

PO Box 76 Port Adelaide Bc 5015



CLK1LETTERA101246719

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Sen. Siement
10.05am

Customer Reference Number:



Australian Government



13 August 2010

Dear

Your payments are due to be income managed

Centrelink has assessed your current situation, and has decided that you are a Long Term Welfare Payment Recipient Customer.

This decision is based on your age and the length of time you have been in receipt of benefit.

What does this mean for you

You are now eligible to be income managed. This means that 50 percent of your fortnightly payments, and 100 percent of any lump sum payments, advances or payments like the baby bonus, will be income managed. Income Management means that part of your payments will be managed by Centrelink to help you pay for things you and your family need. The rest will be paid to you.

What you need to do

You need to talk to us. You have 28 days to contact Centrelink to discuss what things your income managed money will be used for. If you do not contact Centrelink by 10 September 2010 your fortnightly payments will be automatically income managed.

You will need to provide any documents that show the detail of your regular bills. For example, any documents that show what your ongoing expenses are for items such as rent, mortgage, power, telephone/s, food, hire purchase agreements, credit cards or school expenses such as School Nutrition Program.

You may be able to apply for an exemption from Income Management. You will be able to discuss your options when you contact.

This letter is a notice of decision. It is also, including the back on this letter, an information notice given under the social security law.

If you have any questions or would like more information, please call the Income Management line on 13 2594*.

If you need an interpreter

If you need an interpreter, let us know in advance and we can arrange for one to be available.

Bringing someone else with you

If you wish, you can have another person with you, such as a friend, relative, your nominee, adviser or someone else who might assist you.

What happens if you do not contact us

Your Centrelink or Department of Veterans' Affairs payments may be suspended or cancelled if you do not contact us. This means these payments may be stopped.

Information you should know

There is information on the back of this letter about your rights and how to comment on your service. If you have any questions or would like more information, please call the Income Management line on 13 2594*.

Yours sincerely

Simon Karlsen
Manager
MURRAY BRIDGE

Your reference number is 205 862 156B

This is a request for information made under Section 192 of the *Social Security (Administration) Act 1999* allows the Secretary or a delegate to require any person to give information relevant to Centrelink customers receiving their correct entitlement. This is a notice requesting information under Division 1 of Part 5 of the *Social Security (Administration) Act 1999* and given to you under s196 of that Act.

Penalties can apply for failing to provide information or for deliberate giving of false or misleading information.

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 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 1300 362 072*

Contact information



13 2594* or
13 1202* for languages other than English
Monday to Friday 8.00am — 5.00pm

Please quote customer reference number 205 862 156B

* Call charges apply for '13' numbers and may apply for '1800' numbers.



Your local Centrelink Customer Service Centre:
8—12 Bridge Street
Murray Bridge 5253

Monday to Friday 8.30am — 5.00pm



www.centrelink.gov.au

Locked Bag 4 Darwin NT 0801



CLK1LETTERB122235699

Customer Reference Number:



Australian Government



11 October 2010

Dear I

The reason for your payment being income managed has changed

The Northern Territory Emergency Response initiative, under which you have been income managed, has ended in your area. You will now be income managed under the Long Term Welfare Payment Recipient initiative from 11 October 2010. This decision is based on your age and the length of time you have been in receipt of a Centrelink benefit.

What does this mean for you

This means that 50 percent of your fortnightly payments and 100 percent of any lump sum payments, advances or payments like the baby bonus will be income managed. You may be able to apply for an exemption from Income Management. If you have any questions or would like more information, please call the Income Management Line on **13 2594***.

Additional Service Offer

Matched Savings Provision is a service which is available to eligible customers. If you have attended an approved Money Management course, and can provide verification to Centrelink that you have saved up to \$500 over a 13 week period, Centrelink will match the amount saved as a one off payment. The amount paid to you will be income managed at 100 percent.

Money Management services provide practical and essential support focussed on building people's financial literacy and money management skills. Services are voluntary, confidential, free and open to the broader community.

To find out more about these services available in your area, contact Centrelink on **13 2594***.

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Yours sincerely

B Bellenger
Manager
Centrelink

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Your local Centrelink Customer Service Centre:
24 Knuckey Street
Darwin NT 0800

Monday to Friday 8.00am — 4.30pm



www.centrelink.gov.au