

Return Address

Customer Reference Number: 999 999 999X

Mrs Jane D Customer

123 Name Street

TOWN STATE 9999



Australian Government

Family Assistance Office

{Date}

Dear Mrs Customer,

Important changes to family assistance

From 1 July 2008, there will be some important changes to better align family assistance and the Child Support Scheme. These changes may affect the payments you receive.

The main changes relate to:

- foreign income and fringe benefits components of the family assistance income test;
- the way child support reduces Family Tax Benefit Part A;
- how family assistance is worked out if you share the care of a child or children; and
- the way child support agreements are treated.

Please find enclosed a brochure that explains the changes to family assistance.

Information about the changes can be found at www.familyassist.gov.au or if you have any further questions please contact the Family Assistance Office on **13 6150**.

Yours sincerely

Hank Jongen
General Manager

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. If you have concerns about your personal information, call us or come in and see us. We will advise you of your rights to see and amend your information under the *Freedom of Information Act 1982*. If you are still not satisfied, you can contact the Privacy Commissioner on **1300 363 992**. If you have a hearing or speech difficulty, you can contact the Privacy Commissioner using a Teletypewriter (TTY) phone on **1800 620 241**.

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.

If you wish to comment on our service

If you wish to comment on the quality of service you received from us, you can talk to our Customer Relations staff on **1800 050 004** or the TTY phone on **1800 000 567** if you have a hearing or speech difficulty. If you have contacted our Customer Relations staff with a concern and they have not been able to resolve it to your satisfaction, you can call the Commonwealth Ombudsman's Office on **1300 362 072**.

<<PO Box 3000 Hobart TAS 7001> <PO Box 3200 Palmerston N.T. 0831>>

Customer Reference Number: 999 999 999X

Mrs Jane D Customer
123 Name Street
TOWN STATE 9999



Australian Government
Family Assistance Office

{Date}

Dear Mrs Customer,

Updating your income estimate for the 2008–09 financial year

I invite you to update your family income estimate for the 2008–09 financial year. < This letter replaces previous letters you have received regarding updating income estimates for the <2008-09> financial year.

< at risk text >

From 1 July 2008, there will be some important changes to better align family assistance and the Child Support Scheme. These changes may affect the payments you receive. Please find enclosed a brochure that explains the changes.

If your income changes

If your annual family income is more than your estimate then you are at risk of being over paid. You need to tell us as soon as possible if your income changes at any time during the year to ensure that you are paid the correct entitlement.

What you need to do

You need to update your family income estimate for the 2008–09 financial year by choosing one of the two options below.

Option 1

Estimate your own family income

If you decide to estimate your own family income, you can let us know by:

- going to www.familyassist.gov.au, clicking the **Online Services** link and selecting **Update Family Income Estimate**;
- calling **13 6150** selecting **Family Income** and following the prompts; or
- completing the enclosed form and returning it in the postage paid envelope provided.

If you decide to estimate your own family income, please provide your new estimate before **<DATE TO BE DETERMINED>**. If we do not receive your estimate by this date we will use the figures we have calculated for you in Option 2 below.

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 and Child Care Benefit payments is:

<\$XX XXX>

Note: this estimate is for combined family income.

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

<\$XXXX>

Note: this estimate is for the partner 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 2008> 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.*

Lodge your tax return

If you need to lodge a tax return, you should do so in the timeframes 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, you will be asked to pay back all Family Tax Benefit you received.

If you do not need to lodge a tax return

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

Information you should know

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**. Information in your language can also be found on the website at www.familyassist.gov.au

Yours sincerely

Hank Jongen
General Manager

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< Bilingual text >

<PO Box Home CSC>

Customer Reference Number: 999 999 999X

Mrs Jane D Customer
123 Name Street
TOWN STATE 9999



Australian Government

Family Assistance Office

{Date}

Dear Mrs Customer,

About your income estimate for the 2008–09 financial year

The Australian Taxation Office recently provided the Family Assistance Office with details of your tax assessment. This indicates your current income estimate may be too low. You must contact us if your income or circumstances change.

If your income changes

If your annual family income is more than your estimate then you are at risk of being over paid. You need to tell us as soon as possible if your income changes at any time during the year to ensure that you are paid the correct entitlement.

What you need to do

You need to update your family income estimate for the 2008–09 financial year by choosing one of the two options below.

Option 1

Estimate your own family income

If you decide to estimate your own family income, you can let us know by using one of the following options:

- going to www.familyassist.gov.au clicking the **Online Services** link and selecting **Update Family Income Estimate**;
- calling **13 6150** selecting **Family Income** and following the prompts; or
- completing the enclosed form and returning it in the postage paid envelope provided.

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 and Child Care Benefit payments is:

<\$XX XXX>

Note: this estimate is for combined family income.

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

<\$XX XXX>

Note: this estimate is for the partner 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 2008> to calculate your Family Tax Benefit and Child Care Benefit.

If the figures in Option 2 are not accurate, you need to use Option 1 to update your income estimate.

Information you should know

If you have any questions or would like more information, please call us on **13 6150**.

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Yours sincerely

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General Manager

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Bilingual Text

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At Risk Text

Group 1 (No current 2007–08 financial year estimate for customer and/or partner.)

Our records show that <you and/or your partner> did not provide an estimate for the current financial year.

The Family Assistance Office checks that you received the correct entitlement by comparing the estimate on which you are paid, against your actual annual family income. If you do not provide an estimate you may be over paid.

If you would like to discuss your estimate in more detail please contact the Family Assistance Office on **13 6150**

Group 2 (The customer's income estimate for the 2007–08 financial year is lower than most recent adjusted taxable income.)

Our records show that <your family estimate><and> <the secondary estimate (the person on the lower estimate)> used to determine your rate of Family Tax Benefit is less than the most recent <actual annual family income> <and> <secondary earners actual annual income> received by the Family Assistance Office from the Australian Taxation Office.

An overpayment can occur where your actual annual family income is higher than what you estimated for the relevant financial year.

If you would like to discuss your estimate in more detail please contact the Family Assistance Office on **13 6150**

Group 3 (Customers who have a Family Tax Benefit debt for the 2006–07 financial year)

Our records indicate that you were previously overpaid Family Tax Benefit.

A reasonable estimate is important in determining your Family Tax Benefit entitlement. The Family Assistance Office can assist you with a range of payment options to tailor your payment and reduce the risk of being overpaid.

If you would like to discuss your estimate in more detail please contact the Family Assistance Office on **13 6150**

Group 4 (Customers who have only started receiving Family Tax Benefit for the first time during the current financial year.)

Each year you are required to provide an estimate of your annual family income. Your Family Assistance entitlement is based on the estimate you provide. The payments you receive will be checked against your actual annual family income when you and your partner (if you have one) lodge your tax return(s) at the end of the financial year. If you have been paid more than you are entitled too, this amount will need to be repaid.

Further information about providing a reasonable estimate, your payment options, and the reconciliation process can be found in *The What, Why and How of Family Assistance* publication at www.familyassist.gov.au, clicking on Publications and selecting General Publications or by contacting the Family Assistance Office on **13 6150**.