

23 January 2014

Further Update Regarding your NRAS Tax Offset Certificate for 2013 - 2014

We have now submitted 2524 NRAS compliance claims to the Commonwealth Government's Department of Social Services, the department that administers NRAS. This figure represents 100% of the 2013-2014 claims that NAHC was responsible for submitting. NAHC will keep you informed of any updates we receive from the Commonwealth Government as and when we receive the updates.

We appreciate the frustration you must be feeling and which many of you have expressed, both directly to us and to State and Commonwealth officials. NAHC would like to thank you for your patience in this matter. At all times, NAHC strives to uphold high standards of quality and accuracy. Due to significant and numerous regulatory changes made to the 2013-2014 reporting requirements, NAHC was required to dedicate significantly more time and resources to compliance reporting to ensure our high standards were met.

At this stage, NAHC is unable to provide a date by which the Department of Social Services' assessment of the claims will be completed. However, the Department has assured us that they have added additional resources in order to enhance their capability to deal with and process all claims. As soon as the Department provides us with a firm assessment completion date for the 2013-2014 claims, we will advise you via email.

The State Cash Incentive will be processed two weeks after the Commonwealth Government notifies the State Government that the tax offset certificates have been issued.

In the interim, included in this email and letter, please find the contact details we have on file for you. If your details are not correct, please advise us in writing of any changes to your details. Incorrect details will further delay the processing of any claims.

Thank you again for your patience. We will continue to update you as pertinent information becomes available to us.

Kind Regards,

Trish Dutton
Acting Risk, Quality & Compliance Manager