

REPORTING YOUR INCOME IS EASY

This is an exciting time! As you settle into your new role we want to make sure we provide you with the support you need. There are just a couple of simple things you need to do so that Sureway and Services Australia can provide you with the right support over the next 6 months.

You can report your employment income by:

- Logging onto your [myGov account](#) and accessing your Centrelink online account.
- Using the [Express Plus Centrelink app](#) available from your App Store.
- Visiting your nearest Services Australia (Centrelink) office.
- Calling the Centrelink Reporting Line 133 276 (13EARN).
- A step-by-step guide is available on the [Services Australia website](#).

What information do you need on hand to report?

- Your **gross pay** – the amount your employer pays you before tax and other deductions. You can find your gross pay amount on your payslip.
- The **number of hours** you worked in your reporting period.
- The **date** your employer paid you.
- If applicable, you may also be required to provide this information for your partner.

You have a contractual obligation to report ALL income you receive from paid employment to Services Australia on a regular basis (usually fortnightly) or you may incur financial penalties.

Change incorrect declarations or backdate up to 6 weeks' reporting via the [Express Plus Centrelink app](#), or call 132850.



DID YOU KNOW...

Working credits are available through Centrelink

Working Credits are a Centrelink scheme that allow you to keep more of your payment when you start work.

Check your working credit balance on your mobile using the Express Plus Job Seekers App (available for Apple and Android devices from iTunes or Google Play) or call Centrelink to discuss.

Because you're registered with Sureway

We may be able to offer you (based on eligibility criteria):

- Financial assistance to purchase work clothes (e.g. pants, shirts, shoes, boots, hard hat, hi-vis gear)
- Financial assistance to help cover the cost of transport to and from work (e.g. fuel, bus tickets, car rego) as well as phone and internet credit
- Assistance with courses directly relating to your employment
- Counselling and social support services should you need them
- Wage subsidies that may be available for your employer

FREQUENTLY ASKED QUESTIONS

What happens to my Income Support?

Your income support will only cease if you are earning above the cut-off point and your Working Credits balance has reached zero. When this happens:

- We will continue to support you
- You can still use our office facilities
- You no longer have to attend compulsory appointments
- You'll be on a pathway to financial independence

What if I fall out of work – can I come back?

Yes. If your employment is cut short due to reasons beyond your control, you can contact Centrelink and have your file reinstated straight away (within 3 months of your exit date).