Program Protocol

Data matching between Australian Taxation Office and Services Australia

JobKeeper Payment

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1. Description of the Program Protocol
	1. **Purpose**

The purpose of the program protocol is to:

* identify the matching agency and the source agency;
* detail the direct relationship of the program to the performance of the lawful functions or activities of the matching agency;
* set out the legal basis for any collection, use or disclosure of personal information involved in the program;
* outline the objectives of the program, the procedures to be employed, the nature and frequency of the matching covered by the program and the justifications for it;
* explain what methods, other than data matching, were available and why they were rejected;
* detail any cost/benefit analysis or other measures of effectiveness, which were taken into account in deciding to initiate the program;
* outline the technical controls proposed to ensure data quality, integrity and security in the conduct of the program;
* outline the nature of the action proposed to be taken in relation to the results of the program, including any letters to be used by the agency involved;
* indicate what form of notice is to be given, or is intended to be given to individuals whose privacy is affected by the program; and
* specify any time limits on the conduct of the program.
	1. **Requirement for a Program Protocol**

The Office of the Australian Information Commissioner’s (OAIC) *Guidelines on* *Data matching in Australian Government Administration* (**Data Matching Guidelines**) specify that a program protocol be prepared by agencies conducting certain data matching programs. These guidelines are voluntary, but represent the OAIC’s view of best practice. Services Australia (**the Agency**) complies with the Data Matching Guidelines.

The Agency’s Privacy Policy outlines how a person may lodge a complaint about how the Agency has handled their personal information, and also outlines how the Agency will deal with such a complaint. The Agency’s Privacy Policy is available at [servicesaustralia.gov.au/privacy](file:///C%3A%5CUsers%5Cn9b%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CZFGLGDW4%5Cservicesaustralia.gov.au%5Cprivacy)

* 1. **Definition of Data Matching**

Data matching is the comparison of two or more sets of data to identify similarities or discrepancies. In the context of this protocol, the term data matching means the use of computer techniques to compare data found in two or more computer files to identify instances where additional clarification may be required to resolve differences in those data files.

1. Description of the Program
	1. **Summary of the Program**

The Agency helps Australians by administering a range of programs to deliver payments and services on behalf of the Commonwealth. The Agency maintains the integrity of these payments and services by undertaking activities to:

* ensure customers meet qualification rules;
* ensure customers meet payability rules; and
* where required, recover any incorrectly paid benefits.

In March 2020, as a result of the Coronavirus pandemic, a very large number of individuals lodged claims for a social security payment with the Agency. In addition to this, the Australian Government announced the Coronavirus Supplement, which is an additional payment of $550 per fortnight for customers receiving at least $1 per fortnight of eligible social security payments.

With the increase in fortnightly payments and the very large number of new claimants, the Agency needed to ensure we were able to assist these claimants while maintaining the integrity of social security payment programs.

On 30 March 2020 the Australian Government announced the economic response to the Coronavirus, which included the JobKeeper Payment wage supplement scheme. This scheme aimed to help keep more Australians in jobs and to support businesses affected by the significant economic impact caused by the Coronavirus and was originally scheduled to be in place until
27 September 2020.

On 21 July 2020, the Government made a further announcement that the JobKeeper Payment wage supplement scheme would be extended and continue to be available to eligible businesses (including the self-employed) and not-for-profits until 28 March 2021 at a reduced rate, and separated into two Tiers based on the hours worked by eligible employees.

From 28 September 2020 to 3 January 2021, the JobKeeper payment rate will be $1,200 (before tax) per fortnight for Tier 1 employees and $750 (before tax) per fortnight for Tier 2 employees.

From 4 January 2021 to 28 March 2021, the JobKeeper payment rate will be $1,000 (before tax) per fortnight for Tier 1 employees and $650 (before tax) per fortnight for Tier 2 employees.

The Australian Taxation Office (ATO) will continue to pay the JobKeeper Payment to employers who are eligible for the scheme.

The extension of the JobKeeper Payment ensures eligible employees remain connected to their employer and will help businesses restart quickly when the crisis is over.

To qualify for the JobKeeper Payment, employers must continue to:

* be carrying on an enterprise or business;
* identify that the enterprise or business will or has experienced the required decline in turnover;
* provide the ATO with information about nominated employees (having first determined they are eligible);
* ensure eligible employees are paid at the correct JobKeeper Payment rate per fortnight (before tax); and
* notify employees that they are receiving the JobKeeper Payment.

Employees will receive a notification from their employer that they have been nominated as an eligible employee, for their employer to receive the JobKeeper Payment. The majority of employees will need to do nothing further, however some will need to consider the following:

* if an employee has multiple employers, they can only be nominated by one employer (their primary employer);
* if they are not an Australian citizen, they must notify their employer of their visa status, to allow their employer to determine if they are an eligible employee; and
* if an employee has already applied for or is in receipt of a social security payment, they must advise the Agency of their change in circumstances online at [my.gov.au](file:///C%3A%5CUsers%5Cn9b%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CZFGLGDW4%5Cmy.gov.au) or by telephone.

The customer will need to continue to report all amounts of income they may receive from their employer to the Agency to ensure they are receiving the correct amount of social security payments. A customer’s rate of payment will be calculated based on the income they have reported to the Agency.

This program involves the Agency receiving a data file from the ATO which will contain a list of all employees who have been nominated for JobKeeper Payment by an eligible employer. The Agency will then undertake a matching process of this data against the Agency’s social security payment customers and claimants.

* 1. **Objectives**

The key objectives of this program are to assist the Agency to:

* help identify the overlapping populations of people who may be registered for both the JobKeeper program and social security payments;
* remind customers to report their income when they are in receipt of a social security payment;
* identify social security customers who may need extra support to correctly declare their income, to help prevent them getting an overpayment;
* make sure payments are only made to people who are qualified to receive them and they are paid at the correct rate;
* detect instances where a customer has not met reporting obligations under the relevant social security laws; and
* detect fraudulent customer activity, including instances where an employee may not have received correct payments under the JobKeeper program.

1. Agencies Involved
	1. **Source Agency**

The ATO is the only source agency involved in this program.

* 1. **Matching Agency**

The Agency is the matching agency involved in this program.

* 1. **Primary User Agency**

The Agency is the primary user agency. The Agency will receive the source data from the ATO and will then match it to the Agency’s own data.

1. Data Issues
	1. **Data Quality**

The Agency, as the matching agency, aims to verify the accuracy of the data that is received from the ATO against the employment income information that has been provided by the customer to the Agency. This is noting the information that is collected by the ATO is provided by the employer not the employee.

The Agency will only take action if it has established a high-confidence identity match after the matching exercise.

The Agency’s experience in matching similar data with the same matching criteria shows an extremely low number of instances of incorrect identity matching. Despite this, the Agency has a well-established process to address any instances to reduce or eliminate potential privacy impacts.

For example, when there is any doubt about the correctness of a particular identity match, it is forwarded to a specialist area where further checks are undertaken to:

* verify the identity match; and
* verify the accuracy of the data collected from the ATO.

If further information is required, the Agency will consult with the ATO regarding the data that has been provided.

If a suspected mismatch is found to be correct, the specialist staff will advise the assessing officer and provide any additional information to assist in making an informed decision.

If the suspected mismatch is proven to be a mismatch, the incorrect data will be removed from the customer’s record and the case will be finalised.

The Agency will attempt to discuss any information that is received with the customer, and where updated or corrected information is provided, the Agency will take this into consideration when making any decisions.

* 1. **Data Integrity**

The Agency maintains a high level of data integrity. Measures are taken to maintain these integrity levels, including designing systems that will not accept records that are incomplete and identifying and correcting records that have data items that are inadequate or corrupt.

The program is likely to lead to greater data accuracy and integrity as the Agency goes through the process of reconciling any mismatched records.

* 1. **Data Security**

The ATO and the Agency exchange data using dedicated secure government links. This mechanism provides trusted communications across government.

All data received by the Agency from the ATO is held in secure storage databases, within Federal Government data centres. These are Agency systems that employ strict security controls. Only Agency staff with a business need to access data are able to view the data provided under this program.

Agency staff are subject to statutory secrecy and confidentiality provisions, including under the *Social Security (Administration) Act 1999*, the *Public Service Act 1999* and the *Criminal Code Act 1995*. The Agency is also subject to the *Privacy Act 1988*. Access to the Agency’s computer centres is strictly controlled and entry properly authorised. The Agency’s security system provides protection and control of dataset access, system entry and program integrity. Security features include logon identification codes, passwords and security groupings to ensure that access to information is on a needs only basis.

The ATO is responsible for its own security with respect to its staff and access to the data provided to the Agency. The ATO is subject to existing security controls and subject to the *Privacy Act 1988*, *Taxation Administration Act 1953*, the *Criminal Code Act 1995* and the *Public Service Act 1999*. Access to the ATO’s computer systems is limited and is subject to requests for system access which include reminders about privacy and taxpayer confidentiality and security obligations. Security features include logon identification codes and passwords. All access to systems is monitored and logged.

Existing security arrangements in the Agency automatically log user access to data files.

Additional security will be in place for the data received as part of this data matching process, with data to be quarantined in a separate Agency database, up until data matching occurs with access strictly limited to officers required to facilitate the delivery of this program.

1. The Matching Process

The ATO will provide the Agency with a data file containing a list of eligible employees who have been nominated by the eligible employer claiming JobKeeper payment. This original data file and any additional weekly files may contain personal information of individuals who are not claimants or customers of social security payments.

Upon receipt of a data file, the Agency performs an identity match of all ATO records with Agency customer records, by comparing a variety of the following fields:

**Customer Details**

* Payee Tax File Number
* Payee Family Name
* Payee Given Name
* Payee Additional Name (other name)
* Payee Date of Birth

This matching process is consistent with privacy obligations, and the resulting matches are those where the ATO records have the same identity details as the Agency’s customers.

When a customer has been matched, and they have a partner who is also a customer, a review may also be generated for the customer’s partner, as any information that is received may be relevant to the partner's rate of payment.

Any data (including personal information) that is provided by the ATO for this program which does not lead to a match, is destroyed by the Agency in accordance with Guideline 7 of the Data Matching Guidelines.

Once a customer’s identity has been established by the Agency to a high level of confidence, the Agency will then look at the additional information that has been provided by the ATO, including Employer ABN and JobKeeper eligibility dates.

This will assist the Agency to identify individuals who may be registered as an eligible employee for the JobKeeper program and also a current social security payment recipient. This will then assist the Agency to determine if there is a risk that a customer may not have correctly declared their employment information and income to the Agency.

A technical standards report can be found at Appendix A.

1. Action Resulting from the Program

As the only agency that uses the program’s results, the Agency applies risk rules to identify where a customer may not have correctly declared their income to the Agency. If a customer meets certain risk criteria, the customer may be contacted by the Agency.

Customers may be contacted by either SMS or letter, to remind them that they may need to update their circumstances if they are receiving income from their employer, including through the JobKeeper program. An example of the SMS and letter text is set out at Appendix B.

These ‘nudge’ messages are intended to remind customers of their reporting obligations when receiving a social security payment and to help prevent them being overpaid.

The Agency may also contact a customer via an outbound telephone call to have a conversation about their employment circumstances and to provide an education message. This conversation is to help the customer understand how and when to correctly report their income while they are receiving a social security payment. Agency staff will also explain the potential consequences of incorrectly updating their circumstances while in receipt of a social security payment.

During this conversation with the customer, Agency staff will also discuss the customer’s current employment circumstances to check they have received the correct amount of payment in the past and make sure they will receive the correct amount going forward.

In some cases, the Agency may contact a customer via a letter (statutory notice), to require the customer to provide certain information to the Agency within a reasonable timeframe. If a customer does not provide the required information within the specified timeframe, the Agency may suspend or subsequently cancel the customer’s social security payment.

The Agency will include contact details for the customer to contact the appropriate area within the Agency. Once the customer makes contact, Agency staff will deliver an education message about reporting obligations, and also discuss the customer’s current and previous employment circumstances. An example of the letter text is set out at Appendix B.

If a customer disagrees with any of the information the Agency has received from the ATO, the customer is able to advise Agency staff at any time. The customer will be able to adjust this information and, if required, provide supporting evidence so the correct information can be applied to their customer record. The Agency will consider all information when determining if further administrative action is required.

In certain circumstances, the Agency may attempt to verify information with a third party, such as an employer. The Agency will contact an employer and use documentation, including payslips to help assess a customer’s payment, which may result in identification of an overpayment.

Where required, the Agency may undertake administrative action, which could include the reduction, suspension or cancellation of benefits and may also include actions to recover overpaid social security payments.

At any time the customer is able to request an internal review of a decision. There is no time limit for a customer’s right to an internal review.

If not satisfied with the outcome of an internal review, a customer can also seek an independent review by applying to the Administrative Appeals Tribunal. This information is provided to the customer in correspondence sent to them from the Agency during the process.

1. Time Limits Applying to the Program

The matching of the JobKeeper Payment data against social security payment data has been conducted on a regular basis since 18 May 2020.

An initial dataset of employees nominated by their employer as being an eligible employee at that point in time, is matched against social security payment customers and claimants. Following the initial provision of data, subsequent files containing newly nominated employees may be provided at weekly intervals.

The Agency does not create a permanent register or database of matched or non-matched data as part of this program.

The ATO supplies data to the Agency. The Agency then matches it to the Agency’s own data to identify potential non-compliance. Where an unconfirmed match results, these will be resolved manually. Unconfirmed matches include:

* Multi-matches­ – this is where the identity could relate to multiple Agency records; and
* Possible matches – this is where the identity match is not certain.

Where the Agency determines that an unconfirmed match does not relate to any Services Australia customer, the data is deleted along with other no match records.

When the Agency initiates a review of a customer, their match data is attached to their Agency record and will remain on their record indefinitely. When it is determined that the match information does not relate to the customer the review is cancelled using the reason 'Not a Valid Match'. Cancelling a review for this reason will permanently delete the match data from the customer record.

The original program was due to run until 27 September 2020 with the exchange of data between the ATO and the Agency to cease in October 2020. On 21 July 2020, the Government announced the extension of the JobKeeper Payment for a further six months, with the program now scheduled to cease on 28 March 2021.

1. Public Notice of the Program

The program protocol will be published on the Agency’s website. The extension of the program will also be notified in the Australian Government Gazette.

1. Reasons for Conducting the Program
	1. **Relationship with the Agency’s Lawful Functions**

The program is related to the Agency’s lawful function of limiting payments to those eligible under relevant legislation. The *Social Security Act 1991* and the *Social Security (Administration) Act 1999* (jointly referred to as social security law) provide criteria that customers are required to meet to be qualified and payable. The Agency notifies individuals in writing, of relevant requirements and obligations they are required to adhere to under social security law.

* 1. **Social Considerations**

The social security system is often topical and of interest to the media and the general public. There are some key social issues associated with the program including:

* ensuring only persons entitled to receive payments from the Agency do so and they receive the correct amount of social security benefit;
* the desire of taxpayers for the income support system to ensure integrity in its payments, services and recovery processes; and
* assurance that an individual’s right to privacy is protected.

Suitable safeguards against unreasonable intrusion into the privacy of individuals are built into the data matching arrangements, such as putting in place a data retention and destruction plan that is in accordance with the Data Matching Guidelines.

* 1. **Voluntary Compliance**

The community’s compliance with the law increases when it knows that the Agency has effective controls in its system to detect incorrect payments and fraud. That is, people claiming or receiving social security payments are more likely to comply voluntarily with the law if they know that:

* there is a high probability that incorrect payments will be detected;
* they will be required to repay any overpayment; and
* they may be prosecuted if they attempt, by fraud or misrepresentation, to obtain payments to which they are not entitled.

The extent of the voluntary compliance effect flowing from this initiative is difficult to measure and an estimation of the monetary benefits has not been attempted.

1. Legal Authority
	1. **The Agency**

Item 28 of Schedule 2 to the *Coronavirus Economic Response Package Omnibus (Measures No. 2) Act 2020* permits the Minister for Families and Social Services to modify Part 5 (Information management) of the *Social Security (Administration) Act 1999* in connection with payments under the *Coronavirus Economic Response Package (Payments and Benefits) Act 2020*, including applications for such payments, by legislative instrument.

On 28 April 2020, the Minister for Families and Social Services made Social Security (Coronavirus Economic Response – 2020 Measures No.5) Determination 2020 (the Determination).
In August 2020, that determination was amended by the *Social Security (Coronavirus Economic Response—2020 Measures No. 12) Determination 2020*.

The Determinations modified section 204A of the *Social Security (Administration) Act 1999* to authorise the Secretary of the Department of Social Services (the Secretary) to require the Commissioner of Taxation to provide the Secretary with information about entities, including tax file numbers, being information that either is in the possession of the Commissioner or that may come into the possession of the Commissioner after the requirement is made (including information that comes into existence after the requirement is made) and is:

* information relating to the entitlement of entities to the JobKeeper Payment under the *Coronavirus Economic Response Package (Payments and Benefits) Act 2020* for individuals; or
* information in notifications to the Commissioner that resulted in that entitlement (whether the information is about those entities or those individuals); or
* information relating to such payments that those entities are to receive, are receiving or have received.

A requirement for information from the Secretary under modified section 204A may be of a standing nature. Section 204A of the *Social Security (Administration) Act 1999* sets out permitted uses of information collected under this provision.

Information provided to the Secretary under a requirement made under section 204A may only be used for the purposes in section 204A(2).

The Agency intends to obtain data (including TFN’s) under section 204A and to use it for the purposes set out in section 204A(2), as described in this program protocol.

The Agency complies with the Privacy (Tax File Number) Rule 2015. For more information, see the Agency’s Privacy Policy at <https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/privacy-policy>.

Both the ATO and the Agency perform a compliance review on the Abridged Arrangement every month to ensure both agencies are conforming to the relevant legislative framework.

* 1. **ATO**

The Secretary of the Department of Social Services has delegated her power under section 204A to the Chief Executive Centrelink, and the Chief Executive Centrelink has delegated their power under section 204A to decision makers within the Agency. A delegate has issued a notice to the Commissioner to require the provision of information under section 204A.

Section 8WA (1) of the *Taxation Administration Act 1953* creates an offence for any person to require or request another person to quote the other person’s tax file number.

Section 8WA(1AA)(b) creates an exception to section 8WA(1) to the extent required or permitted by, or reasonably necessary in order to comply with an obligation imposed by, a taxation law or a law of the Commonwealth of a kind referred to in paragraph 202 of the *Income Tax Assessment Act 1936*.

Section 202(o) of the *Income Tax Assessment Act 1936* states that an object of Part VA - Tax File Numbers is to establish a system of tax file numbers to, among other listed objects, facilitate the administration of section 204A of the *Social Security (Administration) Act 1999*.

Section 8WB(1) of the *Taxation Administration Act 1953* creates an offence for any person who records, uses in a manner connecting it with the other person’s identity or divulges a person’s tax file number.

Section 8WB(1A) creates an exception to section 8WB(1) to the extent required or permitted by, or reasonably necessary in order to comply with an obligation imposed by, a taxation law or a law of the Commonwealth of a kind referred to in paragraph 202 of the *Income Tax Assessment Act 1936*.

Section 202(o) of the *Income Tax Assessment Act 1936* states that an object of Part VA - Tax File Numbers is to establish a system of tax file numbers to, among other listed objects, facilitate the administration of section 204A of the *Social Security (Administration) Act 1999*.

The ATO will disclose information to the Agency in accordance with a notice issued by the Secretary (or the Secretary’s delegate) under section 204A of the *Social Security (Administration) Act 1999*. This will be to allow the Agency to determine whether there is a discrepancy between the information reported by the customer to the Agency and the JobKeeper information reported to the ATO by their nominated employer and whether administrative action (such as nudge messaging) or other action should be considered.

The ATO may also disclose protected information about eligible employees that is necessary to ensure the integrity of social security payment programs, in accordance with section 355-65 of the *Taxation Administration Act 1953*.

1. Alternative Methods

The Agency has no other reliable sources of information available to detect social security payment customers or claimants who are eligible employees under the JobKeeper program, who may have not correctly declared income that they are receiving from their employers (who have commenced receiving JobKeeper Payment from the ATO).

The ATO is responsible for the JobKeeper program and the only mechanism for the Agency to obtain information about customers who have been nominated to be eligible JobKeeper recipients is from the employers of those customers through the ATO.  Section 204A of the Social Security (Administration) Act provides the only effective legislative framework for obtaining the data and using it within the strict confines of that framework.

1. Prior Data Match Programs

No previous data matching activity has been undertaken for this purpose.

1. Costs and Benefits

As announced by the Australian Government, the JobKeeper Payment will assist Australians to stay employed by businesses whilst they continue to remain trading (albeit with reduced income).

The benefits resulting from the program include enhanced data integrity through the assessment of mismatches and the continuation of the Agency making appropriate payments to customers.

This program will be delivered within existing Agency resources.

Around 73,000 customers who were identified in the first phase of the program have been contacted to date because they may not have reported their income correctly to the Agency.

Appendix A – Technical Standards report

**Description of Data**

**Data from ATO to the agency**

A data file will be provided to the Agency on a weekly basis.

Data exchanged within the JobKeeper file:

| **Employee Data Fields** |
| --- |
| Payee Tax File Number  |
| Payee Surname |
| Payee First Name  |
| Payee Additional Name (other name)  |
| Payee Date of Birth |
| Payee Eligibility Status |
| Employee Tier |
| **Employer Data Fields** |
| Payer ABN  |
| Eligible Date (JobKeeper commencement or period start date) |
| Eligible End Date |
| DT\_Update (Date. Used to determine sequencing) |
| TM\_Update (Time. Used to determine sequencing) |
| DTTM Exchange (Date and Time file was created) |
| CD\_EBP (Eligible Business Participant Indicator) |
| CD\_RMBRSMT (Reimbursement Fortnight) |

**Matching Techniques**

**Identity Matching**

Identity matching involves using key data fields provided in external data and comparing these against customer identification data held by the Agency. The result of this is establishment of a high-confidence link between external data and customer records held by the Agency.

The Agency will undertake identity matching of its customer database against the ATO JobKeeper Payment data using the following external data fields:

* Payee Surname
* Payee First Name
* Payee Additional Name (other name)
* Payee Date of Birth
* Payee Tax File Number

Distinct combinations of the above identity fields will be matched against customer data and where a successful match occurs an identity match score will be applied. Where the total of all identity match scores exceed a pre-determined level an overall successful identity match is achieved.

The pre-determined total identity match score will reflect what the Agency determines to be a high-confidence match on identity fields in both sets of customer data.

The identity matching process will also uncover instances of ATO JobKeeper payment data matching to multiple Agency customer records, as well as multiple ATO records matching to one Agency customer record. These records will be set aside for manual determination of the correct record and if this cannot be achieved, then these records will not proceed past this stage.

All records deemed to have been successfully identity matched will proceed to the risk assessment process.

**Income Matching**

Whilst the amount of JobKeeper payment is not included in the exchange of data, employers will receive the relevant gross payment rate per fortnight for each nominated eligible employee. The relevant amount is required to be paid fortnightly to the employee and will be used as a basis to support the Agency to identify customers most at risk of overpayment through a risk assessment process.

The Agency will consider internal information, such as income declared by the customer through income reporting processes, and compare this to the JobKeeper data. This will assist the Agency in the risk assessment process to identify those customers most at risk of overpayment.

If a customer is identified as an eligible employee for whom JobKeeper Payment is being claimed by their employer, but there is no income recorded on their Centrelink record for the same period, they may be prioritised for contact by the Agency as a result of this program.

The Agency’s experience in matching the same data with the same matching criteria shows an extremely low number of instances of incorrect matching. If a suspected mismatch is identified, the match is forwarded to a specialist area where:

* the matched identity is checked;
* the match data is checked for accuracy; and
* if required, the ATO is consulted regarding the accuracy of the data provided.

If a suspected mismatch is found to be a correct match, the additional information is forwarded to the relevant officer to assist them in assessing the case appropriately. If it is proven that a particular data match is in fact a mismatch, incorrect data is removed from the customer’s record, and the case is finalised.

**Risks**

**Incorrect identity matches**

The Agency uses sophisticated identity matching techniques to ensure that it identifies the correct customer from data provided by the ATO. This technique uses multiple details to obtain an identity match. For example, where a Tax File Number, name and date of birth are available, all of these items will be used in the identity matching process.

Only high-confidence matches by the Agency will result in further risk assessment rules being applied to the data.

The Agency’s data matching rules and techniques are constantly evolving and being refined to ensure risks are being minimised. This is achieved by utilising the learnings of past and present data matching exercises.

**Data quality controls and audit**

When action is proposed, additional checks will take place to ensure the correct Agency customer has been identified.

**Security and confidentiality**

All Agency systems are strictly controlled with features including:

* system access controls and security groupings;
* login identification codes and password protection; and
* full audit trails of data files and system accesses.

Appendix B – Example of a Letter

*Dear Customer*

*This is a reminder that you must tell us about any changes that may affect your payment.*

*The Australian Taxation Office has given us information that you may be receiving JobKeeper payment. The JobKeeper payment may change the amount of Centrelink support you are receiving.*

*It is important that you report any income you and or your partner get from your employer(s), this includes the JobKeeper payment. If you don't report all your income, we may pay you too much and you may have a debt to pay back.*

*You can inform us by going to our website servicesaustralia.gov.au and logging on to Online Services or the Express Plus Centrelink Mobile app, calling us, writing to us via fax or post or visiting one of our Service Centres.*

***More information***

*For more information, please go to servicesaustralia.gov.au or call us on 1800 194 053.*

*Yours sincerely*

*[Insert]*

Example of SMS

*If you get JobKeeper payments from your employer, your Centrelink payments may be impacted. Please report this income online or on our app. Do not reply by SMS*

Example of Statutory Notice

Dear Title & Surname

This letter is to ask for information to help us make the right decision about your JobSeeker Payment

The Australian Taxation Office has given us information that you may be receiving JobKeeper Payment.

The JobKeeper Payment may change the amount of Centrelink support you are receiving. This letter is a request under section 63 of the Social Security (Administration) Act 1999 for information about income you are receiving. If you are not able to provide enough detail, we may also need to contact your employer. If the information we receive changes the amount of Centrelink support you are receiving or if you have been overpaid, we will write again to let you know.

**What you need to do**

You need to answer the questions on the attached pages, sign and date them and return them to this office within **14 days** of receiving this letter or your JobSeeker Payment may be stopped.

You can return these documents by:

* going to my.gov.au and signing in to access your Centrelink online account. You can upload your documents (up to 5MB per file) by selecting the 'Upload documents' icon on the home page. If you do not have a myGov account you can create one and link it to your Centrelink online account.
* using the Express Plus Centrelink mobile app and selecting 'Upload Document'. You can download the free app to your mobile device. Make sure you have the latest version installed. For more information, go to servicesaustralia.gov.au/expressplus
* mailing it to (no postage stamp required if posted in Australia)

Services Australia

Centrelink

Reply Paid 7800

CANBERRA BC ACT 2610

* returning it to one of our service centres.

This request is an information notice given under section 63 of the social security law.

You cannot refuse to give information, or produce a document, because it might incriminate you. However, section 197A of the Social Security (Administration) Act 1999 (the Act) states that the information or

document you give in response to this notice cannot be used in criminal proceedings against you, except if you are charged with an offence:

* for refusing or failing to comply with this notice
* for deliberately giving false or misleading information or documents when complying with this notice
* for forgery, or
* under the Act, for making a statement or giving a document to the agency when complying with this notice that is false or misleading, or obtaining payments through fraud.

**Privacy and your personal information**

The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to **servicesaustralia.gov.au/privacy**

**More information**

If you have any questions about this letter please call us on 1800 194 053.

Yours sincerely

 *[Insert]*

Appendix C – Gazettal Notice

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| --- | --- |
| **Commonwealth**  **of Australia**  | **Gazette** |
| Published by the Commonwealth of Australia  | **GOVERNMENT NOTICES**  |

**NOTICE OF A DATA MATCHING PROGRAM**

**SERVICES AUSTRALIA**

This notice refers to the continuation of the data matching program between Services Australia (the Agency) and the Australian Taxation Office (ATO) in relation to the JobKeeper Payment program, following its extension until 28 March 2021.

This data matching program involves the exchange of data between the ATO and the Agency to compare information held by the ATO relating to the JobKeeper Payment, and information that social security payment customers have reported to the Agency.

This will assist the Agency in identifying the overlapping populations of people who may be registered for both the JobKeeper program and social security payments, as well as identify social security customers who may need extra support to correctly declare their income, to help prevent them getting an overpayment.

In some instances, this program may detect and address potential customer non-compliance with reporting obligations under the relevant social security laws and any identified fraudulent activity.

A protocol document describing this program has been developed in consultation with the Office of the Australian Information Commissioner (OAIC). Copies of the document are available from:

[https://www.servicesaustralia.gov.au/organisations/about-us/publications-andresources/centrelink-data-matching-activities](https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/centrelink-data-matching-activities)

The Agency adheres to the OAIC Guidelines on Data Matching in Australian Government Administration which includes standards for data matching to protect the privacy of individuals. The Agency’s privacy policy is available from:

[https://www.servicesaustralia.gov.au/organisations/about-us/publications-andresources/privacy-policy](https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/privacy-policy)