



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



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](https://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 the:

- 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](https://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](https://ombudsman.gov.au) or calling them on **1300 362 072**.

The process begins  
when customers  
complete an action

Review  
commences  
on myGov



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Welcome back, Megan  
CRN



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 ►

▼ Edit theme



What are you looking for?



#### 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.

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| [Your Rights](#)

| [Contact us](#)

Landing  
screen



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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)



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## 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?

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)



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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.

#### 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



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## Check and update your past income

Help

### 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


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Help 

## 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 Phone number

08 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



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## Check and update your past income

Help

### 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



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### Update your employer details

Help

You have 28 days to check and update your past income

Ask for more time

Call us

#### 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

Done

Employer name

EMPLOYER TWO - ABN 30 252 192 040

[Close all](#)

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

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

14/07/2018

22/03/2019


Update employment dates


Back



Save and close

Next

Pillar 2:  
confirmation  
prompt

CRN STM609 

MENU 

Help  Call us 

You have 28 days to check and update your employer details.

**Update your employer details**

**Check and update your employer details**

In this section, you will check and update your employer details.

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

You can find more information about [how to report your first and last payments from the employer for each financial year.](#)



**Financial years 2018/2019**

Status **Done** Employer name EMPLOYER TWO - ABN 30 252 192 040 [Close all](#)

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 14/07/2018  Last date worked 22/03/2019  [Update employment dates](#)

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

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

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Four Pillars:  
progression  
update



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## Check and update your past income

Help

### 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



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## Update your past income details

Help

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?



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## Update your past income details

Help

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?


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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	Past income your employer told the ATO
<b>\$3,130.27</b>	<b>\$13,288.00</b>

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

  **central**

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You worked from 14 Jul 2018 to 22 Mar 2019

Past income you told us was \$18,000

Do you want to update your past income information from your payslips?

**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.

[Back](#) [Yes](#)

**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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**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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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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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?



How often were you paid?

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)



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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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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

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Pillar 3:  
summary of  
updated  
information



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## Update your past income details

Help

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**

Edit income

Back

Save and close

Next

Four Pillars:  
progression  
update



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## Check and update your past income

Help

### 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)



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## Review and confirm

Help

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.

Your contact details

[Expand all](#)

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)



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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



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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
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

date

Pillar 3:  
Customer  
changes declared  
income



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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	\$	69.4

Back

Save and close

Next



Four Pillars:  
progression  
update



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CRN STM609



## Check and update your past income

Help

### 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



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## Review and confirm

Help

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.



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### Check your estimated result

You have **28 days** to check and update your past income

©



**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**

<p><b>What this means</b></p> <p>the estimated amount you've been overpaid</p> <p><b>\$2,068.12</b></p>
---

### Your estimated result explanation

Your estimated result explanation

Find out more



Pillar 4:  
explanation of  
overpayment



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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


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
<b>Total</b>	<b>\$1,438.35</b>	<b>\$9,575.79</b>	<b>\$2,719.65</b>	<b>\$651.53</b>	<b>\$2,068.12</b>


Show  per page

9 of 9 records

Page

Pillar 4: find  
out more  
(1 of 2)


**centrelink**

CRN STM609 

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

Show  per page
9 of 9 records
Page

## 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'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
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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

 MENU

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CRN STM609 

Help 

Call us 

## 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](http://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](http://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](http://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](http://ombudsman.gov.au) or calling them on **1300 362 072**.

## Results: online summary



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CRN STM609



## Result

Help

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  
**\$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 amount you've been overpaid  
**\$2,068.12**

Results:  
breakdown of  
overpayment



centrelink

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
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
<b>Total</b>	<b>\$1,438.35</b>	<b>\$9,575.79</b>	<b>\$2,719.65</b>	<b>\$651.53</b>	<b>\$2,068.12</b>


Show 10 ▼ per page


9 of 9 records

Page 1 ▼ ◀ ▶ ⏪ ⏩

Results:  
about this  
result

 MENU

 **centrelink**

CRN STM609 

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Return home