EIC online compliance interventions 110-13090000

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This document outlines how customers complete an Employment Income Confirmation (EIC), and how a Compliance Officer (CO) can complete the intervention with the customer.

On this Page:

Overview of EIC online compliance interventions

Pay-As-You-Go (PAYG) interventions have transitioned to an online platform and are now known as an Employment Income Confirmation (EIC) interventions.

EIC interventions are triggered by external data-matching with the Australian Taxation Office (ATO).

The EIC gives the customer the opportunity, through an interactive online workflow, to confirm or update employment income information provided to Centrelink by the ATO.

Customers can complete the intervention online at any time without first visiting or calling Centrelink. Customers can access the details directly by accessing their Centrelink online account via myGov, or by using a URL and confirmation code provided to them in their initial letter.

Customers will receive a letter advising them to access the EIC and confirm or update their employment income. The letter will include the information received from the ATO, a URL and confirmation code and will outline the consequences for failing to complete the intervention by the due date.

The letter advises that if they are not able to register or they need help updating their employment income they can contact Compliance on **1800 086 400**.

If the customer updates the information provided by the ATO they may be required to provide documents to validate this update.

All manual activities will be actioned by the Customer Compliance Division.

Roles and responsibilities of service centre and Smart Centre staff

- Service delivery staff should refer customers online to undertake the intervention where possible
- Customers who are seeking further information or are having difficulties must be referred to the Customer Compliance Division on **1800 086 400**
- Service delivery staff must not process activities in relation to the EIC
- Customers seeking assistance on registration for myGov and/or Centrelink online services should be assisted at the first point of contact
- The online letter issued to the customer can be viewed through Customer First > Workspace > Search Outbound Correspondence
- Do not cancel the activity under any circumstances. If service delivery staff need assistance with an outstanding EIC activity they should call **1800 086 400**

General assistance (self-managed) for all staff

If a customer contacts about an EIC, staff should if possible:

- answer any queries the customer may have
- explain the help text available
- encourage the customer to complete the EIC online
- Customers with an active Centrelink online account can access the EIC through myGov by either:
  - Selecting the Menu icon > Compliance > Employment Income Confirmation, or
  - Selecting the Employment Income Confirmation from the To Do tab on the landing page
- Customers who do not have an active Centrelink online account or do not wish to use their Centrelink online account, can access the EIC by registering via the URL and Confirmation Code provided in the letter. The registration process requires customers to verify their identity online. Upon verification, the customer is sent a security code. The customer accesses the EIC using their Customer Reference Number (CRN) and the security code. The security code does not provide access to other online services
- Customers will be able to provide payslips and bank statements to support the new gross income/net earnings workflow
- If a customer does not confirm or update their employment income details online by the due date specified in the reminder letter, the information received from the ATO will be used to update their Centrelink record. This may result in a debt that the customer will need to repay. Customers will be advised of any debt via an employment income review outcome letter and a further Accounts Payable Advice

Assisted compliance

Rather than actioning the EIC online, a customer can opt to have a CO help them confirm or update their employment income over the telephone. Assisted Compliance is also intended for vulnerable customers and those with extenuating circumstances. Where Assisted Compliance occurs, the CO is taking responsibility for ensuring any updates made to the customer record reflect the responses provided by the customer during the EIC conversation.

Customer support

The EIC will be referred for manual handoff in the following situations:

- customer is unable to confirm their identity online
- a possible anomaly or mismatch is identified
- customer received allowances, lump sums or other income
- customer does not have access to payslips and bank statements
- net earnings are inconsistent with the PAYG information
- customer disagrees with estimated gross amount
- document validation is required
- an assessment check is preventing automatic assessment
- manual debt calculation

See Customer support for EIC online compliance interventions.

Unearned income

If undisclosed unearned income is identified during the EIC, a manual assessment will need to be undertaken. For example, information from the customer indicates that the income is compensation rather than earned income.

The assessment of unearned income is undertaken after the online EIC is taken offline due to manual handoff.

See Processing unearned income EIC online compliance interventions.

The Resources page contains screenshots of the customer online workflow.

Contents

Related links

Using Centrelink debt calculators

Modifying account details on undetermined and determined debts

Initial request for review of decision or appeal (CLK)

EIC online compliance interventions 110-13090000

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For staff undertaking EIC online compliance interventions online

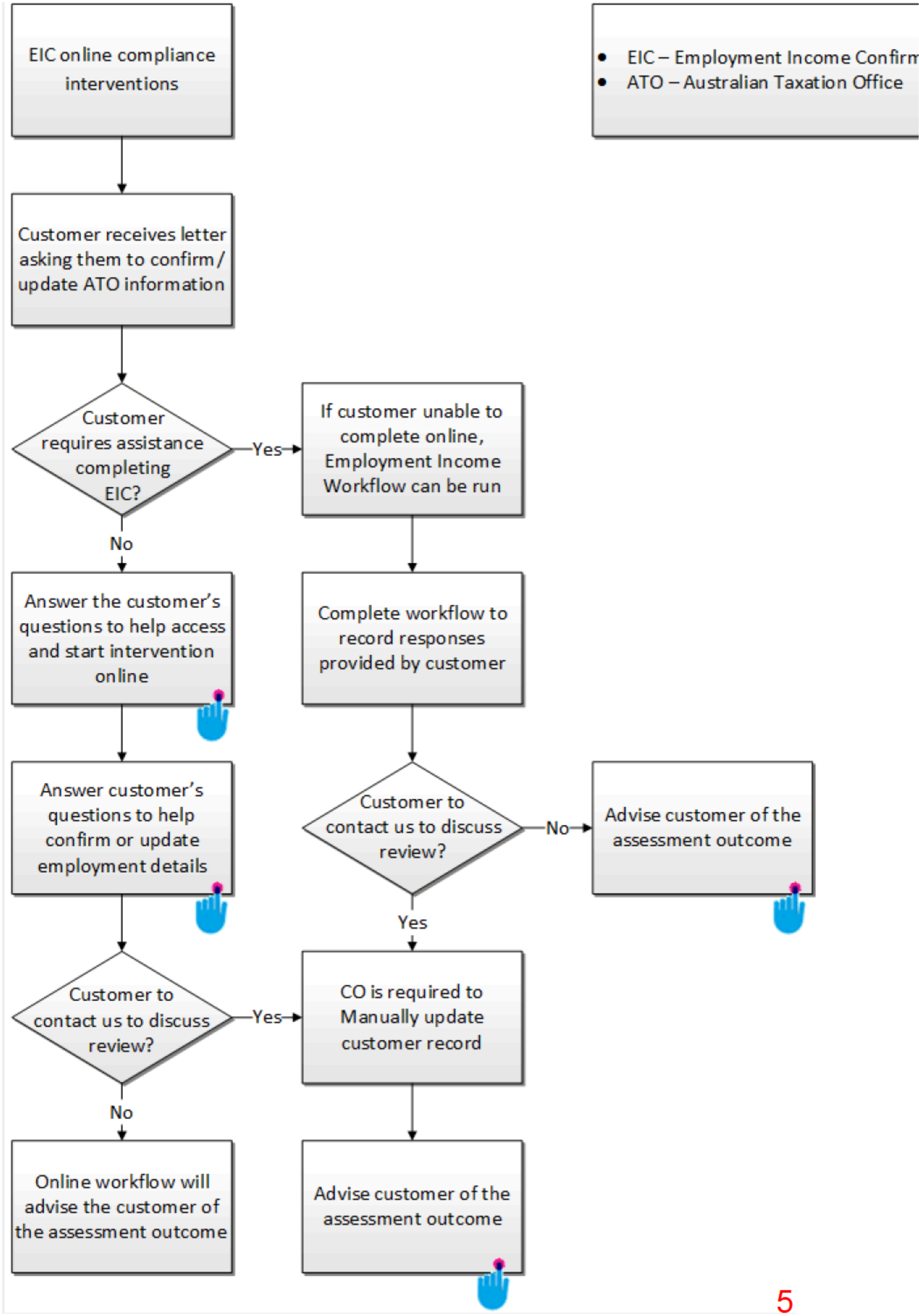
This page contains information about helping customers complete Employment Income Confirmation (EIC) online compliance interventions.

Flowchart

Completing EIC online compliance interventions

This image provides a summary of helping customers with their enquiries to help them complete the intervention.

Note: a text based version of the following process summary image is available.


EIC online compliance interventions
EIC – Employment Income Confirm
ATO – Australian Taxation Office
Customer receives letter asking them to confirm / update ATO information
Customer requires assistance completing EIC?
Yes
If customer unable to complete online, Employment Income Workflow can be run
No
Answer the customer's questions to help access and start intervention online
Complete workflow to record responses provided by customer
Answer customer's questions to help confirm or update employment details
Customer to contact us to discuss review?
No
Advise customer of the assessment outcome
Yes
Customer to contact us to discuss review?
Yes
CO is required to Manually update customer record
No
Online workflow will advise the customer of the assessment outcome
Advise customer of the assessment outcome

EIC online compliance interventions 110-13090000

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This page contains information for Compliance Officers (CO) to help customers complete the Employment Income Confirmation (EIC) intervention. It covers self-managed (general assistance) or assisted compliance.

Select the relevant tab.

- Self-managed
- Assisted
- Intensive/managed

For staff undertaking EIC online compliance interventions only

On this page

Helping customers access and start the Employment Income Confirmation online

Table 1: This table contains information for Compliance Officers (CO) to help customers access the Employment Income Confirmation (EIC). It includes information about accessing the EIC and how to request an extension to the due date.

For screenshots for this process, see Resources page.

Collapse table

Step	Action
1	**Self service access** - Read more [1] To access the EIC, customers will need an active Centrelink online account or will need to register via the URL and Confirmation Code provided in the initial letter or first reminder. If necessary, help the customer: • register for myGov • register for a Centrelink online account • link their Centrelink online account to their myGov account • register via the URL and Confirmation Code provided in the letter
2	**Registration via myGov** - Read more [2] Once the customer is registered for myGov they will need to register for a Centrelink online account or have their active Centrelink online account linked to myGov. How customers create a myGov account Centrelink self service options Using the myGov Linking Application to help customers access services via myGov
3	**Registration via URL and Confirmation Code** - Read more [3] To access the EIC via the URL and Confirmation Code provided in the letter, customers will need to: • enter URL • select **Start here**, if they are a first time user • begin registration by entering their Customer Reference Number (CRN) and Confirmation Code • verify their identity. This is done by the customer providing details for their by providing their Medicare Card and Australian driver licence or Medicare Card and valid Australian passport • provide either their email address or mobile phone number to receive a security code • log in using their CRN and security code Customers will get three attempts to verify their identity. **Note:** after 84 days the Confirmation Code and Security Code expire and the customer will have to go through full registration for myGov.

	If the customer cannot provide the identity documents or requires help throughout the online registration process they are advised to call for assistance.
4	**Access Employment Income Confirmation** - Read more [4] To access EIC, the customer will need to: • sign into myGov and access their linked Centrelink services then select **Employment Income Confirmation** from **We need you to complete the following** on the Landing Page or • sign into **www.humanservices.gov.au/confirmincome** using their security code
5	**Action the Employment Income Confirmation** - Read more [5] The **Employment Income Confirmation** page displays the following explanation: 'Information provided from the Australian Taxation Office (ATO) shows different employer dates or amounts from what we recorded while you were receiving payments from us. There may be a good reason for this. To ensure you received the correct amount of payment, we need your help to confirm or change your information by completing this online questionnaire. You have (number of days remaining) left to confirm or change your information.' If the customer requires more time, they will need to click on the '**Need more time?**' link. The customer is provided with the following Information message: 'If you do not confirm this information before (due date), we may apply the information from the ATO to your record and this may result in a debt. For more detail on how the information is applied, go to **humanservices.gov.au/compliance**' They are also advised: '**Before you start** It is likely you will need documents such as: • Payslips • Bank statements (you should be able to access at least the last seven years of these through your bank or credit union) • Separation certificates • Group certificate or payment summary.'

	The customer selects '**Start**' to start or continue with the EIC. Where the customer has already started, they will be taken to their last saved update.
6	**Requesting an extension** - Read more [6] If the customer needs more time to complete the EIC, they can request an extension either online or by contacting us. To request an extension to the original due date, the customer needs to select the '**Need more time?'** link from the **Employment Income Confirmation** page. Where the customer calls requesting a first and second extension, the CO should action the extension via the Assisted process. Each extension is an extra 14 days, and the customer can only request this twice. The following information message will display to the customer where they have accepted the first extension: 'If you do not confirm or change your information by (the new due date), we will use the details from the ATO to check we paid you the right amount. You may also request more time.' The customer is advised before they accept the second extension that if they still require more time after two extensions, they can call us. After the second extension has been accepted by the customer the '**Need more time?'** link will no longer display on the screen. s47E(d)

Helping customers confirm or update employment information

Table 2: This table contains information for Compliance Officers (CO) to help customers complete the Employment Income Confirmation (EIC) online and provide an explanation of the outcome.

For screenshots for this process, see Resources page.

Collapse table

Step	Action
1	**Customer advises they did not work for an employer** - Read more [7] If the customer indicates under **Employer Information** that they did not work for a matched employer, they are asked to use the **ABN Lookup** to check if the business uses a different trading name.

	The customer must review the **ABN Lookup information**. Where the customer still indicates that they did not work for an employer they will select **NO** and they will be presented with a **Please Contact Us** screen. This will ask them to contact us within 14 days as we need to talk with them to progress the review. They are also advised that if they do not contact us we may apply the Australian Taxation Office (ATO) information to their record and this may result in a debt. Where the customer is still online and contacts for assistance, staff can refer to Customer Support for Employment Income Confirmation (EIC) online compliance interventions for information on possible anomaly or mismatch. See the Anomaly or mismatch table on the Process page in Customer support for EIC online compliance interventions.
2	**Customer confirms employment with an employer** - Read more [8] If the customer indicates on **Check your Employment Details screen** that they did work for a matched employer, the customer will be presented with an option to choose: • the employer they declared their earnings under, or • not listed, if they hadn't previously declared for that employer If the ATO data has been matched to the employer on the Employment Income summary (**EANS**) screen, this option will not display and the customer will continue with the workflow.
3	**Check your employment details** - Read more [9] The customer can edit the information received from the ATO for each employer. The customer can make changes or confirm the information. To open and review, select the **Confirm or change/ pencil icon** in the **Action** column beside each employer. Only one employer can be reviewed or edited at a time. **Note:** a green tick must appear against each of the employers for the customer to proceed with the EIC. If there is a red exclamation, action must be undertaken for that employer to continue the workflow.
4	**Check your Dates of Employment** - Read more [10] For each employer listed, the customer must confirm or change the employment dates provided by the ATO. The customer can confirm the dates by selecting **Yes.** Where the customer selects **No** they are able to select a date.

	Once the dates of employment have been established a further **Please Confirm** screen will appear. The following information message will display to the customer. 'By confirming '**Yes**' we will use the dates of employment provided. It is important that the dates you worked for this employer are correct as these dates directly affect the assessment of your payments.' If the customer agrees with the dates of employment they select **Yes** to continue with the workflow. If the customer does not agree they can select **No** to make changes. **Note:** the customer must confirm the dates of employment before progressing further with the workflow.

5	**Allowances, Lump Sums and Other Income** - Read more [11]
	For each employer listed, the customer must confirm whether they received allowances, lump sums or other income during their employment.
	
	This includes:
	
	• reimbursement for your out of pocket expenses (e.g. car, meal, tool, phone or laundry allowance)
	• any other form of income as a lump sum other than your employment income, such as:
	    o leave or redundancy
	    o commission
	    o back pay/bonus
	• any income other than your employment income such as:
	    o income from superannuation (e.g. payments made to you that have come from your nominated superannuation fund)
	    o income from compensation payments or income protection
	    o income from Community Development Employment Projects (CDEP)
	    o Government Paid Parental Leave
	
	If the customer did not receive any allowances, lump sums or other income, they select **No** and continue with the workflow.
	
	If the customer did receive an allowance, lump sum or other income or they are unsure, they select **Yes** or **Unsure**. The customer will then be presented with a **Please Contact Us** screen. This will ask them to contact us within 14 days as we need to talk with them to progress the review. They are also advised that if they do not contact us we may apply the ATO information to their record and this may result in a debt.

	Where the customer is still online and contacts for assistance, staff can refer to Customer Support for EIC online compliance interventions for information on allowances, lumps sums and other income. See the Received allowance, lump sum or other income table on the Process page in Customer support for EIC online compliance interventions.

6	**Check your employment income details** - Read more [12]
	The customer can provide a breakdown of their employment income details using either their payslips or bank statements.
	
	Does the customer have payslips?
	
	• **Yes**, the customer is asked what the end date of their first payslip was and will continue with the gross workflow
	• **No**, they will be asked if they have their bank statements available
	
	Does the customer have bank statements?
	
	• **Yes**, the customer will be asked what the date of their first payment into their bank account was and will continue with the net workflow
	• **No**;
	  o they will be presented with the following message:
	  "If you require your payslips or bank statement but don't have them with you, please use the Save and Close button above to save your answers and close the questionnaire. Once you have the required documents you will be able to continue from this screen by logging back into the questionnaire. You can request more time to complete the questionnaire, in order to obtain your payslips and/or bank statements."
	  o if they continue to proceed without payslips or bank statements they will then be presented with a Please Contact Us screen. This will ask them to contact us within 14 days as we need to talk with them to progress the review. They are also advised that if they do not contact us we may apply the ATO information to their record and this may result in a debt
	
	Where the customer is still online and contacts for assistance, staff can refer to Customer Support for EIC online compliance interventions for information on what to do when the customer has no access to payslips or bank statements. See the No access to payslips or bank statements table on the Process page in Customer support for EIC online compliance interventions.

7	**Check your income details breakdown** - Read more [13]
	Gross income
	
	Once the customer enters the end date of their first payslip, payment periods will be populated and displayed to the customer on this screen.
	
	The customer will be asked to enter the amounts paid by their employer for the dates displayed and click **next** to proceed.
	
	The customer will be presented with their total gross amount entered and the amount provided by the ATO. The customer is required to accept these updates by selecting **next** to continue with the workflow.
	
	Net income
	
	Once the customer enters the date of their first payment into their bank account, payment periods will be populated and displayed to the customer on this screen.
	
	The customer will be asked to enter the amounts paid into their bank account for the corresponding dates then click **next** to proceed.
	
	Where the customer enters net income, the following information message will display to the customer:
	
	'The amounts you just entered are net income. We use gross income (before tax) to calculate our payments so we will convert your net amounts based on information from the ATO (tax you paid). Click **next** to proceed.'
	
	Is the net amount entered consistent with PAYG information?
	
	• **Yes**, the customer will continue with the workflow
	• **No:**
	    o a manual assessment will be required. The customer will be presented with a **Please Contact Us** screen asking them to contact us within 14 days as we need to talk with them to progress the review
	    o they are also advised that if they do not contact us we may apply the ATO information to their record and this may result in a debt
	
	See the Net income inconsistent with the EIC information table on the Process page in Customer Support for EIC online compliance interventions.

8	**Accept (estimated gross amount)** - Read more [14] Once the customer has entered their net income details, they will be presented with the total net amount they provided, the calculated total gross amount and the amount provided by the ATO. **Does the customer agree to the use of the total estimated gross amount?**

	If the customer agrees, they will: • select '**Yes, I Client Name accept this total estimated gross amount**' then **Next** in order to complete their assessment and continue with the workflow If the customer does not agree, they will: • select '**No, I Client Name do not accept this total estimated gross amount**' • the customer will be presented with a **Please Contact Us** screen. This will ask them to contact us within 14 days as we need to talk with them to progress the review • they are also advised that if they do not contact us we may apply the ATO information to their record and this may result in a debt. Where the customer contacts for assistance, staff can refer to Customer Support for EIC online compliance interventions for information on what to do when the customer does not agree with the total estimated gross amount. See the Customer disagrees with estimated Gross amount table on the Process page in Customer support for EIC online compliance interventions.
9	**Check your employment details** - Read more [15] Once a green tick appears against each of the employers, the customer can proceed with the Employment Income Confirmation. If there is a red exclamation, action must be undertaken for that employer to continue the workflow.
10	**Confirm the information you provided** - Read more [16] Once all required actions have been completed, the customer will be advised to check the information carefully before proceeding. The customer will be presented with the following for each employer: Dates of employment • Details you provided • Details provided by the ATO Gross Payments • Details you provided (this will be the net to gross calculated amount for customers who entered net income)

	• Details provided by the ATO **If the customer:** • wants to make further changes, they can select '**Back**' and return to previous screen • has reviewed the information carefully and wishes to proceed they must select **Next** and continue with the workflow
11	**System cannot finalise assessment** - Read more [17] If the online system cannot automatically assess the outcome due to an assessment check, a manual handoff will be required. The customer will be advised in the online workflow: 'Thank you for confirming your employment income. We will be in contact with you regarding the outcome within 14 days.' See the Assessment Checks table on the Process page in Customer support for EIC online compliance interventions.
12	**Provisional Assessment outcome** - Read more [18] Once the customer confirms the employment income details, the **Provisional Assessment Outcome** screen displays. The following information message will display to the Customer. 'By accepting this result you are declaring that the information you provided or confirmed is correct, and if your information changed from what you told us previously, there was a good reason. Therefore, no 10% recovery fee will apply. If you do not accept or review your result within 14 days, the information from the Australian Taxation Office will be automatically applied to your record and may result in a debt.' The customer will be presented with the provisional outcome. This may be in the form of a debt or no debt. If there is a debt the customer will be presented with a provisional assessment explanation. Where the customer **Accepts**, they will continue to the Assessment Result If the customer does not accept this result, they can select '**Back**' to change their employment details or call us Where the customer calls regarding the Provisional Assessment the Compliance Officer **must** supply the customer with a full explanation of the outcome and provide further information regarding the debt if requested.

	Note: the customer must accept the outcome in order to proceed.
13	**Declaration** - Read more [19] Once the customer accepts the provisional assessment outcome, the following declaration displays to the customer. The customer must read and understand this declaration. **'I declare that the information I have updated or confirmed is correct.** **I understand that:** • **I may need to provide further information if requested.** • **Not providing information or provided false or misleading information is an offence and can result in serious penalties.'** Where the customer accepts the declaration, they can select **Submit** to finalise the workflow If the customer does not accept the declaration, they can select '**Back**' to change their employment details
14	**Documentary Evidence** - Read more [20] If the online system cannot automatically assess the outcome due to documentary evidence being required, a manual handoff will occur. The customer will be advised in the online workflow that we need to talk to them in order to progress the review. They are also advised that if they do not contact us we may apply the ATO information to their record and this may result in a debt. See the Customer is required to provide documentary evidence to validate updates table on the Process page in Customer support for EIC online compliance interventions.
15	**System cannot finalise assessment** - Read more [21] If the online system cannot automatically assess the outcome due to an assessment check, a manual handoff will be required. The customer will be advised in the online workflow: 'Thank you for confirming your employment income. We will be in contact with you regarding the outcome within 14 days.' See the Assessment Check table on the Process page in Customer support for EIC online compliance interventions.
16	**Assessment Result** - Read more [22]

	Where the assessment outcome resulted in a debt, the customer will be provided with the amount they owe. The customer will receive a letter to confirm the amount owing and the repayment options. The following information is available to help the customer understand the assessment: • Debt explanation • Centrelink payment history • You reported to Centrelink • What you just told us Where the assessment outcome resulted in no debt, the customer will be advised they have been paid correctly. The customer will receive a letter to confirm the assessment outcome. Where the customer believes the assessment result is incorrect or they have made a mistake, they can call us. The CO will be required to fully explain the decision to the customer. See the Request for further explanation of decision table on the Process page in Customer support for EIC online compliance interventions.

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This page contains links to policy and legislation.

Policy

Office of the Australian Information Commissioner website

Australian Privacy Principle Guidelines

Guidelines on Data Matching in Australian Government Administration

Human Services Website

Privacy policy

Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

Privacy Act 1988

Social Security (Administration) Act 1999

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For staff undertaking EIC online compliance interventions only

This page contains screenshots of the online workflow for customers accessing and completing the EIC online compliance intervention via their Centrelink online account. Links on this page may be unavailable to external audiences.

Screenshots

This attachment may not be printed, broadcast or released externally. For contact details and more information, see Information Publication Scheme.

EIC Online Workflow screenshots

Check and update past income (CUPI) service 110-18100129

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This document outlines the check and update past income (CUPI) service and provides information for Compliance Officers (CO) who are helping customers to use the online service.

On this Page:

Information about the CUPI service

The check and update past income (CUPI) service is a Pay-As-You-Go (PAYG) compliance system for customers to check and update their past employment income online.

CUPI service is triggered by external data matching with the Australian Taxation Office (ATO). Customers receive a contact letter advising them to review the information within the letter and access the online service to check and update their past income details. The contact letter includes the information received from the ATO, a URL and confirmation code (for non-current customers only) and will outline the consequences for failing to complete the service by the due date.

Customers can complete the service online at any time, without first visiting or calling the Department of Human Services, by:

- completing the interactive online workflow via their Centrelink online account, or
- using the URL and confirmation code in their initial contact letter or first reminder letter from the department

The contact letter advises that if the customer is not able to register or they need help updating their past income information they can contact Compliance.

If the customer updates the information provided by the ATO, they may be required to provide documents to validate this update.

Responding to queries about the online service

When customers contact the Department of Human Services about the CUPI service, COs are required to:

- answer any queries the customer has
- encourage the customer to complete the service online
- explain the help text available in the online service
- help the customer access the service online
- assist where the customer is unable to confirm their identity online

The Process page provides the steps to assist customers to complete the online service.

Assisted compliance to complete the CUPI service

Rather than actioning the CUPI service online, customers can opt to have a CO help them check and update their past income over the phone. Assisted compliance is also intended for vulnerable customers and those with extenuating circumstances.

See Assisting customers to complete the check and update past income (CUPI) service.

Manual handoff for CUPI processes

The CUPI service is referred for manual handoff in the following situations:

- initial contact letter is returned or tracking expired
- an error is preventing the system from updating the customer's contact details
- a possible anomaly or mismatch is identified
- customer received allowances, lump sums or other income
- customer has indicated they do not have payslips or bank statements and does not accept the application of ATO match data
- customer has triggered one or more handoff reasons
- document validation is required
- an assessment check is preventing automatic assessment

Unearned income

Unearned income is non-employment income.

If undisclosed unearned income is identified during the CUPI service, a manual assessment will need to be undertaken. For example, information from the customer indicates the income is compensation rather than earned income. The assessment of unearned income is undertaken after the online service is referred for CO action due to manual handoff.

See Processing unearned income for check and update past income (CUPI) service.

Manual processing

A manual assessment may be required if the CUPI service cannot be progressed using the Verify Employment Income workflow in Process Direct.

A CO is required to manually finalise the assessment and determine the amount of any overpayment using the debt calculation tools ADEX or MultiCal.

See Manual processing for the check and update past income (CUPI) service.

The Resources page contains a link to an attachment showing Check and update past income (CUPI) service online workflow screenshots.

Contents

Check and update past income (CUPI) service 110-18100129

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For staff conducting check and update past income (CUPI) service compliance interventions only.

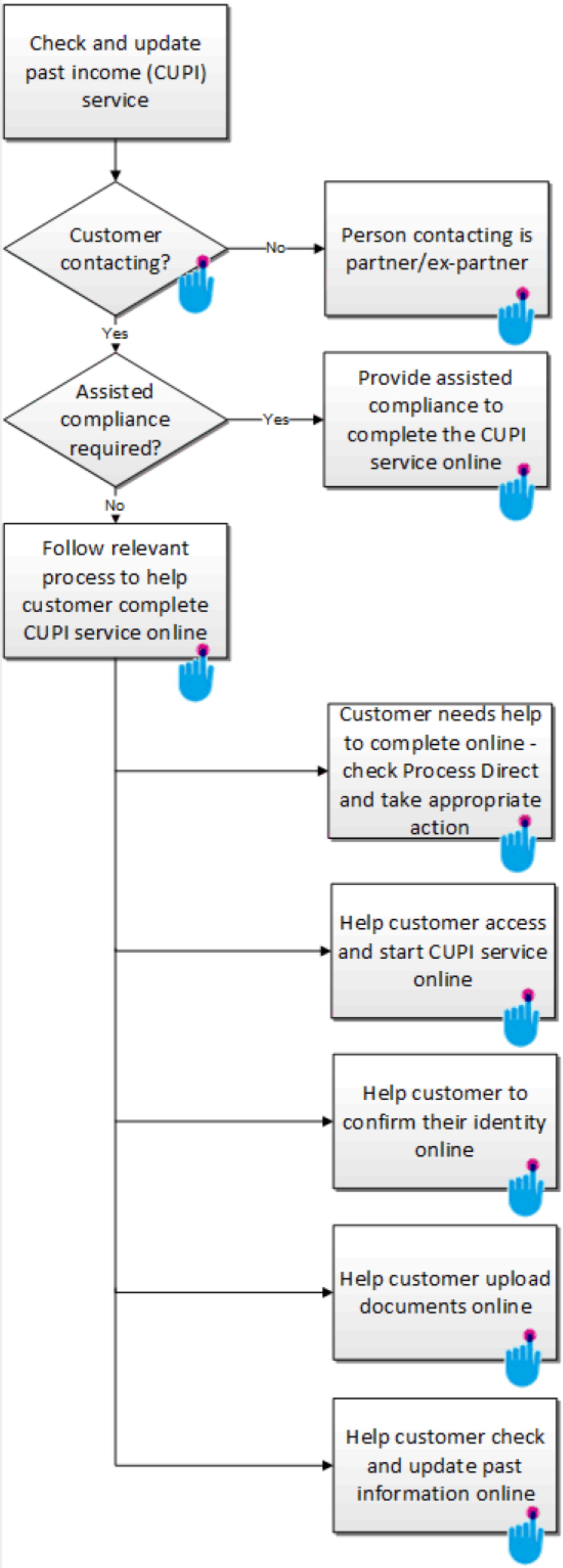
This page contains an overview of information for Compliance Officers (CO) to help customers who complete the check and update past income (CUPI) service online.

Flowchart

Helping customer complete the CUPI service online

This image provides a summary of the processes for COs when to help customers complete the CUPI service online.

Note: a text based version of the following process summary image is available.


Check and update past income (CUPI) service
Customer contacting?
No
Person contacting is partner/ex-partner
Yes
Assisted compliance required?
Yes
Provide assisted compliance to complete the CUPI service online
No
Follow relevant process to help customer complete CUPI service online
Customer needs help to complete online - check Process Direct and take appropriate action
Help customer access and start CUPI service online
Help customer to confirm their identity online
Help customer upload documents online
Help customer check and update past information online

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For staff conducting check and update past income (CUPI) service compliance interventions only.

This page contains information for Compliance Officers (CO) about how to help customers who contact the Department of Human Services for assistance completing the check and update past income (CUPI) service online.

On this Page:

Inbound and outbound contact requirements

Managing inbound and outbound phone contact with customers and nominees about compliance intervention services

Table 1: This table provides information for CO about managing inbound and outbound phone calls with customers and their nominees about compliance intervention services.

Collapse table

Item	Action
1	**Desktop electronic messaging capability** - Read more [1] Desktop Electronic Messaging Capability (DEMC) can be used prior to outbound call attempts. To send a desktop electronic message, see the Desktop Electronic Messaging Capability (DEMC) table in Electronic Messaging (EM) service
2	**Follow phone standards** - Read more [2] Follow the Department of Human Services' phone standards, see Telephone standards.
3	**Use interpreter services** - Read more [3] If the customer record has an interpreter indicator or an interpreter is required, follow: • Offering an interpreter • Booking an interpreter
4	**Authenticate customer/nominee** - Read more [4] Do not release information until the person on the phone has been authenticated as either the: • customer, see Authenticating a customer • customer's authorised representative, see Nominees
5	**Identify vulnerable customers and customers at risk** - Read more [5] See Identifying crisis situations, customer vulnerability and risk issues. For social worker referrals, see Social workers role in Integrity and Information.
6	**Tell customers about call recording during outbound calls** - Read more [6] During outbound contact, inform the customer at the beginning of the call that the call may be recorded. See Step 4, Calling a customer or actioning a callback to a customer in the Protocols table of Calling a customer or returning a customer's call. There is no requirement for staff to advise the caller that their inbound call is being recorded. Call recording information is provided via the Interactive Voice Response (IVR) message on inbound calls.
7	**Check and update contact details** - Read more [7] When updating a customer's or nominee's contact details, check and update all contact details as required, including their postal address and mobile phone number.

	In Customer First, use the Change in Contact Details workflow to update all contact details.

Customer calls about the CUPI service

Customer calls the department about completing the check and update past income (CUPI) service online

Table 2: This table explains how CO respond to customer enquiries about completing the CUPI service online.

Collapse table

Step	Action

1	**Customer contacts the Department of Human Services** - Read more [8]
	Follow the contact requirements for CUPI service.
	
	If the person making contact is:
	
	• The customer, go to Step 2
	• The customer's partner/ex-partner:
	    o Tell the partner/ex-partner 'Thank you for contacting us today. As the letter states, your (partner/ex-partner) has been selected for a compliance review. Once this review has been finalised you will be advised of the outcome.'
	    o Document the discussion on the partner's/ex-partner's customer record
	    o Procedure ends here for the partner/ex-partner
	• The customer's nominee see Disclosing information to a nominee to determine what information may be disclosed to the nominee. Record all relevant details of information given or received on the customer's record. Procedure ends here

2	**Determine reason for call** - Read more [9] Discuss the reason for the call. If the customer: • Wants general information: o Answer any queries the customer may have

	◦ Explain the help text available. There is a Help icon located at the top right of the screen in the CUPI online service ◦ Encourage the customer to complete the CUPI service online via their Centrelink online account • Needs help to: ◦ Access the service online, go to the Helping customers access and start the CUPI service online table ◦ Update their past income information, go to the Helping customers check and update past income information online table ◦ Confirm their identity, go to the Helping customers confirm their identity online table ◦ Upload documents, go to the Helping customers upload documents online table ◦ Complete the CUPI service, go to Assisting customers to complete the check and update past income (CUPI) service • Needs more time to complete the service, see Step 5 in the Helping customers access and start the CUPI service online table • Advises they have lodged documents or are unable to supply documents, see Document validation for the check and update past income (CUPI) service • Requests an explanation of a decision, see Customer requests explanation of decision for the check and update past income (CUPI) service • Has commenced the CUPI service online and is seeking assistance to complete the service online, go to Step 3
3	**View CUPI intervention in Process Direct** - Read more [10] In Process Direct: • select **Inbox** • from the **Main Category** dropdown menu select **Online Intervention** • from the **Type** dropdown menu select **Income Confirmation Service** • in the **Customer CRN** field enter the customer's Customer Reference Number (CRN) and select **Go** to search • select the relevant **Work Item** • the **Interaction Details** screen will display

	Where the Integrated Review (Online Income Confirmation) has a status of **For Manual Action** select Notes to display the information about the manual handoff. Undertake the relevant action: • Possible anomaly or mismatch identified for the check and update past income (CUPI) service • Verifying employment income for the check and update past income (CUPI) service • Assessment checks for the check and update past income (CUPI) service • Customer triggers one or more handoff reasons for the check and update past income (CUPI) service

Helping customers access and start the CUPI service online

Helping customers to access and start the check and update past income (CUPI) service online

Table 3: This table contains information for COs to help customers access the CUPI service online. It includes information about accessing the CUPI service and how customers request an extension to the due date. For assistance, see the CUPI service online workflow screenshots attachment on the Resources page.

Collapse table

Step	Action
1	**Determine action required** - Read more [11] To help the customer: • access the CUPI service via their Centrelink online account, go to Step 2 • register via the URL or confirmation code provided in the initial contact letter or first reminder letter about the CUPI service, go to Step 3 • navigate the CUPI landing page, go to Step 4 • request more time to complete the CUPI service online, go to Step 5
2	**Access online CUPI service** - Read more [12] To access CUPI service online, customers: • sign into their Centrelink online account through myGov • select **Menu** > **Income and Assets** > **Check and Update Past Income**, or

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- select **Start task** from the online services landing page, or
- sign into **humanservices.gov.au/confirmincome** using their security code

If required, help the customer:

- create a myGov account
- register for a Centrelink online account
- link their Centrelink online account to their myGov account

Procedure ends here.

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Registration via URL and confirmation code - Read more [13]
To register via the URL and confirmation code provided in the initial contact letter or first reminder letter, customers:

- enter the URL into their web browser, if a customer calls for help, refer the customer to their browser help function or settings to determine if they have the latest version
- select **Start here** if they are a first time user
- enter their Customer Reference Number (CRN) and confirmation code
- verify their identity by providing their Medicare Card and Australian driver licence or Medicare Card and valid Australian passport details
- provide either their email address or mobile phone number to receive a security code (sent to the customer's mobile phone or email address to enable them to log into their online account)
- log in using their Customer Reference Number (CRN) and security code

Customers have 3 attempts to verify their identity. If the customer cannot provide the identity documents or requires help with the online registration process see the Helping customers confirm their identity online table.

Note: the confirmation code on the reminder letter will be different to the confirmation code on the initial contact letter. Both confirmation codes will be accepted for registration.

Outbound correspondence sent to the customer relating to the intervention can be viewed under the Documents Documents icon in Process Direct.

If the confirmation code and security code expire, the customer will have to complete the full registration for myGov. The confirmation code and security code will expire after 84 days. This is not the due date.

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	Procedure ends here.

4	**Navigating the CUPI landing page** - Read more [14]
	The online CUPI landing page provides the customer with the following message:
	
	'We need to make sure you received the right amount of payments from us in the past. The Australian Taxation Officer (ATO) has given us information about how much income you earned from work in the past. The information from the ATO is different to the information you reported to us. We need your help to check and update your information. Documents like payslips and bank statements will help with this. You need to do this even if you haven't received payments from Centrelink for a while.'
	
	The following information is available for the customer on the CUPI service landing page:
	
	• The status of the request
	• The due date and how many days are remaining
	• Help text
	• Further information about:
	    o Why do you have to check and update your past income information?
	    o What do you need to do?
	    o What happens if you need to pay money back?
	    o What support is available if you're in a crisis or need special help?
	
	The customer selects either:
	
	• **Start**, to commence the CUPI service online
	• **Resume**, if the customer is re-entering the online service. This takes the customer to their last saved update
	
	At any time during the online service the customer can select:
	
	• **Return Home**, to return to the CUPI service landing page
	• **Save**, or
	• **Back**
	
	Procedure ends here.

5	**Requesting more time to complete the CUPI service** - Read more [15] Customers can request a total of 2 extensions online to complete the CUPI service. Each extension is an extra 14 calendar days.

	Customers can request an extension either: • Online, by selecting **Ask for more time** from the CUPI landing page or the top of each screen • By contacting the department. Where the customer requests a first and second extension, action the extension using the Staff Assisted view in Process Direct and select the **Ask for more time** link **Customer requests extension online** When the customer accepts the **first extension** the following information message displays: 'Your request for more time has been successful. Your new due date is (new due date). You have one extension remaining. If you don't check and update your information by (new due date), we'll use the information we already have, including the information from the ATO. We'll use this to work out if we paid you the right amount in the past.' Once a **second extension** has been accepted by the customer, the following information message displays if the customer selects the **Ask for more time** again: 'Please call us on 1800 061 838 if you are unable to check and update your income by the due date. Your current due date is (date). If you don't check and update your information by (date) we'll use the details we already have, including the information from the ATO. We'll use this to work out if we paid you the right amount in the past.' The customer is advised before they accept the second extension that if they still require more time after 2 extensions, they can call the department. s47E(d)

Helping customers confirm their identity online

Responding to customer enquiries about identity confirmation requirements

Table 4: This table explains how Compliance Officers (CO) respond to customer enquiries about providing acceptable documents for identification purposes as part of the online check and update past income (CUPI) service. For assistance, see the CUPI service online workflow screenshots attachment on the Resources page.

Collapse table

Item	Action
1	**Customer contacts about identity documents** - Read more [16] Where a customer is completing the CUPI service online and they: • do not have the required identity documents, they are advised to call the Department of Human Services within 14 days • fail the authentication process, they are advised to visit their local service centre with documents to verify their identity in person Tell customers who call the department: 'You were asked to call today as you were unable to confirm your identity online. If you wish to continue online you will need to go into your local customer service centre to provide your identification documents and register for Centrelink online services. By doing this you will have the flexibility to undertake the service at a time which is convenient for you. This will also give you full access to all Centrelink online services.' For information about Centrelink online services, see Centrelink online accounts. Encourage the customer to access their Centrelink online account via myGov, see Using the myGov Linking Application to help customers access services via myGov.
2	**Acceptable identity documents** - Read more [17] Discuss with the customer acceptable identity documents, see Identity documents A to Z. If the customer wishes to provide identification documents tell the customer: 'You will need to provide acceptable identity documents in order to commence the check and update past income service. If you fail to provide these documents before the due date, we may apply the ATO information to your record and this may result in a debt'. Record all details of the discussion by annotating the original **DOC** on the customer record. If the customer is unable to provide acceptable documents or cannot attend the service centre, start the CUPI service with the customer via the Staff Assisted

	workflow. See Assisting customers to complete the check and update past income (CUPI) service.

Helping customers check and update past income information online

Helping customers to check and update their past income information using the CUPI service online

Table 5: This table contains information for Compliance Officers (CO) to help customers complete the check and update past income (CUPI) service online. For assistance, see the CUPI service online workflow screenshots attachment on the Resources page.

Collapse table

Step	Action
1	**Check and update your past income** - Read more [18] Once the customer selects **Start**, they will see the 4 steps required to complete the service: 1. Update your contact details 2. Update your employer details 3. Update your past income details 4. Review and confirm The customer selects **Get started** on the **1. Update your contact details** tile (pillar). Once completed, the customer will be able to complete the next step required.

2	**Your contact details** - Read more [19]
	The customer is asked to check if their contact details are correct.
	
	The following details are displayed:
	
	• Mobile number:
	    o Is this a silent or private number?
	    o Is this account in your name?
	• Home number:
	    o Is this a silent or private number?
	    o Is this account in your name?
	• Email
	• Postal Address (will display only to non-current customers)

	The customer is asked to indicate **Yes** or **No** to the questions. If the details are correct, the customer selects **Next** to continue. If the contact details are out of date the customer can update the relevant fields. The details will save when the customer selects **Next**. **Note:** as a result of confirming their contact details, customers will be automatically subscribed to the relevant electronic messaging service (either SMS or email). The subscription to electronic messaging is for the CUPI service only. This will not update the customer's myGov account. The customer is provided with a link to the Terms and Conditions of the Electronic Messaging service.
3	**Your employment details** - Read more [20] Once the customer has confirmed their contact details are correct, they will be able to select **Get started** on the **2. Update your employer details** tile. The customer is taken to the **Update your employer details** page. The following information message is displayed: 'In this section, you will check and update your employer details and the dates you worked for them. Check your employer details carefully. It's important to get the dates right because we use the dates to check if you received the right amount of payment from us in the past. You can find the exact dates you've worked on your payslips from that time. **You won't be able to change your employer details after you select 'Next'**.' The employer name and Australian Business Number (ABN) display with details of each employer provided by the Australian Taxation Office (ATO). Each employer will have a status of **Required** in the left hand column indicating action is required by the customer. The first question will display by selecting **Expand** on the employer. The customer is asked: 'Did you work for this employer in the financial year XXXX/XXXX?' The customer selects: **Yes** or **No**. If they select: • **Yes**, go to Step 5 • **No**, go to Step 4
4	**Customer selects 'No' - they did not work for an employer** - Read more [21] If the customer indicates they did not work for a matched employer, a prompt displays advising:

	'Sometimes employers have a different trading name to their business name. This means you may not know the employer name on this page. Please check the ABN information to confirm you have not worked for this employer.' The customer can select the **ABN information** dropdown menu to help identify if the employer is known by a different name. If the customer is still unable to identify the employer from the **ABN information** dropdown menu, they can select **Employer Not Listed**. An information message displays asking the customer to call the Department of Human Services to discuss how the department can help the customer complete their past income check. The customer is advised how many days they have left to check and update their information and that if they need more time they can select **Ask for more time**. The status of the employer will change to **Done** and the customer selects **Next** to continue. The following message displays: '**Before you continue** **Are you sure your employer details are correct?** If you select 'Yes' we will use the employer details you just confirmed. Check your employer details carefully as you will not be able to change them. Select 'Back' to update your employer details.' The customer is returned to the CUPI service landing page. The landing page reminds the customer the Department of Human Services needs to speak to them about the information they have provided. Where the customer contacts for assistance prior to selecting **Employer Not Listed**, see Identify anomaly or mismatch for the check and update past income (CUPI) service.
5	**Customer selects 'Yes' - confirms employment with a matched employer** - Read more [22] If the customer indicates they worked for the matched employer, the customer is asked: 'Was it for the whole financial year?' The customer selects either **Yes** or **No**. If the customer selects: • **Yes**, they will be asked to confirm the employment dates of 01/07/XXXX – 30/06/XXXX (full financial year) • **No**, match dates will populate and the customer will be asked to confirm the first and last date worked for the employer

	The customer selects **Confirm employment dates** to confirm the dates. They can change the dates by updating the date fields and re-selecting **Confirm employment dates**. **Note:** if the first and/or last date is changed where **Yes** was initially selected, the answer to the question will revert to **No** upon the dates being confirmed. Once the employment dates are confirmed, the customer selects **Next** to continue with the online service. The following message displays: 'Are you sure your employer details are correct? If you select 'Yes' we will use the employer details you just confirmed. Check your employer details carefully as you will not be able to change them. Select 'Back' to update your employer details.'
6	**Confirm employment dates** - Read more [23] The customer must confirm the dates they received income from each employer. Where there are defined dates within the match data, the customer is asked to edit the dates as required. Where there are no defined dates within the match data (default of full financial year), the customer is asked to input the start date and end date. Once the dates of employment have been entered the customer selects **Confirm employment dates**. The customer can change the dates by updating the date fields and re-selecting **Confirm employment dates**. The customer selects **Next** to continue with the online service. The following message displays: 'Are you sure your employer details are correct? If you select 'Yes' we will use the employer details you just confirmed. Check your employer details carefully as you will not be able to change them. Select 'Back' to update your employer details.'
7	**No further action required** - Read more [24] From the customer input, it may be determined that no further action is required. Where no further action is required by the customer, they are returned to the CUPI service landing page and the following message displays: 'Based on the employment information you provided there is no need to check your income details.' The customer's review will have a status of **Complete** with the outcome **No overpayment identified**.
8	**Update your income** - Read more [25] Once the customer has updated their employer details, they will be able to select **Get started** on the **3. Update your past income details** tile.

	A summary of past income displays for the relevant financial years. The summary includes: • Past income you told us when receiving payments from us • Past income your employer told the ATO • The Centrelink payments you received during the financial year The customer is asked to check their past income details for each employer listed. Each employer has a status of **Required** in the left hand column indicating action is required by the customer to update their income. The customer selects **Update income** against the relevant employer. The income must be updated against each employer. Once the customer has updated their income for an employer, the status of the employer will change to **Done**. Once all employers have been actioned, the customer selects **Next** if they are satisfied with the information they have entered.
9	**Update income for employer** - Read more [26] When **Update income** is selected the customer is asked: 'Do you want to update your past income details for this employer using information from your payslips?' If the customer selects: • **Yes**, they continue on to confirm if their employer paid them any allowances. Go to Step 12 • **No**, go to Step 10
10	**Customer chooses not to use payslips** - Read more [27] If the customer chooses to continue updating their income without payslips the following message displays: 'We recommend you get your past payslips before you go further. To make sure you tell us the right information, we recommend you get past payslips from your employer. Select 'Help' at the top of the page for more information on how to get your payslips. If you need more time to get these, select 'Ask for more time'.' If the customer chooses to continue without payslips, they are asked: 'Do you want to update your past income details for this employer using information from your bank statements?'

	If the customer selects: • **Yes**, they continue on to confirm if their employer paid them any allowances. Go to Step 12 • **No**, go to Step 11
11	**Customer chooses not to use bank statements** - Read more [28] If the customer chooses to continue updating their income without their bank statements. the following message displays: ‘We recommend you get your past payslips or bank statements to continue. If you can’t get your payslips or bank statements, we can use the details we already have. We’ll use the information from the ATO and compare it to what you told us in the past. • We’ll divide the ATO amount by the number of fortnights you worked. This will give us an average of your earnings for this time • However, if the hours you worked or the amounts you earned changed each fortnight, you need to tell us, including the exact amounts you were paid • You should also tell us if you only worked for part of the year, or if the employer names we have don’t match your records • If you end up owing us money, not providing this information may mean you pay back more than you need to’ The customer is asked: 'Do you want to us to use the information we already have to work out if you have been paid the right amount of payments from us in the past?' If the customer selects **Yes** the following message displays: 'Are you sure? If you select ‘Yes’ we’ll use the information from the ATO. We’ll divide the income the ATO told us about by the number of fortnights you were employed in that financial year. This result may be different to the income on your payslips or bank statements. Select ‘Back’ to update your past income information.’ If the customer selects **No** the following message displays: ‘You’ll need to either: • Get your payslips or bank statements, or • Accept the income information we received from the ATO

	If you have tried to get your payslips or bank statement but are unable to, then please call us on **1800 061 838**. Select 'Next' to continue the review for your other employers.' Upon selecting **Next**, the customer will continue completing the review for other employers. A manual handoff will only trigger once the customer has completed the review for all other employers.
12	**Confirm allowances** - Read more [29] The customer is asked to indicate if they were paid any of the following allowances from their employer: • Meal allowance • Travel allowance • Fuel allowance • Tool allowance • Telephone allowance • Laundry allowance • Uniform allowance • Motor vehicle allowance • Accommodation allowance • Stationary allowance If the customer did not receive an allowance they select **I didn't receive any of these allowances**. If an allowance is included in the ATO match data and the customer indicates they did not receive an allowance a warning message displays: 'The information from the ATO shows you did receive an allowance from this employer for this financial year. This allowance may not be listed above. Please check the information you've entered is correct.' If the customer is unsure if they received an allowance they can select **I don't know**. If the customer selects any of the allowances they are asked to indicate if this was paid as part of their regular wage. If the customer selects: • **Yes**, the customer continues on to confirm lump sum and other income details. Go to Step 13 • **No**, the customer is asked for the total allowance amount they received for this period. Once they have entered this amount they continue on to confirm lump sum and other income details. Go to Step 13

13	**Confirm lump sums and other income** - Read more [30] The customer is asked if they were paid any of the following lump sum or other income payments from their employer: • Leave or redundancy • Commission • Back pay/ bonus • Fringe Benefits • Income from superannuation (e.g. payments made to you that have come from your nominated superannuation fund) • Income from compensation payments or income protection • Income from Community Development Employment Projects (CDEP) • Income from Scholarships (grants) or royalties • Government Paid Parental Leave If the customer did not receive any lump sums or other income, they select **I didn't receive these lump sums or other income payments**. The following warning message displays where there is a lump sum or other income included in the ATO match data and the customer indicates they did not receive any lump sum or other income: 'The ATO information shows that you did receive a lump sum or other income payment from this employer for the financial year. Please check the information you have entered is correct.' If the customer is unsure, they can select **I don't know**. The following message will display: 'Sometimes people receive lump sum payments or other income payments from their employer. If you received one of these types of payment, we need to know about it. Select 'Help' for more details about lump sum payments or other income payments. There's information on how to find out if you received these types of payment. We suggest you check this information and update your answer. We need you to give us this information before we can work out if you've been paid the right amount in the past.'
14	**Providing a breakdown of employment income - gross income when payslips provided** - Read more [31] Where the customer selected **Yes** to provide their payslips, they are asked to enter the end date of their first payslip and select how often they were paid. The customer selects **Show pay periods** to provide their payment information, including any allowances for each pay period.

	Payment periods are populated and displayed on the screen. Any previously verified income recorded on the Actual Declared Earnings (**EAAD**) screen in Customer Record will also display when the pay periods are generated. The customer is asked to enter what they were paid for the dates displayed and is reminded the department only needs information for the dates the customer was paid by the employer and received income support at the same time (these are the dates listed). If the customer selected **Yes** to indicate they received an allowance, they will also be asked for the allowance amount for the dates displayed. If the customer is unsure of the amount they received, the CO can use the information provided from the match data to determine the allowance amount paid. Once the customer has entered their income received for each period, they select **Next** to continue.
15	**Providing a breakdown of employment income - net income when bank statements provided** - Read more [32] Where the customer selected **Yes** to provide their bank statements, they are asked to enter the date of their first payment into their bank account and how often they were paid. The customer selects **Show pay periods** to provide their payment information, including any allowances, for each pay period. Payment periods are populated and displayed on the screen. The customer is asked to enter the amount they were paid for the dates displayed. The customer is reminded that the department only needs information for the dates they were paid by their employer and received income support at the same time (these are the dates listed). The customer enters their income after tax is taken out (net income) for each payment period. They are advised the department uses income before tax is taken out (gross income) to calculate their payments and that the department will automatically calculate their income before tax based on the amount their employer paid into their bank account. If the customer selected **Yes** to indicate they received an allowance, they are asked to enter the allowance amount for the dates displayed. The customer selects **Next** to continue. If the customer is unsure of the amount they received, the CO can use the information provided from the match data to determine the allowance amount paid. Where the total income for the financial year is over the $18,200 tax free threshold, the following information message displays: 'The amounts you've just told us is your income after tax is taken out (net income). We use your income before tax is taken out (gross income) to work out your Centrelink payments.

	We've changed your after tax income amount to your income amount before tax is taken out. Income after tax is taken out (net income) which you just told us: $xx,xxx.xx Your income before tax is taken out (gross income): $xx,xxx.xx' The customer selects either: • **Confirm** to proceed. The **Income Summary** screen opens and the status of the employer changes to **Done** • **Back** to return and edit their income information
16	**Check your past income details** - Read more [33] A green tick appears against each matched employer once the customer has actioned all employers listed. The customer selects either: • **Edit income** against a matched employer if they want to make further changes • **Next** if they want to proceed
17	**Review and confirm** - Read more [34] Once the customer has updated their past income information, they will be able to select **Get started** on the **4. Review and confirm** tile. The following message displays: '**Step 1**: Please check this carefully to make sure it is correct. You can select 'Update' to change any of the contact details or income information. **Step 2**: Select 'I confirm the information I have provided is correct' **Step 3**: Select 'Confirm' to proceed.' In most cases we'll show the estimated result, including how we worked it out. You can still go back and update your information. Sometimes we can't process your information straight away and we'll need to speak to you. If there's anything else you need to do we'll let you know.' A detailed summary of the information displays if the customer updated their: • contact details • employer details • past income details for each employer listed

	The customer selects **Expand all** to view the detailed summary and can select either: • **Update** against the relevant details • **Back** (at the bottom of the screen) to return and update their information Once the customer is satisfied the information is correct, they select **I confirm the information I have provided is correct** and then **Confirm** to proceed.
18	**In order to finalise we need to speak with you** - Read more [35] Where the CUPI service is referred for manual handoff, the status **Result** displays as **To be decided** and the customer will be advised: 'In order to finalise your updates we need to speak with you. Please call us on our direct line 1800 061 838.' • If the customer contacts the department, action the relevant manual hand off in Customer triggers one or more handoff reasons for the check and update past income (CUPI) service
19	**System cannot finalise assessment as we need more details** - Read more [36] If the online CUPI service cannot automatically assess the outcome as documentary evidence is required, the customer is advised: '**Upload your documents** Select 'Upload documents' to upload any of the documents listed below. If your documents are not ready, select 'Save and close' to exit and come back later. Once you've uploaded all required documents, select 'Submit' to complete checking and updating your past income information. If you do not have the required documents or need to speak to us, please contact us on 1800 061 838.' The customer is required to provide the documentation requested in order to proceed. If the customer contacts the department for assistance uploading the documents, see the Helping customers upload documents online table.
20	**Estimated Result** - Read more [37] Once the customer has confirmed the information they have provided is correct, an **Estimated Result** will display in the form of a debt only. If there is no debt, the **Assessment Result** screen will display. The following information message displays:

	'We've estimated what you owe based on the information you've just told us.
	
	We've estimated you've been overpaid $XXXXX Centrelink payments.
	
	You can select 'Back' to change any of the income information you've told us.
	
	If you select 'Confirm', you'll either be shown the final amount you owe or we'll tell you if we can't finalise this amount straight away.'
	
	The following information is displayed to help the customer understand the result:
	
	• Financial Year(s)
	• Your income details
	    ○ What you told us
	    ○ What you just told us
	    ○ Centrelink payments you received
	    ○ Centrelink payments you should've received
	• What this means
	    ○ The estimated amount you've been overpaid
	• Estimated result explanation
	
	If something is incorrect, the customer can:
	
	• Select **Back** to go back and edit their income information
	• View further advice about:
	    ○ What will happen next?
	    ○ What payment options are available?
	    ○ What happens if I disagree with this result?
	    ○ What support is available if you're in a crisis or need special help?
	• Call the Department of Human Services if they require assistance
	• Ask for more time
	• View the help text available
	
	Provide the customer with a full explanation of the outcome if they call regarding the estimated result. Use the suggested dialogue and estimated result explanation to provide the customer with further information about the result if requested
	
	The customer must select **Confirm** to proceed.

21	**System cannot finalise assessment** - Read more [38] If the online CUPI service cannot automatically assess the outcome due to an assessment check, a manual handoff is required. The customer is advised:

	'Thank you for confirming your employment income. We will be in contact with you regarding the outcome within 14 days.' For more information, see Assessment checks for the check and update past income (CUPI) service.
22	**Result** - Read more [39] Upon confirming the estimated outcome, the customer is returned to the CUPI service landing page. Where the **assessment resulted in a debt**, the following information message displays: 'You've successfully confirmed your past income information Thank you for checking and updating your income details. We've worked out you were overpaid $XXXXX in Centrelink payments. We used the information you've told us to work out this result. You don't need to pay back the amount you owe all at once. You can set up a repayment plan that works for you. You will find the details of your overpayment in the table below. You can download and save a copy of this. If you disagree with the result or if you have made a mistake, please call us on 1800 061 838.' The customer is advised when a **recovery fee is included in the debt amount** with the following explanation: 'A 10% recovery fee is included because, based on the information from the ATO, you did not tell us about all of your past income and we have no explanation for why this happened.' The Result Summary will also display when a recovery fee has been included. The customer is also advised that figures may be rounded to the nearest $0.01. Where the **assessment resulted in no debt**, the customer is advised they have been paid correctly. The customer will receive a letter to confirm the assessment outcome. The customer will see: • Result summary • Financial years the details relate to • Your income details • Your result explanation

	The customer can also view further information about this result, including: • What will happen next? • What payment options are available? • What happens if you disagree with this result? • What support is available if you're in crisis or need special help? Where the customer accessed the service via their myGov account, they will have the option to set up a payment arrangement. By selecting **Set up a payment arrangement** the customer will be linked to the Money You Owe option online. If the customer believes the assessment result is incorrect or they have made a mistake, they can call the Department of Human Services. If the customer contacts the department, explain the decision to the customer. See Customer requests explanation of decision for the check and update past income (CUPI) service.

Helping customers upload documents online

Helping customers upload documents online

Table 6: This table contains information for Compliance Officers (CO) to help customers upload employment documents online. For assistance, see the CUPI service online workflow screenshots attachment on the Resources page.

Collapse table

Step	**Action**
1	**Upload your documents** - Read more [40] Tasks with a **Status** of **Required** display detailing the documents required for the relevant employer and period. The customer must select **Upload documents** from the **Upload your documents** screen within the CUPI service.
2	**Before you start** - Read more [41] When **Upload documents** is selected the customer is advised of the accepted formats: • jpg, png, pdf or tiff • the size for each document must be less than 5.0MB per file • documents must be attached separately

	• documents may be made up of one or more files • all files will be converted into a single PDF file For more information, see Frequently Asked Questions and Troubleshooting Guide for Upload documents service located on the Resources page in Upload documents online.
3	**Selecting your documents** - Read more [42] To upload a document the customer selects **+Select a document to upload**. Then the customer selects: • the document being uploaded, from the dropdown list displayed • **Continue** The customer is asked to select all the files that make up the selected document. The files can either be dropped into the window displayed or the customer can select the **Select your file** icon. As the files are selected, they appear on the screen and the total size of the selected files displays. The customer can remove files by selecting the trash can icon. To add another document, the customer selects **Done**, then **+Select a document to upload**. The customer selects **Ready to submit** once all documents have been selected.
4	**Declaration** - Read more [43] The following declaration displays to the customer. The customer must read and declare they understand the declaration: • 'I declare that the documents are true and correct copies of the original documents • I understand that giving false or misleading information is a serious offence • I consent to Centrelink using the documents for the assessment of my qualification, eligibility and rate of any social security payment or family assistance payment.' The customer must select **I understand and agree to the above terms**, then **Next** to proceed.
5	**Documents uploaded** - Read more [44] Once the customer has submitted the documents, the customer is returned to the **Upload your documents** screen.

	The customer is required to complete each **Task** that displays. Once each **Task** displays a status of **Done**, the customer selects **Next** to continue.
6	**My review status** - Read more [45] Once the customer completes all tasks, the status of the tasks will display a green tick. The customer is asked to select **Submit** to complete checking and updating their past income information and is returned to the CUPI service landing page. The landing page shows the result summary **Submitted for review** with the result **To be decided**. The following information message displays: 'Thank you for checking and updating your information. Your information has been submitted to a staff member for processing. This may take up to 4 weeks. We'll contact you by phone if we need more information. When we have processed your information we'll send you a letter to tell you the result. You can come back to this page to check the status at any time by logging on to your Centrelink online account or using the confirmation code in your letter.'

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This page contains links to policy and legislation.

Policy

Office of the Australian Information Commissioner website

Australian Privacy Principle Guidelines

Guidelines on Data Matching in Australian Government Administration

Human Services Website

Privacy policy

Legislation

Links to the Federal Register of Legislation site point to a 'Series' page which lists all available historical versions. Navigate to the appropriate legislative reference(s) listed below by selecting the 'Latest' compilation at the top of the list.

Privacy Act 1988

Social Security (Administration) Act 1999

Check and update past income (CUPI) service 110-18100129

Home > General Information > Compliance and Review > Customer compliance interventions (CLK) > Check and update past income (CUPI) service

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Do not share this information externally. See Freedom of Information – Information Publication Scheme.

This page contains a link to an attachment showing Check and update past income (CUPI) service online workflow screenshots. Links on this page may be unavailable to external audiences.

CUPI service online workflow screenshots

This attachment may not be printed, broadcast or released externally. For contact details and more information, see Information Publication Scheme.

Check and update past income (CUPI) service online workflow screenshots

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Related training packages in the Learning Portal (LMS) in ESSentials:

- **BUS00385 -** Check and Update Past Income (CUPI)

To find the relevant course, add the course number to the **Search** field.