



CLK1LETTERG166353552

Customer Reference Number: **420 236 914K**



Australian Government

Family Assistance Office



Miss Jennifer M Toia Tareha
PO Box 1138
HOWARD SPRINGS NT 0835



7 June 2011

Dear Miss Toia Tareha,

Updating your income estimate for the 2011-2012 financial year

I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

Are you at risk of overpayment?

Each year you are required to provide an estimate of your annual family income. This is used to determine your eligibility for family assistance. The payments you receive will be checked against your actual annual family income when you lodge your tax return at the end of the financial year. If you have received more than you are entitled to, this amount will need to be repaid.

To make sure you receive your correct entitlement, please advise the Family Assistance Office as soon as possible whenever your income changes. Further information about providing a reasonable estimate, your payment options, supplementary payments and the reconciliation process can be found on the website **www.familyassist.gov.au**, or by calling the Family Assistance Office on **13 6150**.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
 - If you have registered for Online Services — logon using your Customer Access Number (CAN) and password, then select **Update Family Income Estimate** and complete an estimate for the 2011-2012 financial year.
 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166353552** and complete the review.

If you have any problems using the online function please call **13 2307**.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer.

or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figure shown below has been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment and Child Care Benefit is:

\$5,215.00

If this figure is accurate, you do not need to do anything. We will start using this figure from 1 July 2011 to calculate your Family Tax Benefit and Child Care Benefit.

If this figure is not accurate, you need to use Option 1 to update your income estimate.

Information you should know

To receive your letters online, you can register for Online Services by visiting www.centrelink.gov.au selecting the 'Log On' button and following the instructions. Once you have accessed online services, choose '**Reminders & Letters**' subscription.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer at home.

If you have any questions or would like more information, please call us on **13 6150**. To speak to the Family Assistance Office in languages other than English, call **13 1202**. Call charges apply for '13' numbers and may apply for '1800' numbers. Information in your language can also be found on the website at www.familyassist.gov.au

Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 420 236 914K

Your rights

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 Centrelink to check the information you provide with other organisations to ensure that 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*.
- Get more information by going online at **www.centrelink.gov.au** and accessing our factsheet entitled '*Your Right to Privacy*'. You can also request a copy by calling us on **13 6150** or visiting your nearest Centrelink Customer Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty.
- Call the Commonwealth Ombudsman on **1300 362 072**.

Data matching

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

Additional information

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 the Family Assistance Office on **13 6150**.

Lodge your tax return

If you need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office. If you do not lodge your tax return within 12 months of the end of the relevant financial year, your entitlement will be cancelled and you will be asked to repay all you received.

If you do not need to lodge a tax return

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



D-000025-000041-00005



CLK1LETTERG166350984

Customer Reference Number: **408 018 794A**



Australian Government

Family Assistance Office



Miss Tamara A Hanchard
24 Buzaki Rd
GLASS HOUSE MOUNTAINS QLD 4518



7 June 2011

Dear Miss Hanchard,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

Are you at risk of overpayment?

Our records show that you were previously overpaid Family Tax Benefit. If you have an overpayment you cannot apply for a Family Tax Benefit advance payment, you are likely to miss out on any supplement payments, your tax return could be withheld and your ongoing entitlement will be reduced until the debt is paid back.

An overpayment is likely to occur where you underestimate your income. To avoid an overpayment it is important that you provide a reasonable estimate and notify the Family Assistance Office whenever your income changes.

IMPORTANT: Our records show that you and your partner are currently in receipt of a taxable pension, benefit or allowance. If you expect to continue to receive these payments during the new financial year, this income needs to be declared as taxable income in your income estimate update. This is important in determining your correct rate of Family Tax Benefit Part B.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
 - If you have registered for Online Services — logon using your Customer Access Number (CAN) and password, then select **Update Family Income Estimate** and complete an estimate for the 2011-2012 financial year.
 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166350984** and complete the review.

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or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figures shown below have been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment is:

\$29,204.00

Note: this estimate is for combined family income.

The estimate of income that would be used to calculate your entitlement to Family Tax Benefit Part B payment is:

\$14,602.00

Note: this estimate is for the person with the lower income.

If these figures are accurate, you do not need to do anything. We will start using these figures from 1 July 2011 to calculate your Family Tax Benefit.

If these figures are not accurate, you need to use Option 1 to update your income estimate.

Information you should know

To receive your letters online, you can register for Online Services by visiting www.centrelink.gov.au selecting the 'Log On' button and following the instructions. Once you have accessed online services, choose '**Reminders & Letters**' subscription.

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If you have any questions or would like more information, please call us on **13 6150**. To speak to the Family Assistance Office in languages other than English, call **13 1202**. Call charges apply for '13' numbers and may apply for '1800' numbers. Information in your language can also be found on the website at **www.familyassist.gov.au**

Yours sincerely

A handwritten signature in black ink, appearing to read 'Hank Jongen', with a long horizontal stroke extending to the right.

Hank Jongen PSM
General Manager
Portfolio Communication Division



D:\000035-000061-100008

Your reference number is 408 018 794A

Your rights

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 Centrelink to check the information you provide with other organisations to ensure that 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*.
- Get more information by going online at **www.centrelink.gov.au** and accessing our factsheet entitled '*Your Right to Privacy*'. You can also request a copy by calling us on **13 6150** or visiting your nearest Centrelink Customer Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty.
- Call the Commonwealth Ombudsman on **1300 362 072**.

Data matching

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

Additional information

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 the Family Assistance Office on **13 6150**.

Lodge your tax return

If you need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office. If you do not lodge your tax return within 12 months of the end of the relevant financial year, your entitlement will be cancelled and you will be asked to repay all you received.

If you do not need to lodge a tax return

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



CLK1LETTERG166347413

Customer Reference Number: **405 456 686S**



Australian Government

Family Assistance Office



Mrs Heather Jervis
33 Harrier St
AROONA QLD 4551



7 June 2011

Dear Mrs Jervis,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
 - If you have registered for Online Services — logon using your Customer Access Number (CAN) and password, then select **Update Family Income Estimate** and complete an estimate for the 2011-2012 financial year.
 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166347413** and complete the review.

If you have any problems using the online function please call **13 2307**.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer.

or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figure shown below has been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment is:

\$104,989.00

Note: this estimate is for combined family income.

If this figure is accurate, you do not need to do anything. We will start using this figure from 1 July 2011 to calculate your Family Tax Benefit.

If this figure is not accurate, you need to use Option 1 to update your income estimate.

Information you should know

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If you have any questions or would like more information, please call us on **13 6150**. To speak to the Family Assistance Office in languages other than English, call **13 1202**. Call charges apply for '13' numbers and may apply for '1800' numbers. Information in your language can also be found on the website at www.familyassist.gov.au

Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 405 456 686S

Your rights

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 Centrelink to check the information you provide with other organisations to ensure that 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*.
- Get more information by going online at **www.centrelink.gov.au** and accessing our factsheet entitled '*Your Right to Privacy*'. You can also request a copy by calling us on **13 6150** or visiting your nearest Centrelink Customer Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty.
- Call the Commonwealth Ombudsman on **1300 362 072**.

Data matching

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

Additional information

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 the Family Assistance Office on **13 6150**.

Lodge your tax return

If you need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office. If you do not lodge your tax return within 12 months of the end of the relevant financial year, your entitlement will be cancelled and you will be asked to repay all you received.

If you do not need to lodge a tax return

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



D-00004.5-00008-1-00012



CLK1LETTERG166352241

Customer Reference Number: **420 469 408A**



Australian Government

Family Assistance Office



Mrs Clare H Stanbridge
PO Box 1936
SUNSHINE PLAZA QLD 4558



7 June 2011

Dear Mrs Stanbridge,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
 - If you have registered for Online Services — logon using your Customer Access Number (CAN) and password, then select **Update Family Income Estimate** and complete an estimate for the 2011-2012 financial year.
 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166352241** and complete the review.

If you have any problems using the online function please call **13 2307**.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer.

or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figures shown below have been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment and Child Care Benefit is:

\$101,171.00

Note: this estimate is for combined family income.

The estimate of income that would be used to calculate your entitlement to Family Tax Benefit Part B payment is:

\$15,645.00

Note: this estimate is for the person with the lower income.

If these figures are accurate, you do not need to do anything. We will start using these figures from 1 July 2011 to calculate your Family Tax Benefit and Child Care Benefit.

If these figures are not accurate, you need to use Option 1 to update your income estimate.

Information you should know

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If you have any questions or would like more information, please call us on **13 6150**. To speak to the Family Assistance Office in languages other than English, call **13 1202**. Call charges apply for '13' numbers and may apply for '1800' numbers. Information in your language can also be found on the website at www.familyassist.gov.au

Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 420 469 408A

Your rights

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 Centrelink to check the information you provide with other organisations to ensure that 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*.
- Get more information by going online at **www.centrelink.gov.au** and accessing our factsheet entitled '*Your Right to Privacy*'. You can also request a copy by calling us on **13 6150** or visiting your nearest Centrelink Customer Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty.
- Call the Commonwealth Ombudsman on **1300 362 072**.

Data matching

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

Additional information

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 the Family Assistance Office on **13 6150**.

Lodge your tax return

If you need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office. If you do not lodge your tax return within 12 months of the end of the relevant financial year, your entitlement will be cancelled and you will be asked to repay all you received.

If you do not need to lodge a tax return

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



D-000055-000101-00015



CLK1LETTERG166358568

Customer Reference Number: **404 867 845V**



Australian Government

Family Assistance Office



Mrs Maritess Bryant
204 Cypress St
URANGAN QLD 4655



7 June 2011

Dear Mrs Bryant,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
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 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166358568** and complete the review.

If you have any problems using the online function please call **13 2307**.

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or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figures shown below have been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment is:

\$135,588.00

Note: this estimate is for combined family income.

The estimate of income that would be used to calculate your entitlement to Family Tax Benefit Part B payment is:

\$0.00

Note: this estimate is for the person with the lower income.

If these figures are accurate, you do not need to do anything. We will start using these figures from 1 July 2011 to calculate your Family Tax Benefit.

If these figures are not accurate, you need to use Option 1 to update your income estimate.

Information you should know

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Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 404 867 845V

Your rights

Your right to privacy

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If you do not need to lodge a tax return

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



D-000055-00012-100018



CLK1LETTERG166356728

Customer Reference Number: **404 112 957X**



Australian Government

Family Assistance Office



Mrs Gina Bremner
76 Hellyar Dr
WOLLONGBAR NSW 2477



7 June 2011

Dear Mrs Bremner,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

What you need to do

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OPTION 1 — Estimate your own family income by 28 June 2011

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- **going online** to www.centrelink.gov.au to provide the information.
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If you have any problems using the online function please call **13 2307**.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer.

or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figure shown below has been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Child Care Benefit is:

\$133,765.00

Note: this estimate is for combined family income.

If this figure is accurate, you do not need to do anything. We will start using this figure from 1 July 2011 to calculate your Child Care Benefit.

If this figure is not accurate, you need to use Option 1 to update your income estimate.

Information you should know

To receive your letters online, you can register for Online Services by visiting www.centrelink.gov.au selecting the 'Log On' button and following the instructions. Once you have accessed online services, choose '**Reminders & Letters**' subscription.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer at home.

If you have any questions or would like more information, please call us on **13 6150**. To speak to the Family Assistance Office in languages other than English, call **13 1202**. Call charges apply for '13' numbers and may apply for '1800' numbers. Information in your language can also be found on the website at www.familyassist.gov.au

Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 404 112 957X

Your rights

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 Centrelink to check the information you provide with other organisations to ensure that 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*.
- Get more information by going online at **www.centrelink.gov.au** and accessing our factsheet entitled '*Your Right to Privacy*'. You can also request a copy by calling us on **13 6150** or visiting your nearest Centrelink Customer Service Centre.

To comment on our service

- Call Customer Relations on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty.
- Call the Commonwealth Ombudsman on **1300 362 072**.

Data matching

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

Additional information

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 the Family Assistance Office on **13 6150**.

Lodge your tax return

If you need to lodge a tax return, you should do so in the time frames advised by the Australian Taxation Office. If you do not lodge your tax return within 12 months of the end of the relevant financial year, your entitlement will be cancelled and you will be asked to repay all you received.

If you do not need to lodge a tax return

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



D-000075-000141-00021



CLK1LETTERG166358641

Customer Reference Number: **420 324 785C**



Australian Government

Family Assistance Office



Mrs Lucia M Mc Namara
17 Apex St
BALMORAL QLD 4171



7 June 2011

Dear Mrs Mc Namara,

Updating your income estimate for the 2011-2012 financial year

**I invite you to update your family income estimate for the 2011-2012 financial year.
Please carefully consider the following information before determining your estimate.**

This letter replaces previous letters you have received regarding updating income estimates for the 2011-2012 financial year.

Benefits of providing a reasonable estimate

There are benefits to providing a reasonable estimate. These include:

- **supplementary payments** — depending on how much you earn during the financial year and provided you have not been overpaid, you may be entitled to an additional lump sum supplementary payment for Family Tax Benefit.
- **avoiding debt** — providing a reasonable estimate greatly reduces your chances of being overpaid Family Tax Benefit and/or Child Care Benefit.

Are you at risk of overpayment?

Our records show that you were previously overpaid Child Care Benefit. If you have an overpayment you cannot apply for a Family Tax Benefit advance payment, you are likely to miss out on any supplement payments, your tax return could be withheld and your ongoing entitlement will be reduced until the debt is paid back.

An overpayment is likely to occur where you underestimate your income. To avoid an overpayment it is important that you provide a reasonable estimate and notify the Family Assistance Office whenever your income changes.

What you need to do

You need to provide your annual family income estimate for the 2011-2012 financial year by choosing one of the two options below.

OPTION 1 — Estimate your own family income by 28 June 2011

You can provide your family income estimate by:

- **going online** to www.centrelink.gov.au to provide the information.
 - If you have registered for Online Services — logon using your Customer Access Number (CAN) and password, then select **Update Family Income Estimate** and complete an estimate for the 2011-2012 financial year.
 - If you have not registered for Online Services, select *Online Services* in the left menu, then select the **Family Income Estimate Update** in the *Features* panel on the right, then enter your Customer Reference Number (CRN) and this one time access code: **G166358641** and complete the review.

If you have any problems using the online function please call **13 2307**.

Your local Centrelink Customer Service Centre has self-service computers available for you to use if you do not have access to a computer.

or

- **calling 13 6150**, saying *Update my estimate* and following the prompts. We can give you faster service if you provide your **Customer Reference Number (CRN)** and **PIN** (if you have one) when you call.

If you want to provide an estimate of your family income, you must provide it before 28 June 2011. If you do not provide your estimate by this date, we will use the income estimate we have calculated for you in Option 2 below.

OR

OPTION 2 - Use the income estimates we have calculated

The figure shown below has been calculated using your current income estimate and increasing it in line with changes in Australian Average Weekly Earnings.

The estimate of family income that would be used to calculate your Family Tax Benefit Part A payment is:

\$154,171.00

Note: this estimate is for combined family income.

If this figure is accurate, you do not need to do anything. We will start using this figure from 1 July 2011 to calculate your Family Tax Benefit.

If this figure is not accurate, you need to use Option 1 to update your income estimate.

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Yours sincerely



Hank Jongen PSM
General Manager
Portfolio Communication Division

Your reference number is 420 324 785C

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