Australian Government

Services Australia

Coding changes to customer information and claiming errors within Payment Accuracy Review (PAR) 110-14040070

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Background

Recording Potential Errors

Denied Payments

As part of the review, any payments that have been denied must be recorded under Denied Payments in RRRS. If the customer advises during the interview that they have had a payment denied in the past, investigate the record, and determine if there have been any denied payments. If there is evidence that the customer has potentially been denied a payment they may have been entitled to receive, claim an administrative error. A denied payment could be a more appropriate primary payment or additional supplementary payment (only consider those payments and supplements currently reviewed as a part of PAR) that they are currently not receiving.

Unclaimed Payments

As part of the review, payments that customers have considered claiming must be recorded under Unclaimed Payments in RRRS. If the customer is aware of their potential eligibility and would like to receive this payment, then 'Customer Error' should be recorded. If it is because the customer is either not aware of an entitlement or they have trouble understanding the eligibility rules of the payment, then 'Administrative Error' should be recorded. If it is the customer's choice to not accept a payment they may be entitled to receive then 'No Error' should be recorded. An unclaimed payment could be a more appropriate primary payment or additional supplementary (currently reviewed as a part of PAR) that they are currently not receiving.

Note: these errors are captured separate to the standard errors identified during the review process. Error record with RRRS Q82 through to Q86.

The Resources page contains a link to the 'Asset held in trust for another person (for example, child or grandchild)' referral template.

s22 - out of scope

5	**Potential Errors for Denied Payments** + Read more ... Denied payments is where through the interview process and interrogation of the record, there is evidence to suggest the customer may have been incorrectly denied a payment to which they were entitled. If the customer advises at the interview they have been denied a payment and there is evidence that the customer may have had a payment denied incorrectly, an Administrative Error may need be recorded.

	Sources of information that can be used to locate denied payments include: s47E(d) in Customer First (**CF**) or Customer Record (**CR**) s47E(d)
6	**Potential Errors for Unclaimed Payments** + Read more ... An unclaimed payment is where a customer may be aware of eligibility for another payment they are not receiving but have chosen not to claim due to a particular circumstance. If the customer advises during the PAR interview that they have considered applying for other payments, an error may be recorded. The type of error is dependent on the customer's reason for not claiming the payment(s). - If the customer is aware of their potential eligibility and would like to receive this payment, then record 'Customer Error' at Question 85 (or 83 if replacing current payment) - If the customer is either not aware of an entitlement or they have trouble understanding the eligibility rules of the payment, then record 'Administrative Error' at Question 85 (or 83 if replacing current payment) - If it is the customer's choice to not accept a payment they may be entitled to receive, then record 'No Error' at Question 85 (or 83 if replacing current payment)

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Resources

A to Z Index Coding Information and Claiming Errors index

Table 1: this table contains an A-Z index to assist users with coding information and claiming errors for Payment Accuracy Review (PAR).

Letter	Terms
A-Z	s22 - out of scope [Denied Payments](#) s22 - out of scope [Unclaimed Payments](#) s22 - out of scope

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centrelink

Payment Accuracy Reviews Questionnaire
JobSeeker Payment

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UNCLAIMED PAYMENTS	
UP1. In the past 12 months have you considered checking your eligibility for any other Centrelink payments?	☐ ABSTUDY ☐ JobSeeker Payment ☐ Age Pension ☐ Parenting Payment Partnered ☐ Austudy ☐ Parenting Payment Single ☐ Carer Payment ☐ Special Benefit ☐ Carer Allowance ☐ Youth Allowance (student) ☐ Disability Support Pension ☐ Youth Allowance (other) ☐ Family Tax Benefit ☐ **None** – *Go to Declaration*
UP2. Is there a reason you haven't checked if you're eligible for these payments? **Refer to Operational Blueprint:** 110-14040070 Coding changes to customer information and claiming errors within Payment Accuracy Reviews (PAR) **Reminder**: *Information of a sensitive or personal nature should not be recorded. For further information refer to:* **Operational Blueprint:** 111-15000000 Online Document Recording	**SELECT**