



Medicare benefit tax statement—available online

A Medicare benefit tax statement may help you claim the net medical expenses tax offset in your tax return.

If your net medical expenses are over the Australian Tax Office's (ATO) net medical expenses threshold, you can claim an offset of 20 cents per dollar in your tax return.

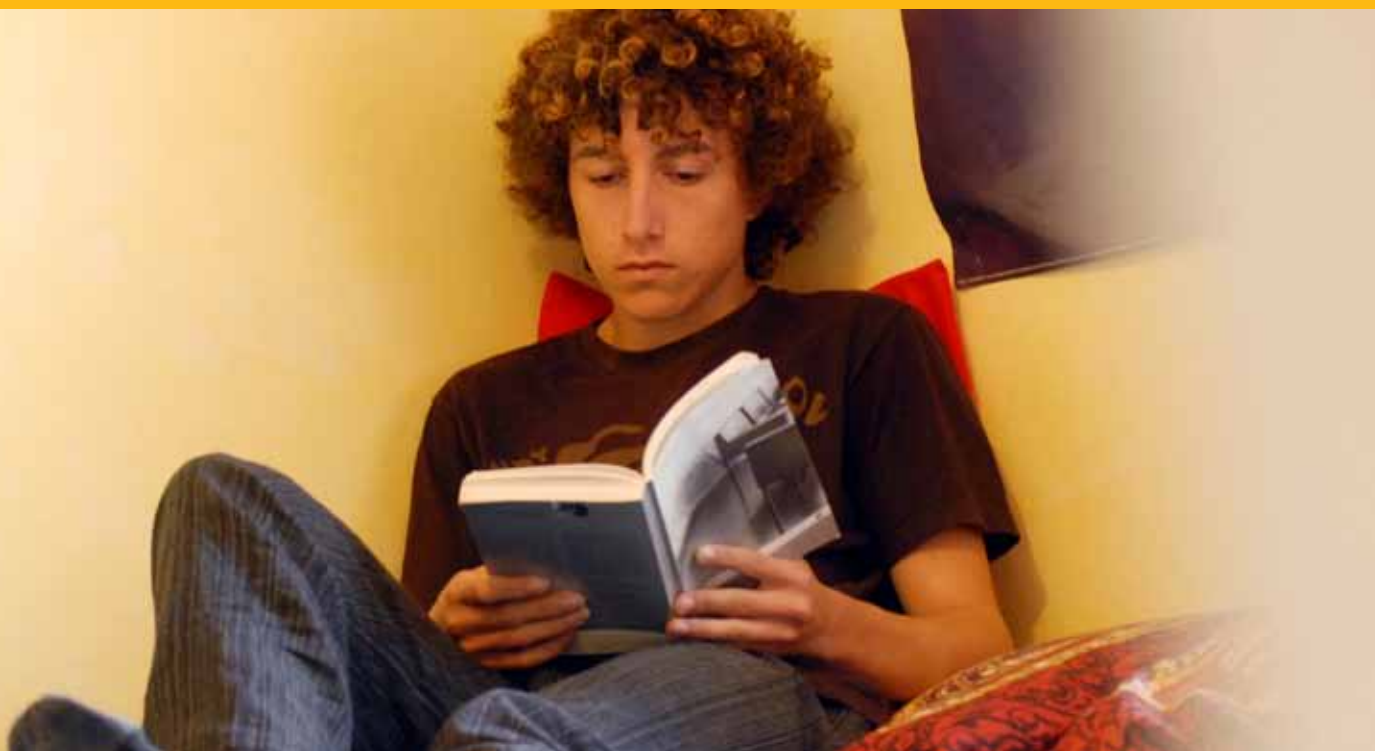
Your Medicare benefit tax statement contains information based on claims processed by Medicare Australia within the financial year (rather than services performed).

How can I get my Medicare benefit tax statement?

If you are registered for Medicare Australia's Online Services download a copy of your statement online. You can also request your statement by completing the Medicare benefit tax statement request form or by visiting your local Medicare office. Your Medicare benefit tax statement can also be downloaded via the ATO's e-Tax application.

For more information go to www.ato.gov.au or www.medicareaustralia.gov.au or call **132 011***.

*Call charges may apply.





Reconciliation of your Family Assistance and lodging your tax return

What is reconciliation?

Reconciliation is the process used by the Australian Government to determine if you require a top-up payment, no change or if you have been overpaid family assistance over the financial year.

How does reconciliation occur?

The Family Assistance Office (FAO) compares the amount of Family Tax Benefit (FTB) and/or Child Care Benefit (CCB) you received throughout the year (based on estimated income) with the amount that you should have received (based on your actual income).

When are supplements and any remaining Child Care Rebate paid?

The FTB supplements and any remaining CCR entitlements can be paid when reconciliation occurs. This is after you

(and your partner if applicable) have lodged your tax return, or notified the FAO that you are not required to lodge a tax return.

Note: reconciliation may occur automatically if you are single and received an income support payment for the entire financial year.

How can I advise the Family Assistance Office if I am not required to lodge a tax return?

The quickest and easiest way is to use Online Services on the Family Assistance website. Alternatively, you can call the Family Assistance Office on **136 150***.

Where do I go for more information?

- visit the Family Assistance Office website: **www.familyassist.gov.au** or call **136 150***
- visit the Family Assistance Office, located in Medicare and Centrelink Customer Service Centres.

Tax time tips

If you receive or pay child support then it's important you lodge your 2010-11 tax return before 31 October 2011. This is the best way to ensure your child support assessment is correct. When you or the other parent lodges a tax return, we may calculate a new assessment and you may receive a new notice of assessment.

What happens if I don't lodge a tax return or tell the CSA about my taxable income?

We'll use a provisional income until we have the most up-to-date adjusted taxable income details. Sometimes even if you don't tell us about your taxable income we can use your new income details from the date you lodge your tax return.

What happens to my child support if I lodge my tax return late?

It's important to lodge your tax return as soon as possible because if your taxable income is lower than the amount of

income we've used to work out your assessment, we may not be able to back-date any changes. If you haven't lodged a recent tax return, you can still advise us of your income over the phone.

Do I need to lodge a tax return?

If you don't know whether you need to lodge a tax return, you can ask the Australian Taxation Office by calling **132 861*** or visit **www.ato.gov.au**

Note: if you pay or receive child support, you may be required to lodge a tax return even if your income is less than the tax lodgement threshold. Call us on **131 272*** for more information.

What if I don't need to lodge a tax return?

You still need to advise us of your taxable income, which will be used in your assessment. You can do this by calling us on **131 272*** or by submitting a Request for Taxable Income Details form online at **www.csa.gov.au**

*Call charges may apply.



New and improved account statements for paying parents

If you're a paying parent and receive a monthly account statement, you'll be pleased to know that we've been working on developing a new statement.

The statement has been re-designed and looks more like the utility company and bank statements you're familiar with. At a quick glance, you'll clearly see the front page with information specific to your case, such as if you have overdue child support, a payment arrangement or employer deductions.

What else is new?

On the front page of your new statement there'll be a summary of your account. This summary includes:

- boxes that clearly show the balances of your account and how the amounts are worked out
- simpler language
- a more obvious due date that's bold and in colour
- a tailored message relevant to your situation.

The back page of your statement will include details of the transactions and dates on your account including payments received, account adjustments, the amount for the current period, third party payments or payments to more than one parent. There's also useful information on the back page on your payment options and to help you manage your child support.

What this means for you

Your future statement will be easier to read and understand. You'll easily be able to find important information about your account including credit or debit adjustments, payments and credits, overdue amounts, other charges and the total amount due for the statement period. This will help you to pay your child support in full and on time.

The new statement is expected to be available towards the end of 2011. When you first receive a new monthly statement a useful factsheet will be provided to help you understand the changes, and it is intended to be used as a reference.

More information about the new features of the statement and a sample is available at www.csa.gov.au

Did you know?

- You can choose from a number of convenient ways to pay child support. These include direct credit, BPay, Government EasyPay, employer deductions, BillPay and mail. Visit www.csa.gov.au or call **131 272*** for more information about your payment options.
- You need to call us if your circumstances change. If there's a change to your income, care arrangements or contact details let us know as soon you can. Your child support assessment might not be accurate if we don't know your current details. More examples of the changes you need to tell us about is available at www.csa.gov.au
- We can help you make a payment arrangement if you're getting behind. If you're getting behind or think you might have trouble making the next payment, call us as soon as possible on **131 272***. We'll work with you to come up with a suitable payment arrangement.

A 'new look' assessment notice

When you register a new case or update details of your existing case, we'll send you a Child Support Assessment Notice. The notice explains how long the assessment period is for and what information we use to work out your assessment.

We've listened to your feedback and re-designed the notice to make it easier for you to understand. Some of the features of the "new" look assessment notice include:

- less text
- the assessment period in colour and bold
- a summary table outlining the information used to work out your assessment
- a detailed view of how the formula is used to work out your child support
- a glossary of key terms
- the Care and Cost Percentage table is provided
- the relevant section of the Costs of Children table is provided.

The new notices will also include the number and age ranges of any relevant dependent and/or multi-case children you may have. It's important that you check the details of your assessment notice. If your details aren't right or you believe your assessment isn't accurate, call **131 272*** as soon as you can.

You should also call us if your circumstances change as this will help ensure your assessment is accurate. Some of the things you must tell us about are:

- changes to your contact details
- changes to your income
- changes to your children's care arrangements.

The new look assessment notice is currently under development and is planned to be released later in 2011.

When you first receive a new look assessment notice a useful factsheet will be provided to help you understand the changes. It will also give you tips on how to manage your child support, and is intended to be used for your future reference.

Did you know?

You can access your account and view your current assessment notice online. Enrol to use CSAonline at **www.csaonline.gov.au** for a quick, easy and secure way to do your child support business where and when it suits you. You can check your latest account information, view and update your personal details, check when payments are due and how much and access most CSA letters.

What you need to know if you or the other parent lives overseas

If you or the other parent lives overseas, the CSA can help you to better understand your child support options. Depending on where you or the other parent lives, the CSA may be able to assist you and the other parent transfer child support for the benefit of your children.

New factsheets are now available for people who need to manage their child support arrangements when one parent does not live in Australia. They cover information such as:

- the arrangements between the CSA and other countries
- how child support is worked out and transferred
- how child support payments are made or received
- your options if you don't agree with your assessment
- CSA collection methods.

You'll find the factsheets useful if you:

- pay or receive child support when one parent lives overseas
- pay or receive child support when one parent lives in New Zealand

Read or order the factsheets online at **www.csa.gov.au**. If you live in Australia you can order the factsheets by calling **1800 040 972**. The factsheets are also available online in Spanish, German, French and Italian.

The CSA has a range of other products that explain the Child Support Scheme and help customers and their children with family separation issues. All products are available free of charge on the CSA website.

Local support

Need help overseas? There may be support services available in the country you're living in to help with separation issues.

For more information about international child support call **131 272*** or visit the CSA website. You'll need to call **+ 61 131 272**** if you live overseas (dial your country's international dialling code first).

Has something changed?

Have your circumstances changed, or are you having trouble making a payment? Tell us as soon as possible. Call **131 272**** or **+ 61 131 272*** if you live overseas (dial your country's international dialling code first).

† Please note: your call may be recorded

* Call charges may apply.