

Employers frequently ask



Centrelink has more than 6.5 million customers nationally. As a possible employer of Centrelink customers you may receive letters regarding wage and employment details for some of your employees.

Why does Centrelink request employers to provide wage and employment details?

Centrelink customers are responsible for declaring any earnings from employment for themselves and/or their partner. However, it is sometimes necessary for Centrelink to verify the information with employers. This information assists Centrelink to pay the correct income support entitlement to its customers.

Do I have to provide information about my employees?

Under the *Social Security (Administration) Act 1999* Centrelink has the authority to seek information from employers and other third parties.

Can Centrelink get wage information from the Australian Taxation Office?

The Australian Taxation Office can only provide wage information for each financial year, however some Centrelink payments require fortnightly assessment of income.

If I am asked to supply this information does it mean my employee is receiving payments to which they are not entitled?

Many Centrelink customers are entitled to receive a part allowance based on their circumstances, for example they may be employed on a part-time or casual basis.

A request for wage and employment details can either apply to the person receiving payments or their partner.

If I supply payslips can the employee provide their own wage information?

Centrelink is encouraging its customers to provide their payslips for review purposes. In most cases the information on the payslip is adequate. However, if additional information is required Centrelink may write to the employer.

Need more information?

Centrelink's Business Hotline can assist you:

Phone: 13 1158

Fax : 13 2115

Email: business.hotline@centrelink.gov.au

Go to our website at www.centrelink.gov.au—click on the Businesses Section.

www.centrelink.gov.au



Australian Government



Important: Calls to '13' numbers from a standard telephone service can be made from anywhere within Australia for not more than the cost of a local call (call charges may vary depending upon the telephone service provider). Calls to '1800' numbers are free of charge. Calls from public and mobile telephones may be charged at a higher rate.

What Centrelink is doing to help its customers avoid debt

Incorrect declaration of income is one of the main reasons for Centrelink customers incurring a debt. Verifying earnings at the earliest possible time will help prevent this. Centrelink is placing more onus on its customers to provide evidence of their earnings. This will reduce the need to contact employers.

Centrelink is assisting its customers to correctly declare their earnings by encouraging them to

- retain and provide payslips as proof of earnings (a special payslip envelope is available for this purpose)
- change their Centrelink payday to coincide with their employment payday
- complete an Income Record Form

Disclaimer

The information contained in the publication is intended only as a guide.

What are your responsibilities?

The information is accurate as at December 2005, but may of course change. If you use this publication after that date, please check with Centrelink that the details are up to date.

What is the position if you deal with a third party?

You may deal with a third party who is not a member of Centrelink's staff. If you do so, please remember that Centrelink has not authorised any third parties to provide information or advice to you.