

Executive Summary

Following closure of the Income Compliance Program (ICP) in 2019, some customer records still require the removal of averaged earnings from their historical record. This does not impact ongoing payments for customers.

What is the issue?

Following closure of the Income Compliance Program (ICP) in 2019, Services Australia undertook steps to identify the 530,630 debt records (for 434,895 customers) requiring remediation of earnings coding. The primary issue for remediation is the impact of system limiting dates. System limiting dates prevent the entitlement calculation systems from reassessing a customer's entitlement. Working Credits and other impacts caused by the original use of averaging income from ATO data are not corrected and require manual calculation and correction.

Impact on customers

Affected customers may have been under or overpaid. The customer record may include earnings that were incorrectly applied under social security law.

Remediation/action to date

In 2020-21, the Agency commenced an initial phase of remediation of customer records. Remediation for 184,357 debt records was completed for in-scope customer records.

This second phase of remediation is focused on records with ATO averaged and partially verified information and is exploring risk-based remediation options for the remaining debt records factoring in customer experience, likely remediation outcomes, time and investment required.

Sensitivities

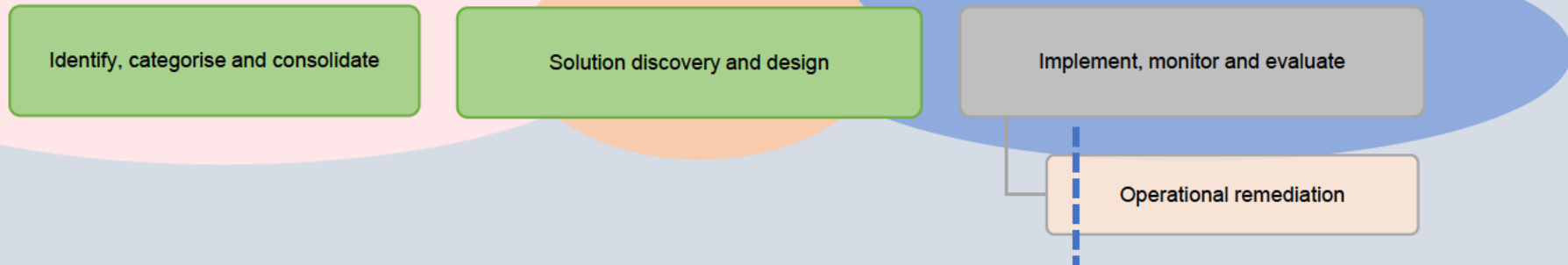
There are no sensitivities or potential media activity associated with this issue.

Key Facts

EC25-002507

Estimated Completion Date	To be determined
Master Program	Social Security and Welfare
Group	Payments and Integrity
SRO	Dan Blackmore
Policy Department	Department of Social Services
Date Identified	October 2022
Issue Type	Process
Have we ceased this practice	Yes
Do we need to amend customer records?	Yes
Legal Advice Received	No
Policy Advice Received	No
Legislative Change	No
ICT effort required	No
Records Impacted	100,000+
OLSC Significant Issue Report	No
External Engagement Occurred With	To be determined
Chief Financial Officer Visibility	No
Operational Remediation	Yes - ad hoc
Remediation Workforce	LCRD
Records requiring remediation	Ad hoc

Status: In Progress



Action Plan

Action Date	Key actions	Responsible Agency/Department	Progress
Ongoing	Reactive remediation when required	Services Australia	Remediation activities ongoing – this is undertaken on an adhoc basis when changes are made on the customers record.
Ongoing	Reactive remediation should consider the impact of changes on other programs e.g. Families	Services Australia	Remediation activity to consider Families adjustments arising from the remediation of ISP earnings