decision. For more information refer to [Asking for a review of a decision](#).

What support is available if you're in a crisis or need special help?

We can help if you're in severe financial hardship, recovering from a disaster, or need special help.

You can speak to a staff member by calling us on 1800 061 838.

For details about support available, go to [Crisis and special help](#).

You can speak to us in your own language, please call 131 202 (call charges may apply).

Return home