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Tasks to be undertaken prior to commencement of a new Trimester for Payment Accuracy Reviews (PAR) interviews 110-10020000

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Background

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This document outlines information about the tasks to be undertaken by Payment Accuracy Reviews (PAR) staff once PAR selections have been loaded to the **s47E(d)** and the **s47E(d)** System ^{s47E(d)}

PARP Team Responsibilities

The Payment Accuracy Reviews Policy (PARP) team distributes each team's selection list to Team Leaders. The selection list includes Customer Reference Numbers (CRN), customers' payment types, and the location of the service centres in which the customers are based.

The [Resources](#) page contains a list of suggested tasks to be undertaken.

PARP Team Leaders are to arrange for an initial examination of all selections to ensure that all reviews selected are suitable for review and to identify reviews that are to be transferred to other PAR Teams.

All reviews are to be in the name/logon of the interviewing officer in ^{s47E(d)} before commencing action via the **s47E(d)** Workflow ^{s47E(d)} Reviews are not to remain in **s47E(d)** positions.

If the interview needs to be completed by another officer, do this after the review action has been selected. If the review is to be taken over by another officer, do this in ^{s47E(d)} before starting the ^{s47E(d)}

The [Resources](#) page contains a link to online forms and a list of suggested tasks to be undertaken by the Payment Accuracy Reviews (PAR) team.

Contents

[Arranging replacement reviews for Payment Accuracy Reviews \(PAR\)](#)

[Examining records in preparation for Payment Accuracy Reviews \(PAR\) interviews](#)

[Arranging Payment Accuracy Reviews \(PAR\) interviews](#)

[Determining interview and module requirements for partners of customers selected for Payment Accuracy Reviews \(PAR\)](#)

Resources

Forms

[Online forms](#)

Suggested tasks to be undertaken

- **Vehicles:**
 - discuss with Corporate Support to check availability
 - if hire cars are required, contact the local Zone Vehicle Control Officer (VCO). The VCO can also organise fuel cards
- **Arrange itineraries:**
 - broadly plan itineraries and allocate locations to the most appropriate team members
 - when final itinerary completed, send a courtesy copy to the Assistant Director
 - discuss car use with staff. **s47E(d)**
- **Consider planned leave, public holidays**
- **Plan training:**
 - new starters
 - mandatory training
- **Contact Service Centre Managers:**
 - **s47E(d)**
 - ensure desks have a working PC and telephone
 - PAR Assistant Director to contact the Service Leader for each Service Zone using the standard memo template
 - organise amenities access for staff at local sites **s47E(d)**
- **Workplace Safety Induction checklists (customised for Random Sample):**
 - completed by each staff member for each site they will visit. Refer to notes within the checklist as to when it needs to be completed

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Payment Accuracy Reviews (PAR) interviews and Intensive Desktop Reviews (IDR) 110-10030000

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Background

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This document outlines information on interviews and Intensive Desktop Reviews (IDR) conducted by Payment Accuracy Reviews Officers (PARO) for customers selected for a Payment Accuracy Reviews (PAR).

Requirement for interview

PAR involve a face to face interview for most customers. PARO usually travel to a customer's local Service Centre to conduct the interview. Some interviews are conducted via telephone.

An IDR is undertaken instead of an interview if a customer's circumstances meet [certain criteria](#).

Contents

[Conducting face to face interviews for Payment Accuracy Reviews \(PAR\) in a Service Centre](#)

[Requesting and conducting Payment Accuracy Reviews \(PAR\) telephone interviews](#)

[Requesting and conducting an Intensive Desktop Review \(IDR\) for a Payment Accuracy Reviews \(PAR\)](#)

[Recording information, scanning review packages to the customer's record and destruction of packages for Payment Accuracy Reviews \(PAR\)](#)

[Processing Special Benefit \(SpB\) Payment Accuracy Reviews \(PAR\)](#)

[Failure to attend a Payment Accuracy Reviews \(PAR\) interview](#)

Related links

[Examining records in preparation for Payment Accuracy Reviews \(PAR\) interviews](#)

[Determining interview and module requirements for partners of customers selected for Payment Accuracy Reviews \(PAR\)](#)

[Coding changes to customer information and claiming errors within Payment Accuracy Reviews \(PAR\)](#)

References

This page contains links to policy and legislation.

Policy

[Guide to Social Security Law, 3.1.3, Notification & Recipient Obligations](#)

[Guide to Social Security Law, 8.1.3.10, Provision of Information](#)

[Guide to Social Security Law, 8.1.8, Interviews](#)

Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

For legislation about the requirement to give information about a change of circumstances, see:

[Social Security \(Administration\) Act 1999](#)

- section 67, Person who has made a claim
- section 68, Person receiving social security payment or holding concession card
- section 63, Requirement to attend Department etc
- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc

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Post interview verification and finalising Payment Accuracy Reviews (PAR) 110-14040000

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Background

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This document outlines the procedures on the verification, updating of customer details, reassessment, and finalisation stages of Payment Accuracy Reviews (PAR) for PAR programme staff only.

Verification process

Payment Accuracy Reviews Officers (PARO) must be satisfied with the accuracy of all information provided during a PAR. If appropriate, they must verify the information.

Using the information identified in [Examining records in preparation for Payment Accuracy Reviews \(PAR\) interviews](#), the PARO will determine the documentation needed to verify the customer's/partner's circumstances. The PARO will ask the customer for this information in the initial phone contact and in the Review Initiation letter ^{s47E(d)}. After the interview, the PARO may need to ask the customer for more information.

The verification process must be completed as soon as possible after the interview. This allows for any additional requests for information and timely finalisation of the review.

There are separate requirements for different types of verification, including Family Tax Benefit (FTB). See:

- [Verification of information for Payment Accuracy Reviews \(PAR\)](#)
- [Verification of employment income for Payment Accuracy Reviews \(PAR\)](#)
- [Verification of income \(excluding employment income\) for Payment Accuracy Reviews \(PAR\)](#)
- [Verification requirements for Family Tax Benefit \(FTB\) for Payment Accuracy Reviews \(PAR\)](#)

Verification may be required for:

- Date of birth
- [Employment income](#) (customer/partner)
- [Bank accounts](#)
- Rent Assistance (RA)
- Telephone Allowance (TAL)
- Care receiver details for Carer Allowance (CA) or Carer Payment (CP)
- Mutual obligation requirements for JobSeeker Payment (JSP)/Youth Allowance (YA) (job seeker)/Special Benefit customers
- Student's current enrolment
- [Compensation payments](#)
- Business and/or real estate details

Customer verification

The customer must be given the opportunity to provide suitable documents for verification. When asking for verification, discuss with the customer if they can provide verification in the first instance. Ask the customer if they have the information or if they can get it.

If the customer has a legitimate reason for not being able to provide the verification, tell them the agency will ask for the information from the third party. Where possible ask the customer for the phone and address details of the third party that can provide the information. The PARO must update the **s47E(d)** with the outcome of any discussion about getting the information from the customer, including any third-party contact details.

Third Party Verification

Contact with third parties may be necessary when the customer cannot provide the information. Third party requests are not to be sent until after the interview is conducted. Only requests for employment income can be sent before the interview if the customer has advised they cannot provide it.

Requesting verification from third parties can be done by letter, fax, or email. Emails to third parties are sent using Services Australia Secure Mail.

Third parties have an obligation to provide information under section 192 of the Social Security (Administration) Act 1999.

Determining Scope of Verification

The scope of verification will determine what period the verification is required.

s47E(d)

Use the tables on the relevant Process page to determine the scope periods for each income and asset type.

Update record details if:

- the customer or third party voluntarily provides information outside of the scope period, **and**

s47E(d)

The only exception would be when Single Touch Payroll (STP) verified income becomes available during the review period, there is no requirement to update the record with the pay details provided. Clarification may be provided in the ^{s47E(d)} Results **DOC**.

Verification when payment is cancelled

Continue to verify any income or assets with third parties even if:

- the payment under review is cancelled after completing the PAR interview, or
- the customer dies

The review channel will be unchanged. The PARO must follow the same process as an Intensive Desktop Review (IDR) to get third party verification.

If the customer is no longer current on the payment under review:

- Related modules/forms are not needed, including if a new income support payment is subsequently granted. See [Requesting and conducting an Intensive Desktop Review \(IDR\) for Payment Accuracy Reviews \(PAR\)](#)

s47E(d)

- Only information until the date paid to (DPT) before cancellation or suspension can be requested from third parties. The customer record must only be updated with information until the DPT before date of cancellation or suspension. While

suspension is only a temporary loss of qualification, for PAR purposes, request and update the record with information up to DPT only. See [Requesting and conducting an Intensive Desktop Review \(IDR\) for Payment Accuracy Reviews \(PAR\)](#)

Contents

[Verification of information for Payment Accuracy Reviews \(PAR\)](#)

[Verification of Independence categories for Youth Allowance \(YA\) for Payment Accuracy Reviews \(PAR\)](#)

[Verification of Away from Home rate categories for Youth Allowance \(YA\) for Payment Accuracy Reviews \(PAR\)](#)

[Verification of Away from Home rate categories for ABSTUDY for Payment Accuracy Reviews \(PAR\)](#)

[Verification of Independence categories for ABSTUDY \(ABY\) for Payment Accuracy Reviews \(PAR\)](#)

[Verification requirements for Family Tax Benefit \(FTB\) for Payment Accuracy Reviews \(PAR\)](#)

[Coding changes to customer information and claiming errors within Payment Accuracy Reviews \(PAR\)](#)

[Reassessing entitlements for Payment Accuracy Reviews \(PAR\)](#)

[Finalising the Integrated Review System \(IRS\), Random Review Results System \(RRRS\) and recording debts in RRRS](#)

[Verification of employment income for Payment Accuracy Reviews \(PAR\)](#)

[Verification of income \(excluding employment income\) for Payment Accuracy Reviews \(PAR\)](#)

Process

This document outlines the procedures on the verification, updating of customer details, reassessment, and finalisation stages of Payment Accuracy Reviews (PAR) for PAR programme staff only.

On this page:


[Requesting documented verification from the customer](#)

[Requesting verification from third parties](#)

Requesting documented verification from the customer

Table 1

Step	Action
1	<p>Customer to supply verification + Read more ...</p> <p>Verification documents</p> <p>Give the customer the opportunity to provide suitable verification documents.</p> <p>Before issuing the Review Initiation s47E(d) letter or Request for Information (RFI) letter, tell the customer:</p> <ul style="list-style-type: none"> what information is needed

	<ul style="list-style-type: none"> • a letter will be sent asking for the information discussed in the phone conversation • s47E(d) <ul style="list-style-type: none"> • the request is being issued under section 63 of the Social Security (Administration) Act 1999 • their payments may be suspended and/or cancelled if they do not return the documents by the date stated in the letter • s47E(d) <p>Asking the customer for verification documents</p> <p>At the initial contact, use the s47E(d) workflow to select the required verification from the selectable list of available documents and forms. See Arranging Payment Accuracy Reviews (PAR) interviews</p> <p>Note: if the customer has not returned the information asked for in the s47E(d) letter at interview, they have 14 days from the interview date to provide it. Only send a new letter if new verification requirements are identified.</p> <p>After the interview, if new verification requirements are identified, issue an RFI letter using s47E(d) in Process Direct. See Step 2</p> <p>Uploading documents online</p> <p>If the customer is lodging documents, tell them how to lodge the required information:</p> <ul style="list-style-type: none"> • attach a copy of their letter with their documents •  upload the documents online by going to their Centrelink services using myGov or the Express Plus mobile app: <ul style="list-style-type: none"> ○ tell the customer to contact the agency 6 days after lodging the documents ○ when they contact, check they provided all the required documents. If any are missing, tell them what is needed and extend the time if relevant <p>To issue an RFI to the customer, go to Step 2</p> <p>If the customer cannot supply the documents, document the conversation, go to Table 2</p> <p>To check the return of requested documents from the customer, go to Step 4</p> <p>Note: get and record contact details of any third party that the customer may provide in the s47E(d) DOC</p>
2	<p>Issuing the customer with a Request for Information (RFI) + Read more ...</p> <p>An RFI is needed for any newly identified verification that has not already been requested using the Review Initiation Letter.</p> <p>Issue an RFI using s47E(d) in Process Direct</p> <p>To issue the RFI:</p> <p>s47E(d)</p>

s47E(d)

Note: the letter does not send forms to the customer. If forms are to be completed, select **s47E(d)** from the available documents in the **s47E(d)** workflow. Tell the customer they can download these on the Services Australia website.

See [Requesting information \(CLK\)](#).

- If the customer cannot download the forms from the website:
- use the **s47E(d)** guided procedure in Customer First
- send the RFI in Process Direct and list the required forms or modules. It has the relevant legislation and consequences for not responding
- tell the customer they will receive 2 letters in the post

Tell the customer the information below and **document** the **s47E(d)** **DOC**:

- List of the documents requested
- Details of information needed and the timeframe for response, 23 days
- Lodge a copy of the letter when returning documents
- Consequences of non-compliance

3

Place the review on hold + Read more ...

[Record a contact in](#) **s47E(d)** and place the review on hold for 23 days – see [Time Allowed to Respond](#):

- On the **s47E(d)** screen:
s47E(d)

Consider holding the **s47E(d)** review for extra days to allow for:

- public holidays, or
- when the due date would fall on a weekend, for example, hold for one extra day

If the customer/third party is in a remote area, manually change the hold date to add another 7 calendar days – see [Time Allowed to Respond](#).

s47E(d)

s47E(d)

s47E(d)

s47E(d)

Procedure ends here until documents are returned or the review becomes **DUE**.

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Check if customer has provided documents + Read more ...

How to determine if the customer has returned documents:

	<ul style="list-style-type: none"> the customer will have scanned or uploaded the documents. They can be found in s47E(d) in Customer First or under s47E(d) icon in Process Direct once the document has been viewed, close the s47E(d) or Digital Work item in either the s47E(d) or s47E(d) screen see Table 3 in Viewing Centrelink customer's digital image for more details on completing a digital work item in Customer First or Process Direct <p>Where the customer has returned documents:</p> <ul style="list-style-type: none"> annotate the s47E(d) DOC. If any documents are missing, include details of what further information is needed record the response to the letter in s47E(d) <p>Has customer provided the documents requested?</p> <ul style="list-style-type: none"> Yes, all documents supplied, see Reassessing entitlements for Payment Accuracy Reviews (PAR) No, customer has not responded or provided all the requested documents, go to Step 5
5	<p>Insufficient documentation or no response to letters + Read more ...</p> <p>Action as below</p> <p>Insufficient documentation provided + Read more ...</p> <p>If the customer has not provided all the requested documents, the PARO will make genuine attempts to contact the customer when:</p> <ul style="list-style-type: none"> there has been no contact, or all the documents have not been supplied <p>Ensure there are no vulnerabilities or sensitivities that should be considered before suspending payments.</p> <p>Contact is successful + Read more ...</p> <ul style="list-style-type: none"> discuss what is still required s47E(d) tell the customer their payment may be suspended if they fail to respond by the new due date document the s47E(d) DOC, including the suspension warning and what documents are still required <p>Contact is unsuccessful + Read more ...</p> <p>If the customer has not responded in time, investigate the customer's record to determine if a suspension is needed. For example, has the customer:</p> <ul style="list-style-type: none"> contacted to discuss a letter they received? <ul style="list-style-type: none"> Check the s47E(d) screen for any DOC after the PAR review started, including any annotations to the s47E(d) DOC uploaded documents for the s47E(d) review? <ul style="list-style-type: none"> Check s47E(d) in Customer First <p>Ensure the customer was given a reasonable amount of time to respond to a written request when it was sent, see Allow extra time for mail delivery or public holidays.</p> <p>Check the correct s47E(d) was keyed on the s47E(d) screen. Extend the expected response date if extra time is needed. This puts the review back on s47E(d)</p> <p>Vulnerabilities and Sensitivities + Read more ...</p> <ul style="list-style-type: none"> Check for any vulnerabilities or sensitivities that may stop a suspension being applied, s47E(d) For a comprehensive list of screens to check, see Identifying customer vulnerability and risk issues A referral to a social worker may be needed to help support the customer with any vulnerabilities or sensitivities, see Social workers role in Payments and Integrity

	<ul style="list-style-type: none"> Check the customer's address history. If they have changed address since the original request was sent, consider if a new request is needed before suspending the payment <p>Seek guidance from a Quality Development Officer or Team Manager if unsure whether to apply a suspension after investigating the record.</p> <p>Was the contact successful + Read more ...</p> <ul style="list-style-type: none"> Yes, follow the agency's phone contact requirements and determine the reason the customer failed to provide the documents. If the customer needs more time to source the documents, extend the Expected Response Date on the s47E(d) screen No, suspension is required, go to Step 6 <p>Note: If contact was unsuccessful and is also an FTB review, see Table 4 in Verification requirements for Family Tax Benefit (FTB) for Payment Accuracy Reviews (PAR).</p> <p>For information on suspension action for:</p> <ul style="list-style-type: none"> DSP/DSB customers, see Disability Support Pension (DSP) customer fails to reply to correspondence All other customers, see Suspension of payments (CLK)
6	<p>Suspend payment + Read more ...</p> <p>Action as below</p> <p>Review Image + Read more ...</p> <p>Select the review from the s47E(d) screen before updating the customer's record.</p> <p>This will make sure the updates are captured in s47E(d) for attribution purposes. This is known as being within the 'review image'.</p> <p>Suspension coding + Read more ...</p> <p>Note: if the customer is receiving Carer Payment, use the s47E(d) workflow in Customer First.</p> <p>If the workflow cannot be used, or the customer is receiving another payment type, such as s47E(d), manually code the suspension. See below:</p> <p>Date of Effect (DOE)</p> <p>s47E(d)</p> <p>Manual suspension coding + Read more ...</p> <ul style="list-style-type: none"> s47E(d) <p>s47E(d) coding + Read more ...</p> <ul style="list-style-type: none"> Update the letter contact on the s47E(d) screen to s47E(d) the customer did not contact Record the suspension action on the s47E(d) screen to place the review on hold s47E(d) for 14 days, pending customer contact

	<p>Document decision + Read more ...</p> <ul style="list-style-type: none"> Record all significant decisions in the PAR DOC A separate DOC for all suspensions, cancellations and debts is needed, see Online Document Recording (ODR) Use Fast Note - select s47E(d) DOC. This makes sure if/when the customer contacts they are referred to the ^{s47E(d)} team for discussion before any restoration. See below for example text to input: <p style="text-align: center;">s47E(d)</p> <ul style="list-style-type: none"> Update the expiry date to end 28 days from date of suspension Procedure ends here until either: <ul style="list-style-type: none"> customer contacts due to suspension letter, go to Step 7 review becomes due, go to Step 8
7	<p>Customer contacts in response to suspension of payment + Read more ...</p> <p>If the customer contacts after suspension or cancellation, follow the agency's phone contact requirements and follow the below:</p> <p>Suggested dialogue</p> <p>Tailor to suit the customer's circumstances:</p> <p style="text-align: center;">s47E(d)</p> <p>Close the Display on Access (DOA) DOC</p> <p>End date the DOC after a customer responds to the suspension letter.</p> <p>s47E(d) coding</p> <p>Record the customer's contact on ^{s47E(d)} screen</p> <p>Re-establish ongoing eligibility</p> <p style="text-align: center;">s47E(d)</p> <p>Note: in most cases, payment cannot be restored if it is more than 13 weeks after the customer was notified of the decision to cancel or suspend.</p> <ul style="list-style-type: none"> If there has been a change in circumstances, update relevant information on the system before restoring payments to avoid incorrect arrears being paid <ul style="list-style-type: none"> Restoration of Disability Support Pension (DSP) Restoration of Carer Payment (CP) For all other payments, see Restoration of payments (CLK) and select the relevant payment type <p>If there is doubt that the customer's payment can be restored after a thorough investigation of the record, check with a Quality Development Officer or Team Manager.</p> <p>Can payments be restored?</p> <ul style="list-style-type: none"> Yes, go to Step 8 No, consider cancelling the payment to prevent ongoing customer debt, go to Step 10

8	<p>Restore payment + Read more ...</p> <p>Action as below</p> <p>Eligibility for payment + Read more ...</p> <p>After determining the customer has retained eligibility for the payment during the restoration period, restore the payment.</p> <p>Note: if the customer is receiving Carer Payment, use s47E(d) .</p> <p>If the workflow cannot be used, or the customer is receiving another payment type, such as s47E(d) , manually code the suspension. See actions below.</p> <p>Review Image + Read more ...</p> <p>Select the review from the s47E(d) screen before updating the customer's record.</p> <p>This will make sure the updates are captured in s47E(d) for attribution purposes. This is known as being within the 'review image'.</p> <p>Restoration action + Read more ...</p> <p>s47E(d)</p> <p>Note: if the customer is receiving Carer Payment, use s47E(d)</p> <p>s47E(d) coding + Read more ...</p> <p>Record the customer's contact on s47E(d) screen.</p> <p>Document decisions + Read more ...</p> <ul style="list-style-type: none"> Record all significant decisions in the s47E(d) DOC If the customer cannot give the remaining required information, get third party verification. See Table 2, Step 1
9	<p>Customer does not contact in response to suspension action + Read more ...</p> <p>The customer's payments have been suspended for more than 14 days and they have either not contacted, or there is no evidence on the customer's record to indicate there were circumstances that may have affected the customer's ability to return documents.</p> <p>Investigate customer's record</p> <p>Decide if a cancellation is needed. check if the customer has:</p> <ul style="list-style-type: none"> contacted to discuss a letter they received. Check the s47E(d) screen for any DOC after the review started, including any annotations to the s47E(d) DOC uploaded documents for the review. Check s47E(d) in Customer First <p>If there is doubt about applying a cancellation after a thorough investigation of the record, check with a Quality Development Officer or Team Manager.</p> <p>Action needed</p>

	<p>If there has been no contact, or there are no vulnerabilities or sensitivities that would impact their payment, the PARO must:</p> <ul style="list-style-type: none"> • make genuine attempts to contact the customer • follow the phone contact requirements • record all attempts to contact on the ^{s47E(d)} DOC • Record contact details in ^{s47E(d)} <p>Was contact successful?</p> <ul style="list-style-type: none"> • Yes, re-establish if the payment can be restored and continue the review • No <p style="text-align: center;">s47E(d)</p>
10	<p>Cancel payment + Read more ...</p> <p>Action as below</p> <p>Complete all actions + Read more ...</p> <p>Before updating the customer record, complete the following actions.</p> <p>Review Image + Read more ...</p> <p>Select the review from the ^{s47E(d)} screen.</p> <p>This will make sure updates are captured in ^{s47E(d)} for attribution and reporting purposes. This is known as being within the 'review image'</p> <p>Cancellation coding + Read more ...</p> <p>If the customer is receiving Carer Payment, use the ^{s47E(d)}. See ^{s47E(d)} for how to use the workflow</p> <p>If the workflow cannot be used, or the customer has another payment type, such as ^{s47E(d)}, manually code the cancellation:</p> <p style="text-align: center;">^{s47E(d)}</p> <p>^{s47E(d)} coding + Read more ...</p> <p style="text-align: center;">s47E(d)</p> <p>Document decisions + Read more ...</p> <p style="text-align: center;">^{s47E(d)}</p>

Requesting verification from third parties

Table 2

Step	Action
1	<p>Third party verification is needed + Read more ...</p> <p>Contact the third party by phone before sending the QSS40, to:</p> <ul style="list-style-type: none"> confirm the correct contact details and preferred method of receiving the request (email or post) discuss the documents required tell them of their obligation to provide information under section 192 of the Social Security (Administration) Act 1999
2	<p>Issue first or second request (QSS40) to third party + Read more ...</p> <p>Issue request for third party verification when the customer could not provide suitable documentary evidence.</p> <p>Record contact details in ^{s47E(d)} and hold the review for 28 days:</p> <ul style="list-style-type: none"> on the ^{s47E(d)} screen, add Letter code: QSS40 annotate the ^{s47E(d)} DOC with actions taken <p>Contact the third party after giving a reasonable time for delivery (for example, 5 business days). This may help to confirm receipt of the request and expedite the return of information.</p> <p>Procedure ends here until the third party responds to the QSS40 or the review becomes DUE.</p>
3	<p>Check if the third party has returned the information request + Read more ...</p> <p>Has information been returned:</p> <ul style="list-style-type: none"> Returned documents will be scanned to the customers record and viewable in the ^{s47E(d)} tab in ^{s47E(d)} page by clicking on the ^{s47E(d)} See Viewing Centrelink customer's digital image <p>Where the documents have been returned:</p> <p style="text-align: center; font-size: 2em; color: red;">s47E(d)</p> <p>QSS40 information returned by third party</p> <p>The review is ready to be assessed once all documents are supplied. See Reassessing entitlements for Payment Accuracy Reviews (PAR).</p> <p>When all coding is complete, finalise the review. Check on the date the review is being finalised to make sure there are no DOCs or annotation to DOCs indicating advice of vulnerabilities or requests for extension.</p> <p style="text-align: center; color: red;">s47E(d)</p>

s47E(d)

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s47E(d)

References

Policy

[Social Security Guide, 1.1.E.168, Exempt accommodation \(RA\)](#)

[Social Security Guide, 3.1.3, Notification & Recipient Obligations](#)

[Social Security Guide, 8.1.3.10, Provision of Information](#)

[Social Security Guide, 2.2, Verification](#)

[Family Assistance Guide, 3.2.4, Target Foreign Income](#)

Links to the ABSTUDY Policy Manual go to pdf and docx documents. Select the document and go to the reference(s) below.

[ABSTUDY Policy Manual](#)

- 50.1, Requirement to be undertaking the course
- 50.2, Extended periods of absence
- 49.4.1, Extended period of unapproved absence
- 49.6, Penalties for Failure to Meet the Activity Test Requirements
- 2.4 Suspension and cancellation of ABSTUDY payments

Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- section 192, General power to obtain information
- section 195, Obtaining information to verify claims etc