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Reference: **211 496 499X**



**Australian Government**

**Services Australia**



Mrs Shumaila Anjum  
11 Orbit St  
SCHOFIELDS NSW 2762

**centrelink**

21 November 2024

## About your Family Tax Benefit 2023-24

Dear Mrs Anjum

### ► IMPORTANT INFORMATION

- We cannot pay you Family Tax Benefit for the 2023-2024 financial year because your and your partner's income for this year was too high. For information about Family Tax Benefit, please go to **[servicesaustralia.gov.au/ftb](https://servicesaustralia.gov.au/ftb)**

This is a notice of decision under family assistance law. Important information about what to do if you think this decision is wrong is on the back of this letter.

- When we assessed your claim, Zoya and Ayeza did not meet the immunisation requirements for Family Tax Benefit Part A. For more information about the immunisation requirements, including how to check your child's status and links to the Australian Immunisation Register, please go to **[servicesaustralia.gov.au/immunisation](https://servicesaustralia.gov.au/immunisation)**
- For more information about your family assistance payments, please go to **[servicesaustralia.gov.au/families](https://servicesaustralia.gov.au/families)**

***Please read the back of this letter***

If you have any questions about this letter please call:



**136 150**

Monday to Friday, 8.00 am — 8.00 pm

OR

**131 202** for Multilingual Services

Monday to Friday, 8.00 am — 5.00 pm

(Please quote reference number **211 496 499X**)



Visit one of our Service Centres.



**Note:** Local business hours of operation may apply.

[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

**Your reference number is 211 496 499X**

## **Decisions about the payment of Family Tax Benefit are made under family assistance law.**

### **Your child's immunisation requirements**

Your rate of Family Tax Benefit Part A may be reduced if your child does not meet the immunisation requirements.

The immunisation requirements for Family Tax Benefit Part A apply to all children until the end of the calendar year that they turn 19 years of age.

We will check if the immunisation requirements are met by using the details on the Australian Immunisation Register.

For more information about the immunisation requirements for Family Tax Benefit Part A, including how to check your child's status and links to the Australian Immunisation Register, please go to [servicessaustralia.gov.au/immunisation](https://servicessaustralia.gov.au/immunisation)

### **Parents Returning to Work**

If you or your partner return to work after having a baby or caring for a child, you may be entitled to the maximum rate of Family Tax Benefit Part B for the financial year period before the return to work. Contact us to discuss your possible entitlement to this assistance.

### **Regular Care Children**

If you have care of a child for 14 to 34 per cent of the time, you are not entitled to receive Family Tax Benefit for that child. For more information about our services, please go to [servicessaustralia.gov.au/ftb](https://servicessaustralia.gov.au/ftb)

### **What to do if you think this decision is wrong**

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

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

It is important to apply for a formal review **within:**

- **52 weeks** of being notified about the decision, or
- **90 days** of being notified about the decision if you are claiming Child Care Subsidy and the decision also affects your Child Care Subsidy assessment, or
- **28 days** of being notified about the decision if you are a Child Support customer and the decision also affects your child support assessment.

You can still apply after this time. However, if we change the decision, it may only take effect from the date you applied for the formal review.

There is no time limit for a review of a decision about money you owe us. However, we may ask you to start making repayments while we review the decision.

For more information, go to [servicessaustralia.gov.au/reviewsandappeals](https://servicessaustralia.gov.au/reviewsandappeals)

If you do not agree with the outcome of the formal review, you can apply to the Administrative Review

Tribunal (ART). The ART is an independent body that can review a range of decisions made by Services Australia. The ART can only review a decision that we have reviewed. For more information about applying to the ART, go to [art.gov.au](https://art.gov.au)

### **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](https://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](https://servicessaustralia.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**.

### **Data matching**

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

### **Information you should know**

Your level of care is calculated in the same way for your family assistance payments and Child Support. If there is a change to your level of care, you will only need to tell us once and we will update your details.