

APPENDIX E – LETTERS – OCI FEBRUARY 2017

1 Initial letter to customers

A_EIC Initial Contact letter_1.4_100217

If not delivered: Locked Bag 8900 CANBERRA ACT 2601

{RETURNADDRESSBARCODE}

Customer Reference Number: {REFERENCE.NUMBER}

<{NOMINEE.TITLE.FULLNAME}
{NOMINEE.POSTAL.ADDRESS}
{NOMINEE.POSTAL.ADDRESS}
!
{CLIENT.TITLE.FULLNAME}
{CLIENT.POST.ADD}
{CLIENT.POST.ADD}
{CLIENT.POST.ADD}>



Australian Government

Department of Human Services

centrelink

{PRINT.DATE}

<APPLY EXISTING NOMINEE RULE: This is a copy of the letter we have sent to
{CLIENT.FULLNAME} for whom you are the nominee. | This letter provides information about
{CLIENT.FULLNAME} for whom you are the nominee. | >

Dear {CLIENT.TITLE.SURNAME}

Employment income confirmation

We have information from the Australian Taxation Office (ATO) that we need your help to confirm or update. The employment dates or income details are different to what you told us when getting a payment. We use your employment information so you get paid the right payment.

This is not a debt letter. Please check the ATO information with this letter carefully.

You must confirm or update the information within 28 days of receiving this letter.

Go online and check today

The easiest way is to sign in to your Centrelink online account linked to your myGov account.

You can also go to humanservices.gov.au/confirmincome and register:

1. Enter the reference number at the top of this letter and your confirmation code: {CODE}. The confirmation code will expire after 28 days.
2. Enter details from your current Australian driver licence or passport, and your Medicare card.
3. Provide an email address or mobile number so we can send you a security code to log on.

Please note, if you don't confirm or update the information within 28 days, we may apply the employment dates and income from the ATO to your record. This may result in a debt you will need to repay.

After you have confirmed or updated the details, we will write to you to let you know the outcome and what you need to do next.

For more information

my.gov.au

ExpressPlus mobile apps

humanservices.gov.au

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Centrelink's automated debt raising and recovery system**

If you need help

If you don't have internet access or need help to sign in, go into any of our service centres. If you need help with the employment information provided, call us on 1800 086 400.

Yours sincerely

Director, Earned Income
Customer Compliance

DRAFT

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Employment information statement

Check this employment information from the Australian Taxation Office against your records. Make sure you check the dates you worked for each employer.

Go to humanservices.gov.au/confirmincome to confirm or update these details. You may need payslips or bank statements to check this information.

Employer	Super Sparkle Cleaning
Dates of Employment	10 JUL 2015 to 13 AUL 2015
Earnings	\$400.00
Employer	Joe Bloggs Tree Cutting
Dates of Employment	5 DEC 2015 - 20 FEB 2016
Earnings	\$3,255.00
Employer	Glassy Clothes
Dates of Employment	15 MAR 2016 to 22 APR 2016
Earnings	\$1022.00

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Your Customer Reference Number is {REFERENCE.NUMBER}

If you do not agree with a decision we have made

- Contact us so we can check the details and explain the decision.
- Contact us and ask for a review of the decision. We will change it if it is wrong.
- Contact the Administrative Appeals Tribunal (AAT) if you do not agree with the review officer's decision.
- If you do not agree with the decision of the AAT you may be able to appeal further. For more information about the AAT, please go to aat.gov.au

All of the above are free of charge.

There is no time limit for a review of a decision about money you owe us. You can choose to pay back the money while the decision is being reviewed.

Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy

Data matching initiatives

The Department of Human Services undertakes regular data-matching activities in line with the Data-matching Program (Assistance and Tax) Act 1990 and the Office of the Australian Information Commissioner's Guidelines on Data Matching in Australian Government Administration and social security law.

This includes matching with the:

- Australian Securities and Investments Commission
- Australian Taxation Office
- ComSuper
- Department of Employment
- Department of Health
- Department of Social Services
- Department of Immigration and Border Protection
- Defence Housing Authority
- Department of Corrective Services in each state and territory
- Registrar of Births, Deaths and Marriages in each state and territory
- Public and Private education providers in each state and territory.

If you need help

If you need help or you do not have internet access, you can go to any of our service centres. You can also call us directly on 1800 086 400.

To give us feedback or make a complaint

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, or

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- go to humanservices.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 or calling them on 1300 362 072.

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