



CLK2LETTERM [redacted]

Example Letter

Customer Reference Number: [redacted]



R01



Australian Government
Department of Human Services

centrelink

24 May 2012

Dear [redacted]

Payment Advice - Household Assistance

Your household assistance payment of \$190.00 was included as part of your last payment of Age Pension. This advance lump sum payment will help you prepare for the introduction of the carbon price on 1 July and is for the period of 01 July 2012 to 19 March 2013.

This is a tax free payment and does not count as income for social security or family assistance purposes.

Online letters

You can help move Australia to a clean energy future and save paper by choosing to receive your letters online. To receive your letters online, you can register for online services by going to humanservices.gov.au and following the instructions. If you are already registered for online services, you can select the 'Electronic Messaging and Letters' subscription option.

Information you should know

On 1 July 2011, Centrelink became part of the Australian Government Department of Human Services. You may notice changes to our websites and logos on our letters.

If you have any questions or would like more information about this payment, please go to humanservices.gov.au/cleanenergy or call us on 132 468 (call charges apply).

Yours sincerely

[redacted]
Manager

2012-13 Budget Estimates
Committee: Community Affairs Committee
Document Number: 5
Date and Time: TUE 29/5/2012 9.30PM
Tabled by: MALISA GOWIGHTLY
Pages: 2

Your reference number is [REDACTED]

This is an information notice given under social security law.

Your rights

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.
- Go to the Social Security Appeals Tribunal if you disagree with the review officer's decision.
- Go to the Administrative Appeals Tribunal if you disagree with the Social Security Appeals Tribunal's decision.

All of the above are free of charge.

If you disagree with a decision, contact us as soon as possible. It is important to ask for a review **within 13 weeks** of being notified about the decision. If your request for a review is more than 13 weeks after being notified and the decision can be changed, you may only receive your entitlement from the date you requested the review.

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.

Your right to privacy

Your personal information is protected by law and can only be released to someone else in special circumstances, where Commonwealth legislation authorises or requires, or where you give your permission. The law does, however, allow us to check the information you provide with other organisations to ensure you are being paid correctly. If you have concerns about your personal information, you can:

- Call us or come in and see us and ask to speak to a Privacy Officer. We can tell you about your rights if you wish to see and amend your information under the *Freedom of Information Act 1982*.
- Go to humanservices.gov.au/privacy and access our factsheet titled 'Your Right to Privacy'. You can also request a copy by calling us or visiting your nearest Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004*** or the Teletypewriter (TTY) phone on **1800 000 567*** if you have a hearing or speech difficulty.
- If you have a concern that our Customer Relations staff have not resolved to your satisfaction, you can call the Commonwealth Ombudsman on **1300 362 072***

Data matching

Information provided by you may be used for data matching with other government agencies to detect and prevent incorrect payments and fraud.