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Australian Government

Services Australia

Customer Reference Number: **408 781 023X**

centrelink



Mr. Junyang Wang
15 Seabird Dr
POINT COOK VIC 3030

12 October 2023

Dear Mr. Wang

You need to update your family income estimate

Our records show you are currently receiving family assistance. Family assistance payments include Family Tax Benefit and Child Care Subsidy.

The Australian Taxation Office recently gave us details about your and your partner's taxable income for the 2022-2023 financial year. This shows that your and your partner's current income estimates for the 2023-2024 financial year may be less than your actual income.

Your family income estimate needs to be accurate. An accurate income estimate will help you avoid being overpaid or underpaid Family Tax Benefit.

What you need to do

Update your family income estimate for the 2023-2024 financial year **by 31 October 2023**. Choose 1 of the 2 options below.

Option 1 – Estimate your own family income

You can update your family income estimate for the 2023-2024 financial year by:

- going to **my.gov.au** and signing in to access your Centrelink online account and selecting 'My Family' from the menu, then 'Family assistance' and then 'Update family income estimate'.
- using the **Express Plus Centrelink mobile app** and selecting 'Income Estimate' from the 'Frequently Used' section.

Our service centres have free Wi-Fi and computers available for you to use.

If you do not update your family income estimate **by 31 October 2023**, we will use the estimates we have calculated in Option 2.

Option 2 – Use the family income estimate we have calculated

The 2023-2024 financial year estimates below have been calculated by adjusting your and your partner's current taxable income provided by the Australian Taxation Office, in line with changes to the Australian Average Weekly Earnings.

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Your income estimate: **\$98,502.00**

Your partner's income estimate: **\$0.00**

If you want to use these estimates, you do not need to do anything. We will use these estimates from 1 November 2023 to calculate your family assistance. If these estimates are incorrect, please update your family income estimate using Option 1.

If your circumstances change, you must update your family income estimate.

Benefits of having an accurate estimate

The benefits of having an accurate family income estimate include:

- **avoiding an overpayment or underpayment** – having an accurate estimate will help you avoid being overpaid or underpaid family assistance.
- **Family Tax Benefit supplements** – depending on how much you and your partner earn during the financial year and if you have not been overpaid, you may be eligible for a lump sum Family Tax Benefit supplement after the end of the financial year.

Balancing your payments

We will balance the family assistance you received by comparing your estimated annual family income to your actual family income, when it has been confirmed. You can confirm your income by lodging a tax return with the Australian Taxation Office or advising us you are not required to lodge. If you and your partner are not required to lodge tax returns, we may check other information held by the Australian Taxation Office, such as gross payments recorded on payment summaries or interest and dividend information from financial institutions. Balancing your family assistance may result in you receiving a 'top-up' family assistance payment. If you have received more family assistance than you should have, you will need to pay this money back.

If you would like to speak to us in your language

If you would like to speak to us in your language, please call 131 202. You can also go to **servicessaustralia.gov.au/yourlanguage** where you can read, listen to or watch information in your language.

More information

If you need help to estimate your family income, go to **servicessaustralia.gov.au/familyincomeestimate**

Yours sincerely

Manager
Werribee Office

Your reference number is 408 781 023X

The following information is to help you understand other issues that may affect your entitlements. If you would like to talk to us about any of these issues, please contact us on **136 150**.

Lodge tax return/s

If you and/or your partner (if you have one) need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office.

If you and/or your partner (if you have one) do not need to lodge a tax return you need to tell us as soon as possible.

If you do not lodge your tax return or tell us that you do not need to lodge a tax return

If you and your partner (if you have one) do not lodge your tax return/s or tell us that you do not need to lodge tax return/s **within 12 months** of the end of the relevant financial year and you received:

- Family Tax Benefit, you will:
 - not be eligible to receive any additional Family Tax Benefit for the relevant year, including the Family Tax Benefit supplements
 - have to repay all of the Family Tax Benefit that you received during the relevant year
 - no longer be entitled to receive fortnightly Family Tax Benefit payments.

Data matching

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

Privacy and your personal information

The privacy and security of your personal information is important to us, and 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 only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to **servicessaustralia.gov.au/privacy**

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 **servicessaustralia.gov.au/feedback** for other options.

If this does not resolve your concerns, you can make a complaint to the Commonwealth Ombudsman at **ombudsman.gov.au** using the online complaints form. If you are unable to complete the online form, you can call them on 1300 362 072.