

Legal Compliance and Remediation Program

Legal Compliance and Remediation Program active issues as at 30 June 2026.

The below list does not contain issues that have been resolved and closed.

Title	Summary	Government Agency
Child Support – Cancelled Incomes	Incorrect assessment of income in Child Support assessments.	Department of Social Services
Western Australia Ex-Nuptial Manual workaround	Manual workaround for Western Australia Ex-Nuptial Child Support customers.	Department of Social Services
Third party debts	Third party debts being incorrectly applied to Family Tax Benefit (FTB) reconciliation outcomes requiring manual workaround.	Department of Social Services
Debt correspondence	Debt recovery has commenced without a valid debt letter being sent to customers who have an end-dated address in the Services Australia system.	Department of Social Services
Reporting duplicate income	System limitations, processing error and customer error are leading to duplicate income being reported resulting in customer underpayment.	Department of Social Services
Single Touch Payroll (STP) – Qualification Allowance	Qualification Allowance details received through Single Touch Payroll incorrectly assessed as employment income.	Department of Social Services

Senior Supplement Payment	Misalignment of legislation and Agency processes resulted in incorrect debt calculations and grandfathering status for Seniors Supplement Payment customers.	Department of Social Services
Study updates not allocating correctly	Delay in processing of study circumstances updates.	Department of Social Services
Legacy Product Conversions	Asset test exemptions for customers exiting legacy products lapsing following change to superannuation regulations.	Department of Social Services
Provisional Incomes	Child Support system automation may mean provisional incomes are not valid.	Department of Social Services
Child Dental Benefits Scheme	Record matching issue for Child Dental Benefits Scheme customers.	Department of Health, Disability and Ageing
Rent Assistance – Manual Follow Up	Processing delays for Rent Assistance customers who are on the manual rate of payment.	Department of Social Services
Location Specific Practice Number cancellation work items not being created in workload management system	System issue has caused 'cancel' work items for Location Specific Practice Number record not to appear for staff.	Department of Health, Disability and Ageing
Historical Location Specific Practice Number business information	Incorrect data for Location Specific Practice Number business information.	Department of Health, Disability and Ageing

Random value populating after creating new Location Specific Practice Number	System issue causes random value to populate in 'details' field of Location Specific Practice Number record.	Department of Health, Disability and Ageing
Not cancelling correctly – Disability Support Pension – Return to Work	A very small number of Disability Support Pension payments are not cancelling correctly.	Department of Social Services
Incentivising pensioners to downsize	Coding errors potentially caused assets to be deemed as exempt for incentive to downsize customers.	Department of Social Services
Department of Veterans' Affairs – Special Rate Disability Pension	Income exemption for superannuation used to offset Special Rate Disability Pension payable by the Department of Veterans' Affairs is not being applied correctly.	Department of Social Services
Work Bonus system issue	System issue is incorrectly apportioning the Work Bonus when a customer claims and has a shorter entitlement period than their partner.	Department of Social Services
BT Funds Issue	BT Funds have incorrectly reported income from income streams.	Department of Social Services
Intertwined Records – Automation of Income Stream Review (AISR)	Intertwined records have occurred where Automation of Income Stream Review data was matched.	Department of Social Services
52 Week Lump Sum Apportionment	Incorrect assessment of lump sums greater than 52 weeks.	Department of Social Services
Cryptocurrency recording	Manual recording issue with cryptocurrency assets.	Department of Social Services
Income Streams – Life expectancy products	Lifetime, life expectancy and term income streams not expiring as required.	Department of Social Services

Mismatch - Process Direct to Income Security Integrated System	An isolated data mismatch occurred in 2023 between agency systems. Data related to the Country of Residence screen.	Department of Social Services
Legal Residence Details - Duplicate Visa entries	Online claim action resulted in duplicate visa data appearing in agency systems, which may result in staff incorrectly assessing a customer's eligibility.	Department of Social Services
Incorrect update of circumstances impacted record	Workflow issue leading to incorrect recording of circumstances impacting compliance information.	Department of Employment and Workplace Relations
Capability Assessments in Process Direct	Manual workarounds required for issues staff experience in completing Capability Assessments.	Department of Employment and Workplace Relations
Overpayments made due to legislative and administrative errors in Extensible Markup Language (XML) files	Legislative and administrative errors in health professional and patient XML files supplied to the Agency.	Department of Health, Disability and Ageing
Authorised representative	Medicare authorised representative policy identified as being inconsistent with Australian Privacy Principles.	Department of Health, Disability and Ageing
Automated Bulk Re-issue of Interim (blue) Medicare cards	Incorrect cancellation of Interim Medicare cards where multiple end dates exist.	Department of Health, Disability and Ageing
Mobility Allowance not cancelling	Mobility allowance not cancelling due to disrupted data matching with National Disability Insurance Agency (NDIA).	Department of Social Services
Implementation of Serious Scarcity Substitution Instruments	Implementation of Serious Scarcity Substitution Instruments reliant on workarounds.	Department of Health, Disability and Ageing

Medicare billing	System issue resulted in restricted practitioners receiving Track and Scale credits in error.	Department of Health, Disability and Ageing
Royal Australian College of General Practitioners (RACGP) exchange	Data discrepancy identified in data exchange with the Royal Australian College of General Practitioners.	Department of Health, Disability and Ageing
Social worker accreditation and registration changes issue	Incorrect Australian Association of Social Workers accreditation and registration updates.	Department of Health, Disability and Ageing
Rent Assistance – Incorrect rate	Processing error for customers on the manual rate of Rent Assistance.	Department of Social Services
Rent Assistance – Parenting Payment Partnered (PPP)	Incorrect rent assistance entitlement for Parenting Payment Partnered customers.	Department of Social Services
Rent Assistance – system issue	Agency systems leading to incorrect payment of rent assistance for ineligible customers.	Department of Social Services
Rent Assistance – Family Tax Benefit (FTB)	Incorrect rent assistance entitlement for FTB customers.	Department of Social Services
Immigration Limiting Dates	Incorrect Immigration Limiting Dates for new claims.	Department of Social Services
Payments 'Suspended Other' not cancelling correctly	Processing error leading to payments suspending where they should cancel.	Department of Social Services
Student Start-up Loan (SSL) Lump Sum	System issue resulting in incorrect Student Start-up Loan Lump Sum entitlement.	Department of Social Services

Youth Allowance (YA) – Customers in state care turning 18	Manual rate adjustment required for Youth Allowance (YA) customers in state care.	Department of Social Services
Incorrect Education Details	Youth Allowance (YA) and Austudy continuing after course end date due to incorrect education details.	Department of Social Services
Pending Sibling Assessment Status	System issue leading to some Youth Allowance (YA) claims not finalising correctly.	Department of Social Services
Long Term Income Support Rate	Inconsistency between Long Term Income Support Rate policy and legislation.	Department of Social Services
Automatic transfer of Indigenous customers to Age Pension	Partial automated transfer of Indigenous customers to Age Pension.	Department of Social Services
Urgent payments	Urgent payments are inconsistent with the payment provisions under social security law.	Department of Social Services
Advance payment – legislative non-compliance	Automation of advance payments is inconsistent with social security law.	Department of Social Services
Compulsory Enhanced Income Management Exemptions	The Agency's approach to implementing 12-month exemptions for customers on enhanced Income Management requires review.	Department of Social Services
Special Benefit claims and ongoing qualification reviews	Elements of Special Benefit payment are inconsistent with legislation.	Department of Social Services

Pre-issue Incomes (Child Support)	The Agency's use of pre-issue income in Child Support assessments is inconsistent with legislation.	Department of Social Services Australian Taxation Office (ATO) Treasury
Partial Offsetting Child Support Program	System issue resulting in the lack of ability to offer partial offset arrangements for some Child Support customers.	Department of Social Services
Child Support Program 'refund to source'	System issue resulting in the lack of ability to offer partial offset arrangements for some Child Support customers.	Department of Social Services
Double crediting of the Child Support Special Account	Double crediting of the Child Support Special Account is required in certain circumstances, which would leave the account out of balance and could be misleading.	Department of Social Services
Australian Taxation Office (ATO) Pre-issue Income Data for Family Tax Benefit (FTB)	The Agency's use of pre-issue income for Family Tax Benefit (FTB) assessments is inconsistent with legislation.	Department of Social Services
Medicare Easyclaim	System issue causing variations between amounts paid and recorded in the Medicare Easyclaim settlement process.	Department of Health, Disability and Ageing
Assignment of Medicare Benefits – Telehealth	The verbal assignment of Medicare benefits is inconsistent with legislation.	Department of Health, Disability and Ageing
Assignment of Benefits – Private Health Insurers	There is no approved form for the assignment of benefits to Private Health Insurers under the <i>Health Insurance Act 1973</i>	Department of Health, Disability and Ageing

Automation of Medicare Provider Numbers	The automated allocation and refusal of Medicare Provider Numbers is inconsistent with legislation.	Department of Health, Disability and Ageing
Pharmaceutical Benefits Scheme Safety Net	Cancellation of a Pharmaceutical Benefits Scheme Safety Net card requires written communication be sent to the customer.	Department of Health, Disability and Ageing
Pharmaceutical Benefits Scheme Safety Net	The application of the Pharmaceutical Benefits Scheme Safety Net threshold is inconsistent with legislation.	Department of Health, Disability and Ageing
Automatic Cancellation – Targeted Compliance Framework	Automatic cancellation of payments under the Targeted Compliance Framework is inconsistent with legislation.	Department of Employment and Workplace Relations
Australian Taxation Office Pre-issue Income Data for Child Care Subsidy	The Agency's use of pre-issue income for Child Care Subsidy assessments is inconsistent with legislation.	Department of Education Australian Taxation Office Treasury
Jobs, Education and Training Child Care Fee Assistance debts	The raising and recovery of Jobs, Education and Training Child Care Fee Assistance debts is inconsistent with legislation.	Department of Education
Data synchronisation – Managed investments	A system error has been identified that has caused some jointly owned managed investments to incorrectly assess the percentage of ownership.	Department of Social Services
Cuba (Child Support System) issue	A system issue requires a manual workaround to provide bank details for Child Support in the Express Plus app.	Department of Social Services

Medicare Online Account	A system issue means changes to Medicare claims older than 2 years will not be displayed correctly to customers in their account history.	Department of Health, Disability and Ageing
Data Synchronisation – Private Health Insurance	Data synchronisation issues in the Private Health Insurance application require manual fixes from staff to prevent errors.	Department of Health, Disability and Ageing
Single Touch Payroll – Compensation	System issue was incorrectly assessing information about compensation payments, received via Single Touch Payroll, as earned income.	Department of Social Services
Administrative Review Tribunal – recalculation under Tier 2	Agency processes around recalculating entitlements that have been subject to a Second Review from the Administrative Review Tribunal are inconsistent with the new legislation.	Department of Social Services
Interest charge	System error has caused interest charges to be incorrectly applied for some customers.	Department of Social Services
Income Apportionment	The historic use of income apportionment to calculate debts was inconsistent with legislation.	Department of Social Services
Income Compliance	Second phase of work to correct the historical records of customers to remove averaged Australian Taxation Office income. Income averaged debts have been set to zero, but some customer files require corrective updates.	Department of Social Services

Funeral Bond remediation – Exemption not applying	System issue meant exemptions weren't correctly applied to funeral bonds, leading to incorrect assessments.	Department of Social Services
Exchange rates incorrectly rounded for unlisted overseas shares	Exchange rates incorrectly rounded in assessment of unlisted overseas shares.	Department of Social Services
Medicare Compensation Recovery – Withholding	Medicare compensation recovery cases not finalised within legislated timeframes.	Department of Health, Disability and Ageing
Military Invalidity Pensions	Military Invalidity Pension products not recorded correctly on customer records.	Department of Social Services
Emergency Payments – Financial Framework (Supplementary Powers)	Raising and recovery of debts for emergency payments made under <i>Financial Framework (Supplementary Powers) Act 1997</i> is inconsistent with legislation.	National Emergency Management Agency
Failed Centrelink immigration datalink	System changes by the Department of Home Affairs resulted in the failure of some incoming updates on customer immigration.	Department of Social Services
Incorrect assessment of Paid Parental Leave as income for Income Support Purposes	Recent changes in Paid Parental Leave (PPL) policy have impacted how the agency's system treats PPL for income support payments.	Department of Social Services
Offsetting Pharmaceutical Benefits Scheme debts under National Health Act and Automation	The current system of offsetting Pharmaceutical Benefits Scheme debts under the <i>National Health Act 1953</i> is inconsistent with legislation.	Department of Health, Disability and Ageing
Pharmaceutical Benefits Scheme Authority Required	The previous process of providing exemptions to approve Pharmaceutical Benefits Scheme subsidised prescriptions that do not meet the requirements of the	Department of Health, Disability and Ageing

	Pharmaceutical Benefits Scheme Listing Instrument is inconsistent with legislation.	
Centrelink Payment Summary display	System issues have led to incorrect information displaying in Centrelink Payment summaries.	Department of Social Services Australian Taxation Office Treasury
Duplicate payment of arrears via New Payment Platform	Recovery of duplicate payments due to system issue.	Department of Social Services
Offsetting arrangements with the Australian Taxation Office Family Tax Benefit	The existing process between the Australian Taxation Office and Services Australia does not adequately consider a customer's circumstances before capturing their tax refund to offset a Family Tax Benefit debt. Further, the current law does not enable impacted individuals the opportunity to seek Administrative Review Tribunal merits review which is often quicker and cheaper than the judicial review pathway that may be available.	Department of Social Services Australian Taxation Office Treasury
Assisted Customer Claim process and overpayments	Processing error leading to incorrect dates being applied to claims completed using the Assisted Customer Claim tool.	Department of Social Services
Outstanding refunds of over-recovered Centrelink debts	A processing error was leading to refunds of over-recovered debts not being properly processed for some customers.	Department of Social Services

New Home Deduction Amount	System issue caused the incorrect amount to be assessed for the New Home Deduction Amount.	Department of Social Services
Automation of information gathering under the Automation of Income Stream Review process	Manual process required to issue reminders to income stream providers for income stream review process.	Department of Social Services
Language Literacy and Numeracy Supplement	ICT issues have resulted in potential underpayment or overpayment of Language Literacy and Numeracy Supplement.	Department of Social Services
Independence assessments	System updates required relating to how customers are assessed as independent following Department of Social Services policy change.	Department of Social Services
Coronavirus Disease 2019 (COVID-19) Disaster Payment debt offset process	Streamlined COVID-19 Disaster Payment calculations caused errors, resulting in the need for manual adjustments to some COVID-19 Disaster Payments between September 2021 and January 2022.	National Emergency Management Agency
Online Child Care Subsidy withholdings	Potential non-compliance of legislation and agency processes – allowing people to withhold some of their Child Care Subsidy as a proactive debt prevention measure.	Department of Education
Overlapping Disaster Recovery Allowance claims	A system limitation has resulted in some customers not getting Disaster Recovery Allowance paid more than once, even though they may have been eligible to be paid more than once.	National Emergency Management Agency

Working age payments – Other income assessments	An Agency system issue for working age customers is resulting in 'other income' type income not being included in the means test assessment for these customers, which is resulting in overpayment.	Department of Social Services
Child Care Subsidy automation	Misalignment of legislation and agency processes has potential impacts on the currently automated process of reinstatement of Child Care Subsidy when a customer meets reconciliation conditions after the first deadline.	Department of Education
Account Payable letters with <28 days	Agency systems leading to incorrect timeframe (less than 28 days) from when Account Payment Notice issued and debt due date.	Department of Social Services
Financial Accounting Provisions (Pre-payment of Child Support)	Crediting of payments to the Child Support Special Account before the liability is due and payable is inconsistent with legislation.	Department of Social Services
Child Support - Backdating of income estimates	Acceptance or application of income estimates other than on the day a parent elects to lodge an income estimate is inconsistent with legislation.	Department of Social Services
Child Support – Overpayments	The current process for recovering overpaid Child Support funds before returning them to the payer is inconsistent with legislation.	Department of Social Services
Child Support – International Variation Orders	Applying a variation to a registered maintenance liability if the variation is based on an overseas order is inconsistent with legislation.	Department of Social Services
Child Support - Amended incomes and Lodgement dates	Incorrect Australian Taxation Office amended income lodgement dates causing lower amended incomes to be applied retrospectively to Child Support assessments.	Department of Social Services

Student Start-up Loan Debt Raising	Automated raising of Student Start-up Loan debts is inconsistent with requirements to consider discretionary waiver.	Department of Social Services
Overcollection of Single Touch Payroll (STP) Data	Ongoing receipt and retention of unused Single Touch Payroll data from the Australian Taxation Office is not authorised by legislation.	Australian Taxation Office
Subsequent Medicare Provider Numbers <i>Section 19AB</i> exemption	Health Professional Online Services issued subsequent Medicare Provider Numbers to some practitioners who are subjected to <i>Section 19AB</i> requirements, enabling access to Medicare Benefits Schedule without having a valid <i>Section 19AB</i> exemption in place.	Department of Health, Disability and Ageing
Independence not applied to Youth Allowance when child is in care	Issue resulting in some Youth Allowance customers not having independence assessments completed when lodging Family Tax Benefit or Paid Parental Leave claims.	Department of Social Services
Ordinary Waiting Period Applied to Student Claims	The Ordinary Waiting Period is being applied to some student claims incorrectly.	Department of Social Services
Centrelink Confirmation eServices – Obtaining valid consent from ambulance patients	Centrelink Confirmation eServices collection of sensitive health information from ambulance service providers without express patient consent is inconsistent with privacy and secrecy requirements.	Department of Social Services
Age Pension extended suspension period	System issue resulting in automatic suspension of Age Pension payments for customers eligible for extended suspension periods.	Department of Social Services

Carer Program - Reviews	Extended pause of several Carer Program reviews.	Department of Social Services
Carer Program – Income Reviews	System error resulting in Carer Allowance Adjusted Taxable Income reviews being suspended and remaining paused due to automation concerns.	Department of Social Services
Funeral Bond LIF0995AU & LIF9834AU remediation - exemption not applying	System limitation resulting in incorrect Funeral Bond exemptions being applied for Lifeplan Funeral Bond LIF0995AU and LIF9834AU.	Department of Social Services
Duplication of bank accounts	Recording of some bank account information duplicated.	Department of Social Services
Equity and merit-based scholarships	The application of the Equity and Merit-Based Scholarship income test exemption threshold is inconsistent with the <i>Social Security Act 1991</i> .	Department of Social Services
Other Income coding with annual frequency	System issue resulting in Income Support Payment customers having an extra day of income included in their means test assessment where the income is recorded on the Other Income screen with an annual frequency.	Department of Social Services
Partner statement reporting of employment income	Income reporting by one member of a couple enabling both members to be paid is inconsistent with legislative requirements.	Department of Social Services

Medicare Compensation Recovery System Treatment of Failed Advance Payment Amounts Received	Holding payment amounts received for a 'failed advance payment' type claim, and using the amount received to offset any debts when the claim assessment is finalised is inconsistent with legislation.	Department of Health, Disability and Ageing
Disbursement of Income Management funds when a person ceases on the Income Management program	When a person exits the Income Management program, their funds are automatically disbursed, which may involve discretionary automated decision-making.	Department of Social Services
Child Care Subsidy – Absence Over Max Allowed	Child Care Subsidy/Additional Child Care Subsidy Overpayments and underpayments have been created due to incorrect calculation of payable absences where a backdated child care service reassessment occurred.	Department of Education
13 week early claiming provisions for future study	Early claim provisions applying commencement from the day after the date of claim, rather than the date of claim.	Department of Social Services
Queensland Commission Income Management - Delegation and Consultation under <i>Section 123SJ (2) of the Social Security Act</i>	The current approach to consultation with the Family Responsibilities Commission before making determinations under Section 123SJ (2) of the Social Security Act is inconsistent with legislation.	Department of Social Services
Aged Care Reform – System calculation for certain aged care supplements (rounding issue)	Misalignment between agency systems and Aged Care legislation in the calculation of certain aged care supplements.	Department of Health, Disability and Ageing
Aged Care Reform – Residential Aged Care Subsidy Advances	Misalignment with wording in the Aged Care legislative framework relating to management of Residential Care Subsidy advances.	Department of Health, Disability and Ageing

Aged Care Reform – Pre-entry Means Estimates	Misalignment between agency systems, processes and the Aged Care legislative framework relating to Pre-Entry Means Estimates provided before an individual commences Support at Home or residential care.	Department of Health, Disability and Ageing
Aged Care Reform – System calculation for Support at Home assets reduction amount	Misalignment between the policy intent and Aged Care legislative framework in the calculation of asset reduction amounts when determining an individual's cost of care.	Department of Health, Disability and Ageing
Aged Care Reform – Support at Home No Worse Off Principle	Misalignment between Support at Home policy intent and the Aged Care legislative framework relating to the retention of 'no worse off' status.	Department of Health, Disability and Ageing
Aged Care Reform – Support at Home Maximum period for determining contribution rates	System misalignment with the Aged Care legislative framework regarding the maximum period allowed to determine an individual's Support at Home individual contribution rate.	Department of Health, Disability and Ageing
Aged Care Reform – Support at Home Income only means assessment	Misalignment between policy, systems and the Aged Care legislative framework relating to the income-only assessment for the post-2014 home care contribution class.	Department of Health, Disability and Ageing
2000/01 Family Tax Benefit/Child Care Benefit Transitional Debt Waiver	Transitional waiver for the first \$1,000 of certain Family Tax Benefit/Child Care Benefit reconciliation debts continuing to apply despite repeal of the relevant legislation.	Department of Social Services
Child Care Subsidy - Subsidised Hours Exhausted shuffling payments	Child Care Subsidy/Additional Child Care Subsidy overpayments are being created due to incorrect treatment of subsidised hours for some families who exceed their eligible hours in a week where their child attends multiple child care services.	Department of Education

Pathology Approvals - Approved Collection Centre cancellations	The agency previously processed Approved Collection Centre cancellations from the date advised which was inconsistent with legislation.	Department of Health, Disability and Ageing
Aged Care Reform – Support at Home transitional default rates	Aligned to policy intent, an interim, ‘default rate’ determination was made for some individuals transitioning to new fee arrangements under the Support at Home program which had no statutory basis.	Department of Health, Disability and Ageing
Termination of Voluntary Agreements - Income Management and enhanced Income Management	Termination of voluntary Income Management or enhanced Income Management agreements is inconsistent with legislative requirements where customer requests are not made in writing.	Department of Social Services
Disability Support Pension Portability exceptions should not be included in general 28-day portability period	Disability Support Pension portability calculations are inconsistent with legislation where overseas study days are included in the 28-day rolling portability period.	Department of Social Services
Multiple Entitlement Exclusion	Historic debts and recovery under Multiple Entitlement Exclusion provisions is inconsistent with law.	Department of Social Services