 Australian Government Department of Human Services		<b>PPO Monthly Project Status Report</b> Version 8.0				<b>Current Status</b> <span style="background-color: red; color: white; padding: 2px;">Red</span>	
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:0293754700">s47E(d)</a> or email: <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d)@humanservices.gov.au</a>							
This is the monthly project Status Report for						<span style="background-color: red; color: white; padding: 2px;">Update Period/Status</span>	
Project Number: <b>PN2015.5075</b>		Project Name: <b>Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)</b>			Reporting Period: <b>Mar-17</b>		

## 1. PROJECT DETAILS

Brief project description (Character Limit: 1000) The Employment Income Matching project is one of the eight elements that support the 2015-16 Budget measure Strengthening the Integrity of Welfare Payments programme. The project delivered a new streamlined manual process which was intended to transition to an online solution from 1 July 2016. Commencing 1 July 2015, the project was to achieve 866,858 compliance interventions over four years, which would in turn deliver the 'administered savings' described in the Portfolio Budget Statements. The project experienced high media attention during December 2016. Interventions were paused over the Christmas period (RAP), as planned, and recommenced 11 January 2017 at a reduced volume. Interventions have increased to 60 per day since 14 March 2017.													
Will the project implement new government policy or legislation?			No		Are customers impacted?			Yes		Has the legislation been passed?			N/A
Senior Responsible Official name		Jason McNamara			Senior Responsible Official position		National Manager						
NM or equivalent name		Alison McCann			Branch name		Compliance Risk						
GM or equivalent name		Karen Harfield			Division name		Customer Compliance						
Dep Sec or equivalent name		Malisa Golightly			Group name		Integrity and Information						
Project manager name		s47F(1)			Report contact phone number		s47F(1)						
Report prepared by		s47F(1)			Date report prepared on		24 Mar 2017						
Enter the actual or planned key project dates	Initiate phase	20 Jan 2015		ICT General Manager name		Andrew Larkin							
	Plan phase	13 May 2015		ICT Project Manager name		s47F(1)							
	Execute phase	30 Jun 2015											
	Implementation date	30 Jun 2015											
	Next ICT release dates #01			ICT #02		ICT #03							
	Close phase *	14 May 2019		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.									
	Closure date	29 Jun 2019											
Overall Project Status Trend	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Green	Green	Amber	Red	Red	

## 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**

The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate.

A customised Service Strategy is currently in progress for interventions that were commenced prior to the EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned providing the best possible customer experience.

As at 24 March 2017, the project had completed 107,515 compliance interventions for the 2016-17 financial year. Approximately \$156 million in savings has been achieved against an annual target of \$576.8 million for the 2016-17 financial year.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**

The current volume of initiations remains low, following the February 2017 deployment of system enhancements. Two key constraints to increasing the volume of daily interventions have been identified:

- the manually intensive registered mail process currently in place, and
- the resourcing required to support the rate of manual handoff should volumes increase.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**

Options have been developed for the consideration of the Minister seeking to increase daily volume. PwC have been commissioned to work with business and ICT to develop a revised implementation plan. Additionally, Business and ICT are working together on revalidating the impact of EIC changes on the existing targets for EIM. Case Selection Strategies are currently being reviewed to drive the online intervention numbers and savings.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**

Project SRO and the Improving Compliance Programme (ICP) Board.

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**

Acknowledge the associated savings for FY2016-17 are at risk and leverage this to drive the implementation of an Initiation Strategy. This will work to achieve the intervention volumes necessary in order to maximise the delivery of savings this financial year and maximise effectiveness of the current process.

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Red	Amber	Amber	Red		
Previous	Red	Amber	Amber	Red		
Next month's status indication						

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all **current** issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	0	Minor	0
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D		Risk ID if applicable		Date identified		Current rating	Major	Issue under control?	Yes
---------	--	-----------------------	--	-----------------	--	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been developed for the consideration of the Minister seeking to increase the efficiency of the registered mail process. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate of 60 initiations per day since 14 March 2017.

Issue D		Risk ID if applicable		Date identified		Current rating	Major	Issue under control?	Yes
---------	--	-----------------------	--	-----------------	--	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points. As at 27 March 2017, the EIC BVT identified that 45 out of the 47 reviews actioned by the customer, have been referred to manual hand off.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been developed for the consideration of the Minister seeking to increase the number of customers able to complete the online process in full. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate of 60 initiations per day since 14 March 2017.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 1 Medium 5 Low 4

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN

If there is a mixture of YES & NO answers, the status is AMBER

For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	R28	Date identified	4 Jan 2017	Date reviewed	28 Mar 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.								
Risk D	R16	Date identified	4 Jan 2017	Date reviewed	28 Mar 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	Most of the identified risks at project-level are structural and best addressed at the programme / board level as they impact each of the compliance projects. An example of a programme response to this risk is the development of a communications strategy, which would require support at the senior levels.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									





If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300762234) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [\(s47E\(d\)\)](tel:s47E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Complex	Has the project budget been approved by the CFO?	Yes	Date project budget approved			
What is the total confirmed budget over the life of the project as confirmed by the approved costing?		What is the total confirmed project budget this financial year?					
Current Year Project expenditure (Complex projects only)	Year To Date (YTD) = YTD Phased Budget to YTD Actual Expenses			Full Year = Total Budget Allocation to End of Year Forecast			Project financial information should be provided separately to your SRO / Project Board following end of month financial processing.  Provide here only if figures are available and have been confirmed by Internal budgets following month-end processing.
	Budget \$'000	Actual \$'000	Var %	Budget \$'000	Forecast \$'000	Var %	
	Business expenditure						
	ICT expenditure						
Total expenditure							

**OPTIONAL INFORMATION**

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**

Ensure critical information is included in the executive summary section of the status report

[Empty content area for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.



## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="mailto:s47E(d)@humanser.vices.gov.au">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services	<b>PPO Monthly Project Status Report</b> Version 8.0	<b>Current Status</b> Red			
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:1300720615">s47E(d)</a> or email: <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d)@humanservices.gov.au</a>					
This is the monthly project Status Report for		Update Period/Status			
Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Apr-17

## 1. PROJECT DETAILS

Brief project description (Character Limit: 1000)	The Employment Income Matching project is one of the eight elements that support the 2015-16 Budget measure Strengthening the Integrity of Welfare Payments programme. The project delivered a new streamlined manual process which was intended to transition to an online solution from 1 July 2016. Commencing 1 July 2015, the project was to achieve 866,858 compliance interventions over four years, which would in turn deliver the 'administered savings' described in the Portfolio Budget Statements. The project experienced high media attention during December 2016. Interventions were paused over the Christmas period (RAP), as planned, and recommenced 11 January 2017 at a reduced volume.												
Will the project implement new government policy or legislation?		No		Are customers impacted?		Yes		Has the legislation been passed?		N/A			
Senior Responsible Official name			Jason McNamara			Senior Responsible Official position			General Manager				
NM or equivalent name						Branch name							
GM or equivalent name			Jason McNamara			Division name			Integrity Process Modernisation				
Dep Sec or equivalent name			Malisa Golightly			Group name			Integrity and Information				
Project manager name			s47F(1)			Report contact phone number			s47F(1)				
Report prepared by			s47F(1)			Date report prepared on			26 Apr 2017				
Enter the actual or planned key project dates	Initiate phase		20 Jan 2015		ICT General Manager name		Andrew Larkin						
	Plan phase		13 May 2015		ICT Project Manager name		s47F(1)						
	Execute phase		30 Jun 2015										
	Implementation date		30 Jun 2015										
	Next ICT release dates #01				ICT #02		ICT #03						
Close phase *		14 May 2019		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.									
Close date		29 Jun 2019											
Overall Project Status Trend		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
		Amber	Amber	Amber	Amber	Amber	Amber	Green	Green	Amber	Red	Red	Red

## 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**  
 The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate.  
 A customised Service Strategy is currently in progress for interventions that were commenced prior to the EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned providing the best possible customer experience.  
 As at 21 April 2017, the project had completed 107,578 compliance interventions for the 2016-17 financial year. Approximately \$154.4 million in savings has been achieved against an annual target of \$576.8 million for the 2016-17 financial year.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**  
 The current volume of initiations remains low, following the February 2017 deployment of system enhancements. Two key constraints to increasing the volume of daily interventions have been identified:  
 - the manually intensive registered mail process currently in place, and  
 - the resourcing required to support the rate of manual handoff should volumes increase.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**  
 Options have been developed for the consideration of the Minister seeking to increase daily volume. PwC have been commissioned to work with business and ICT to develop a revised implementation plan. Additionally, Business and ICT are working together on revalidating the impact of EIC changes on the existing targets for EIM. Case Selection Strategies are currently being reviewed to drive the online intervention numbers and savings. In addition, EIC platform enhancements are planned for May 2017 to enable increased daily volumes.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**  
 Project SRO and the Improving Compliance Programme (ICP) Board.

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**  
 Acknowledge the associated savings for FY2016-17 are at risk and leverage this to drive the implementation of an Initiation Strategy. This will work to achieve the intervention volumes necessary in order to maximise the delivery of savings this financial year and maximise effectiveness of the current process.

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Red	Amber	Amber	Red		
Previous	Red	Amber	Amber	Red		
Next month's status indication	No change	Improving	No change	No change		

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all **current** issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered? Extreme 0 Major 2 Moderate 0 Minor 0

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only [Expand](#) [Collapse](#)

Issue D	Risk ID if applicable	Date identified	Current rating	Issue under control?
IS52		24 Mar 2017	Major	Yes
Has the issue been escalated within 10 days?		Who has the issue been escalated to?		
N/A		Deputy Secretary		
Issue description (Character Limit: 650) The manually intensive registered mail process. The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.				
What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700) Options have been developed for the consideration of the Minister seeking to increase the efficiency of the registered mail process. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate of 60 initiations per day since 14 March 2017. Implementation of registered mail automation (PCR02 Phase 1) is planned for late May 2017.				
IS53		24 Mar 2017	Major	Yes
Has the issue been escalated within 10 days?		Who has the issue been escalated to?		
Yes		Deputy Secretary		
Issue description (Character Limit: 650) The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points. As at 27 March 2017, the EIC BVT identified that 45 out of the 47 reviews actioned by the customer, have been referred to manual hand off.				
What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700) Options have been developed for the consideration of the Minister seeking to increase the number of customers able to complete the online process in full. EIC platform enhancement to get customers back on line is planned for late May 2017 (PCR05 Requirement 1). The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate of 60 initiations per day since 14 March 2017.				
Has the issue been escalated within 10 days?		Who has the issue been escalated to?		
Issue description (Character Limit: 650)				
What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)				
Has the issue been escalated within 10 days?		Who has the issue been escalated to?		
Issue description (Character Limit: 650)				
What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)				
Has the issue been escalated within 10 days?		Who has the issue been escalated to?		
Issue description (Character Limit: 650)				
What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)				

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 1 Medium 5 Low 4

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN

If there is a mixture of YES & NO answers, the status is AMBER

For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
R28	4 Jan 2017	28 Mar 2017	High	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board	
Risk category	Policy advice & design			
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.			
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.			
R16	4 Jan 2017	28 Mar 2017	High	Yes
Risk escalated within 10 days?	N/A	Who has the risk been escalated to?	Raised through SRO and Programme Board	
Risk category	Policy advice & design			
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.			
What is the progress of treatment since the last report? (Character Limit: 550)	Most of the identified risks at project-level are structural and best addressed at the programme / board level as they impact each of the compliance projects. An example of a programme response to this risk is the development of a communications strategy, which would require support at the senior levels.			
Risk D				
Risk escalated within 10 days?		Who has the risk been escalated to?		
Risk category				
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D				
Risk escalated within 10 days?		Who has the risk been escalated to?		
Risk category				
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D				
Risk escalated within 10 days?		Who has the risk been escalated to?		
Risk category				
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number

PN2015.5075

Project Name

Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)

Reporting Period

Apr-17

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?

Yes

Does the project have ICT deliverables?

No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. **\*\*Note this function works in conjunction with the answers provided in the row immediately above\*\*** (i.e. answering "No" in the business deliverables will hide all Business rows).

Expand

Collapse

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions
Commencement of Post Implementation Review	Pending		Red	A Post-Implementation Review (PIR) was scheduled to be undertaken in July 2016 following the full implementation of the OCI Platform. As this implementation was not fully completed by the time of the PIR, it has not been completed.
Description of key ICT deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720612) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:s47E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

**7. FINANCIAL MANAGEMENT**

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Complex	Has the project budget been approved by the CFO?	Yes	Date project budget approved			
What is the total confirmed budget over the life of the project as confirmed by the approved costing?		What is the total confirmed project budget this financial year?					
Current Year Project expenditure (Complex projects only)	Year To Date (YTD) = YTD Phased Budget to YTD Actual Expenses			Full Year = Total Budget Allocation to End of Year Forecast			Project financial information should be provided separately to your SRO / Project Board following end of month financial processing.  Provide here only if figures are available and have been confirmed by Internal budgets following month-end processing.
	Budget \$'000	Actual \$'000	Var %	Budget \$'000	Forecast \$'000	Var %	
	Business expenditure						
	ICT expenditure						
Total expenditure							



OPTIONAL INFORMATION

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="#">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 <p>Australian Government Department of Human Services</p>	<b>PPO Monthly Project Status Report</b> Version 8.0	<b>Current Status</b> <b>Amber</b>			
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:1300720615">s47E(d)</a> or email <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d)</a> <a href="mailto:s47E(d)@humanservices.gov.au">@humanservices.gov.au</a>					
This is the monthly project Status Report for		Update Period/Status			
Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	May-17

## 1. PROJECT DETAILS

Brief project description (Character Limit: 1000)	The Employment Income Matching project is one of the eight elements that support the 2015-16 Budget measure Strengthening the Integrity of Welfare Payments programme. The project delivered a new streamlined manual process which was intended to transition to an online solution from 1 July 2016. Commencing 1 July 2015, the project was to achieve 866,858 compliance interventions over four years, which would in turn deliver the 'administered savings' described in the Portfolio Budget Statements. Interventions were paused over the Christmas period (RAP), as planned, and recommenced 11 January 2017 at a reduced volume.												
Will the project implement new government policy or legislation?		No		Are customers impacted?		Yes		Has the legislation been passed?		N/A			
Senior Responsible Official name			Jason McNamara			Senior Responsible Official position			General Manager				
NM or equivalent name						Branch name							
GM or equivalent name			Jason McNamara			Division name			Integrity Modernisation Division				
Dep Sec or equivalent name			Malisa Golightly			Group name			Integrity and Information				
Project manager name			s47F(1)			Report contact phone number			s47F(1)				
Report prepared by			s47F(1)			Date report prepared on			31 May 2017				
Enter the actual or planned key project dates	Initiate phase		20 Jan 2015		ICT General Manager name		Andrew Larkin						
	Plan phase		13 May 2015		ICT Project Manager name		s47F(1)						
	Execute phase		30 Jun 2015										
	Implementation date		30 Jun 2015										
	Next ICT release dates #01		26 May 2017		ICT #02		17 Jun 2017		ICT #03				
	Close phase *		14 May 2019		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.								
Closure date		29 Jun 2019											
Overall Project Status Trend		June	July	August	September	October	November	December	January	February	March	April	May
		Amber	Amber	Amber	Amber	Amber	Green	Green	Amber	Red	Red	Red	Amber

## 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**

With the assistance of PwC, the department has developed an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Formal advice has been provided to the Minister who has already verbally agreed to the strategy.

A customised Service Strategy is currently in progress for interventions that were commenced prior to EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned, providing the best possible customer experience.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**

The current volume of initiations has returned to more normal levels of 2,000 per day. One of the key constraints to increasing the volume of daily interventions have been identified as the resourcing required to support the rate of manual handoff should volumes increase. While BAU is now back on track, there is a need to examine the implications of the pause on savings, to enhance the online platform to handle greater volumes, and to explore ways to obtain greater recipient focus and engagement.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**

PwC was commissioned to work with the department to develop a revised implementation plan. EIC platform enhancements in May 2017 have enabled increased daily volumes by returning customers with simple queries back on-line and switching on the ability to send outbound correspondence via myGov. Planned June 2017 enhancements will partially automate the Registered Mail process.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**

Project SRO and the Improving Compliance Programme (ICP) Board.

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**

Acknowledge the associated savings for FY2016-17 are at risk and leverage this to drive the implementation of the Initiation Strategy.

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Amber	Amber	Amber	Amber		N/A
Previous	Red	Amber	Amber	Red		
Next month's status indication	No change	No change	No change	No change	No change	No change

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all **current** issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	0	Minor	0
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	IS52	Risk ID if applicable		Date identified	24 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	------	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	N/A	Who has the issue been escalated to?	Deputy Secretary						
--	-----	--------------------------------------	------------------	--	--	--	--	--	--

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been developed to increase the efficiency of the registered mail process. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Registered mail automation (PCR02 Phase 1) was implemented in late May 2017.

Issue D	IS53	Risk ID if applicable		Date identified	24 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	------	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary						
--	-----	--------------------------------------	------------------	--	--	--	--	--	--

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points. As at 27 March 2017, the EIC BVT identified that 45 out of the 47 reviews actioned by the customer, have been referred to manual hand off.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
EIC platform enhancements were implemented in May 2017 to get customers back on line, automate part of the manually intensive registered mail process, and to switch on the ability to send outbound correspondence via myGov (for Letter A). The department has developed an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Formal advice has been provided to the Minister who has already verbally agreed to the strategy. The current volume of initiations has returned to more normal levels of 2,000 per day.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?							
--	--	--------------------------------------	--	--	--	--	--	--	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?							
--	--	--------------------------------------	--	--	--	--	--	--	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?							
--	--	--------------------------------------	--	--	--	--	--	--	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 1 Medium 5 Low 4

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only [Expand](#) [Collapse](#)

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN  
If there is a mixture of YES & NO answers, the status is AMBER  
For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	R28	Date identified	4 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.								
Risk D	R16	Date identified	4 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	N/A	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	Most of the identified risks at project-level are structural and best addressed at the programme / board level as they impact each of the compliance projects. An example of a programme response to this risk is the development of a communications strategy, which would require support at the senior levels.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:0274794000) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

[Update Period/Status](#)

Project Number PN2015.5075

Project Name Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)

Reporting Period May-17

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?

Yes

Does the project have ICT deliverables?

No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. **\*\*Note this function works in conjunction with the answers provided in the row immediately above\*\*** (i.e. answering "No" in the business deliverables will hide all Business rows).

[Expand](#)

[Collapse](#)

5. SCHEDULE MANAGEMENT					
Does the project have business deliverables?		Yes	Does the project have ICT deliverables?		No
Description of key business deliverables and milestones for the current and future reporting periods		Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions
Commencement of Post Implementation Review		Drafted		Amber	A Post-Implementation Review (PIR) workshop with all key stakeholders was held on 9 May 2017 following the implementation of the enhanced OCI Platform renamed <b>Enhanced Management Console (EMC) Address</b>
Description of key ICT deliverables and milestones for the current and future reporting periods		Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions



If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720614) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:s47E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Complex	Has the project budget been approved by the CFO?	Yes	Date project budget approved			
What is the total confirmed budget over the life of the project as confirmed by the approved costing?		What is the total confirmed project budget this financial year?					
Current Year Project expenditure (Complex projects only)	Year To Date (YTD) = YTD Phased Budget to YTD Actual Expenses			Full Year = Total Budget Allocation to End of Year Forecast			Project financial information should be provided separately to your SRO / Project Board following end of month financial processing.  Provide here only if figures are available and have been confirmed by Internal budgets following month-end processing.
	Budget \$'000	Actual \$'000	Var %	Budget \$'000	Forecast \$'000	Var %	
	Business expenditure						
	ICT expenditure						
Total expenditure							

OPTIONAL INFORMATION

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**

Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">?humanser</a>  <a href="mailto:s47E(d)@vices.gov.au">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services		<b>PPO Monthly Project Status Report</b> Version 8.0				<b>Current Status</b> <b>Amber</b>	
If you require assistance please phone the Portfolio Programme Office help desk on <b>s47E(d)</b> or email: <b>s47E(d)</b> @humanservices.gov.au							
This is the monthly project Status Report for							Update Period/Status
Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)			Reporting Period	Jun-17

## 1. PROJECT DETAILS

Brief project description (Character Limit: 1000) The Employment Income Matching project is one of the eight elements that support the 2015-16 Budget measure Strengthening the Integrity of Welfare Payments programme. The project delivered a new streamlined manual process which was intended to transition to an online solution from 1 July 2016. Commencing 1 July 2015, the project was to achieve 866,858 compliance interventions over four years, which would in turn deliver the 'administered savings' described in the Portfolio Budget Statements. Interventions were paused over the Christmas period (RAP), as planned, and recommenced 11 January 2017 at a reduced volume.																										
Will the project implement new government policy or legislation? <b>No</b> Are customers impacted? <b>Yes</b> Has the legislation been passed? <b>N/A</b>																										
Senior Responsible Official name: Jason McNamara Senior Responsible Official position: General Manager																										
NM or equivalent name: _____ Branch name: _____ GM or equivalent name: Jason McNamara Division name: Integrity Modernisation Division Dep Sec or equivalent name: Malisa Golightly Group name: Integrity and Information																										
Project manager name: _____ Report contact phone number: _____ Report prepared by: <b>s47F(1)</b> Date report prepared on: 26 Jun 2017																										
Enter the actual or planned key project dates	Initiate phase: 20 Jan 2015 Plan phase: 13 May 2015 Execute phase: 30 Jun 2015 Implementation date: 30 Jun 2015	ICT General Manager name: Andrew Larkin ICT Project Manager name: <b>s47F(1)</b>																								
	Next ICT release dates #01: 17 Jun 2017 Close phase: 14 May 2019 Closure date: 29 Jun 2019	ICT #02: 7 Jul 2017 ICT #03: 22 Jul 2017 * Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.																								
	Overall Project Status Trend																									
	<table border="1" style="width: 100%; text-align: center;"> <tr> <th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th><th>Jan</th><th>Feb</th><th>Mar</th><th>Apr</th><th>May</th><th>Jun</th> </tr> <tr> <td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Green</td><td>Green</td><td>Amber</td><td>Red</td><td>Red</td><td>Red</td><td>Amber</td><td>Amber</td> </tr> </table>		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Amber	Amber	Amber	Amber	Green	Green	Amber	Red	Red	Red	Amber	Amber
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun														
Amber	Amber	Amber	Amber	Green	Green	Amber	Red	Red	Red	Amber	Amber															

## 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**  
 The project is reporting amber as the volume of initiations is tracking behind forecast. However, the following strategies are underway to address this:  
 1. Work has commenced on a submission to government to rebase the targeted savings over the forward estimates;  
 2. The volume of EIC initiations has returned to more normal levels of 2,000 per day and enhancements to customer notifications (Letters) have been released this month, with additional enhancements planned for release over the coming two months;  
 3. Preparations are underway to increase the number of manual interventions in July 2017 with a focus on high value debt outcomes across income sources;  
 4. Planning has begun for the design and development of structural EIC enhancements to service forecasted intervention volumes over the forward estimates;  
 5. Work is underway to consolidate and manage all Income Data Matching projects under a single programme, subject to Deputy Secretary decision-making;  
 6. A customised service strategy is currently in progress for interventions that were commenced prior to EIC deployment. An update has been provided to the Minister on completed and inflights compliance activities. The project is working closely with Customer Compliance Division and Information, Debt and Appeals Division to complete outstanding actions.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**  
 The current volume of initiations has returned to more normal levels of 2,000 per day. One of the key constraints to further increase the volume of daily interventions is the resourcing required to support the rate of associated manual handoff. While the volume of initiations has increased, there is a need to examine the implications of the pause on savings, enhance the online platform to handle greater volumes and to explore ways to obtain greater recipient focus and engagement.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**  
 To address this issue various strategies are currently underway, including a submission to government to rebase the targeted savings and EIC enhancements. EIC platform enhancements in May and June 2017 will enable increased daily volumes by returning customers with simple queries back on-line, switching on the ability to send outbound correspondence via myGov and increased automation of the Registered Mail process.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**  
 Project SRO and the Improving Compliance Programme (ICP) Board.

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**  
 Acknowledge the associated savings for FY2016-17 are at risk and leverage this to drive the implementation of the Initiation Strategy.

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Amber	Amber	Amber	Amber		
Previous	Amber	Amber	Amber	Amber		N/A
Next month's status indication	No change	No change	No change	No change		

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Jun-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all **current** issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	0	Minor	0
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	IS52	Risk ID if applicable		Date identified	24 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	------	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	N/A	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been developed to increase the efficiency of the registered mail process. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Registered mail automation (PCR02 Phase 1) was implemented in late May 2017 and is currently undergoing Business Verification Testing by Customer Compliance Division.

Issue D	IS53	Risk ID if applicable		Date identified	24 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	------	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points. As at 27 March 2017, the EIC BVT identified that 45 out of the 47 reviews actioned by the customer, have been referred to manual hand off.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
EIC platform enhancements were implemented in May and June 2017 to get customers back on line, automate part of the manually intensive registered mail process, and to switch on the ability to send outbound correspondence via myGov (for Letter A). The department has developed an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Formal advice has been provided to the Minister who has already verbally agreed to the strategy. The current volume of initiations has returned to more normal levels of 2,000 per day.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)



If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Jun-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 2 Medium 5 Low 4

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only [Expand](#) [Collapse](#)

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN  
If there is a mixture of YES & NO answers, the status is AMBER  
For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	R28	Date identified	4 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.								
Risk D	R16	Date identified	4 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	N/A	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	Most of the identified risks at project-level are structural and best addressed at the programme / board level as they impact each of the compliance projects. An example of a programme response to this risk is the development of a communications strategy, which would require support at the senior levels.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									



If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

### This is the monthly project status Report for

Update Period/Status

Project Number  
**PN2015.5075**

Project Name  
**Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)**

Reporting Period  
**Jun-17**

## 5. SCHEDULE MANAGEMENT

Does the project have business deliverables? Yes

Does the project have ICT deliverables? No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. **\*\*Note this function works in conjunction with the answers provided in the row immediately above\*\*** (i.e. answering "No" in the business deliverables will hide all Business rows).

[Expand](#) [Collapse](#)

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions
Commencement of Post Implementation Review (PIR)	Drafted		Amber	A draft PIR report is currently under review and will be tabled at the next Compliance Modernisation Programme Board in July 2017.
Description of key ICT deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720612) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Jun-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:s47E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2015.5075	Project Name	Strengthening the Integrity of Welfare Payments - Employment Income Matching (PAYG)	Reporting Period	Jun-17
----------------	-------------	--------------	---	------------------	--------

7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Complex	Has the project budget been approved by the CFO?	Yes	Date project budget approved			
What is the total confirmed budget over the life of the project as confirmed by the approved costing?		What is the total confirmed project budget this financial year?					
Current Year Project expenditure (Complex projects only)	Year To Date (YTD) = YTD Phased Budget to YTD Actual Expenses			Full Year = Total Budget Allocation to End of Year Forecast			Project financial information should be provided separately to your SRO / Project Board following end of month financial processing.  Provide here only if figures are available and have been confirmed by Internal budgets following month-end processing.
	Budget \$'000	Actual \$'000	Var %	Budget \$'000	Forecast \$'000	Var %	
	Business expenditure						
	ICT expenditure						
Total expenditure							

OPTIONAL INFORMATION

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:

- use the tab key or mouse to move around within the sheet

To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

PPO Monthly Project Status Report Excerpts

Strengthening the integrity of welfare payments – Employment Income Matching (PAYG) – January 2017

Status	Comments
	Slippage, unintended impacts & remedial actions
Amber	A post-implementation review (PIR) was scheduled to be undertaken in July 2016 following the full implementation of the OCI Platform. As this implementation was not fully completed by this time, the PIR was never completed. An updated date for this piece of work is to be considered by the Programme Board.

Strengthening the integrity of welfare payments – Employment Income Matching (PAYG) – February 2017

Status	Comments
	Slippage, unintended impacts & remedial actions
Amber	A post-implementation review (PIR) was scheduled to be undertaken in July 2016 following the full implementation of the OCI Platform. As this implementation was not fully completed by this time, the PIR was never completed. An updated date for this piece of work is to be considered by the Programme Board.

Strengthening the integrity of welfare payments – Employment Income Matching (PAYG) – March 2017

Status	Comments
	Slippage, unintended impacts & remedial actions
Red	A Post-Implementation Review (PIR) was scheduled to be undertaken in July 2016 following the full implementation of the OCI Platform. As this implementation was not fully completed by this time, the PIR was never completed. An updated date for this piece of work was to be considered by the Programme Board but the agenda item was not reached.

Strengthening the integrity of welfare payments – Employment Income Matching (PAYG) – April 2017

Status	Comments
	Slippage, unintended impacts & remedial actions
Red	A Post-Implementation Review (PIR) was scheduled to be undertaken in July 2016 following the full implementation of the OCI Platform. As this implementation was not fully completed by this time, the PIR was never completed. An updated date for this piece of work was to be considered by the Programme Board but the agenda item was not reached.





## Strengthening the integrity of welfare payments – Employment Income Matching (PAYG) – May 2017

Status	Comments
Amber	Slippage, unintended impacts & remedial actions
	A Post-Implementation Review (PIR) workshop with all key stakeholders was held on 9 May 2017 following the implementation of the enhanced OCI Platform renamed Employment Income Confirmation (EIC). A draft report is currently under review and will be tabled at the next Compliance Modernisation Programme Board in June 2017.

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="#">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services		<b>PPO Monthly Project Status Report</b> Version 8.0				<b>Current Status</b> <b>Amber</b>	
If you require assistance please phone the Portfolio Programme Office help desk on <b>s47E(d)</b> or email: <b>s47E(d)</b> @humanservices.gov.au							
This is the monthly project status report for						Update Period/Status	
Project Number: <b>PN2016.6005</b>		Project Name: <b>Enhanced Welfare Payment Integrity - Income Data Matching</b>			Reporting Period: <b>Jan-17</b>		

### 1. PROJECT DETAILS

Brief project description (Character Limit: 1000) This project was registered on 8 February 2016 and is a two year MYEFO measure which extends the successful outcomes achieved by the Employment Income Matching element of the 2015-16 Budget measure, Strengthening the Integrity of Welfare Payments. Commencing 1 July 2016, this project will target individuals where employment income discrepancies, for the 2013-2015 financial years, have been identified between information provided to the Department of Human Services and PAYG information provided by employers to the Australian Taxation Office.																	
Will the project implement new government policy or legislation?			No			Are customers impacted?			Yes			Has the legislation been passed?			N/A		
Senior Responsible Official name		Tenille Collins			Senior Responsible Official position		Avg NM, Compliance Risk Branch										
NM or equivalent name		Tenille Collins			Branch name		Compliance Risk										
GM or equivalent name		Karen Harfield			Division name		Customer Compliance										
Dep Sec or equivalent name		Malisa Golightly			Group name		Integrity and Information										
Project manager name		s47F(1)			Report contact phone number		s47F(1)										
Report prepared by		s47F(1)			Date report prepared on		25 Jan 2017										
Enter the actual or planned key project dates	Initiate phase		15 Dec 2015		ICT General Manager name		Andrew Larkin										
	Plan phase		15 Feb 2016		ICT Project Manager name		Maurice Savelli										
	Execute phase		1 Jul 2016														
	Implementation date		1 Jul 2016														
	Next ICT release dates #01				ICT #02		ICT #03										
	Close phase *		1 May 2018		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.												
Closure date		30 Jun 2018															
Overall Project Status Trend	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan					
		Green	Green	Green	Green	Amber	Green	Green	Amber	Green	Green	Amber					

### 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**  
 The Department is currently reviewing delivery strategies for this project to take account of lessons learned from the use of OCI for PAYG matching in the first 6 months of 2016-2017. As planned, interventions were paused on 2 December 2016 and recommenced from 11 January 2017 after the reduced activity period. Interventions recommenced on 11 January 2017 at a reduced volume to allow for further enhancements to the OCI process and customer correspondence, prior to larger scale recommencement of interventions. As at 31 December 2016, the project has completed 78,080 compliance interventions for the 2016-17 financial year. Approximately \$154.8 million in administered savings has been achieved against an annual target of \$629 million for the 2016-17 financial year.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**  
 The Department is currently experiencing significant media and ombudsman attention, regarding the Online Compliance Intervention (OCI) Platform which has been escalated. The project is currently subject to an own motion by the Commonwealth Ombudsman office.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**  
 Work is currently being undertaken to assess any impact to the budget measure due to the delay in recommending initiations on 11 January 2017. There is potential for savings targets not to be met this financial year and currently the schedule reflects an Amber rating for this reason. Analysis of initiation forecasts is in progress to assess the impacts to the measure and also finalise a forward initiation schedule.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**  
 SRO, General Manager and Deputy Secretary of the Integrity and Information Group.

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Amber	Amber	Green	Amber	Green	Green
Previous	Green	Green	Green	Green	Green	Green
Next month's status indication						

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Jan-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all current issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	3	Moderate	1	Minor	2
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	22	Risk ID if applicable	R12	Date identified	4 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
Public confidence may be eroded caused by media attention and scrutiny resulting in increased attention for the project. Negative media publicity has an impact on the perceived success of the programme.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Media issues are being addressed and escalated accordingly.

Issue D	24	Risk ID if applicable	R20	Date identified	4 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
System stability may impact desired business outcomes caused by system outages/availability resulting in a failure to meet forecasted completions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Due to the extension of the cessation of initiations after the Christmas period and media scrutiny, interventions have been ceased until the process has been revised.

Issue D	21	Risk ID if applicable	N/A	Date identified	3 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
OCI automatic assessment processing, which occurs at day 22 for customers that do not respond, was stopped during the Reduced Activity Period and has not recommenced.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
The project is currently revising the process flow for the Online Compliance Intervention system, following reviews conducted with the Minister, Secretary and Deputy Secretary. The automatic processing will be functioning once other issues with the platform are resolved.

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Jan-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 1 Medium 3 Low 3

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only [Expand](#) [Collapse](#)

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	Yes

\* NB: If answers to all questions are YES, then the Risk status is GREEN

If there is a mixture of YES & NO answers, the status is AMBER

For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
16	4 Jan 2017	17 Jan 2017	High	Yes
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Yes	Deputy Secretary		Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that business outcomes may not be met caused by unclear or delayed business requirements resulting in a failure to deliver an optimal solution.			
What is the progress of treatment since the last report? (Character Limit: 550)	Processes relating to the OCI platform are currently being reviewed.			
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Jan-17
----------------	-------------	--------------	---	------------------	--------

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?  Yes  No

Does the project have ICT deliverables?  No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. \*\*Note this function works in conjunction with the answers provided in the row immediately above\*\* (i.e. answering "No" in the business deliverables will hide all Business rows).

[Expand](#) [Collapse](#)

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300762232) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Jan-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services



If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300762234) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Jan-17
----------------	-------------	--------------	---	------------------	--------

### 7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Simplified	Has the project budget been approved by the CFO?	Yes	Date project budget approved	18 Feb 2016
Have all the required funds been allocated to ICT?	Yes	** NB: If "Yes" is selected the Current Financial Status will be auto populated Green, if "No" then Amber.			



OPTIONAL INFORMATION

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="#">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services		<b>PPO Monthly Project Status Report</b> Version 8.0				<b>Current Status</b> <span style="background-color: red; color: white; padding: 2px;">Red</span>	
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:1300720614">s47E(d)</a> or email: <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d) @humanservices.gov.au</a>							
This is the monthly project Status Report for						<span style="background-color: red; color: white; padding: 2px;">Update Period/Status</span>	
Project Number: <b>PN2016.6005</b>		Project Name: <b>Enhanced Welfare Payment Integrity - Income Data Matching</b>			Reporting Period: <b>Feb-17</b>		

1. PROJECT DETAILS													
Brief project description (Character Limit: 1000)		The Enhanced Welfare Payment Integrity - Income Data Matching Measure extends the successful outcomes achieved by the Employment Income Matching element of the 2015-16 Budget Measure 'Strengthening the Integrity of Welfare Payments' (SIWP). This measure will target individuals where employment income discrepancies, for 2013-14 and 2014-15 financial years, have been identified between information provided to the Department and Pay As You Go (PAYG) information provided by employers to the Australian Taxation Office (ATO). Interventions will be undertaken via an Online Compliance Intervention (OCI), now renamed Employment Information Confirmation (EIC), which was developed as part of the SIWP Budget Measure.											
Will the project implement new government policy or legislation?			No		Are customers impacted?			Yes		Has the legislation been passed?			N/A
Senior Responsible Official name		Tenille Collins			Senior Responsible Official position			Avg NM, Compliance Risk Branch					
NM or equivalent name		Tenille Collins			Branch name			Compliance Risk					
GM or equivalent name		Alison McCann			Division name			Customer Compliance					
Dep Sec or equivalent name		Malisa Golightly			Group name			Integrity and Information					
Project manager name		s47F(1)			Report contact phone number			s47F(1)					
Report prepared by		s47F(1)			Date report prepared on			22 Feb 2017					
Enter the actual or planned key project dates		Initiate phase		15 Dec 2015		ICT General Manager name			Andrew Larkin				
		Plan phase		15 Feb 2016		ICT Project Manager name			Maurice Savelli				
		Execute phase		1 Jul 2016									
		Implementation date		1 Jul 2016									
		Next ICT release dates #01				ICT #02				ICT #03			
		Close phase *		1 May 2018		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.							
		Closure date		30 Jun 2018									
Overall Project Status Trend		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
		Green	Green	Green	Green	Amber	Green	Green	Amber	Green	Green	Amber	Red

2. EXECUTIVE SUMMARY												
For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.												
<b>Overview (Character Limit: 1450)</b> Online interventions were paused on 2 December 2016 and recommenced at a reduced volume from 11 January 2017. On 10 February 2017 a number of changes to the Online Compliance Intervention (OCI) system were implemented. OCI was subsequently renamed Employment Income Confirmation (EIC) which now includes new and enhanced screens, workflows, letters and a new registered mail process for sending confirmation codes to enable authentication of customers who do not have an active myGov/Centrelink Online Services account. These enhancements were implemented to improve the user experience as part of the department's commitment to continual improvement. There are now a number of points in the new EIC workflow where the customer will be asked to contact the department for additional assistance. From this point forward, compliance staff will assist the customer through the process until finalisation.												
<b>What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)</b> The current volume of initiations is low to allow for Staged Impementation Phase (SIP) to support the Business Verification Testing (BVT) following the February 2017 system enhancements. The system enhancements are supported by process changes, including more hand-off points for manual assistance. Baseline assumptions in terms of FTE requirements and cost need to be reassessed.												
<b>What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)</b> Data61 and PwC have been engaged to work with business and ICT on a revised selection methodology and implementation plan for achieving the required savings.												
<b>To whom and how has the project issue(s) been escalated? (Character Limit: 170)</b> Project SRO and the Improving Compliance Programme Board												
<b>What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)</b> Acknowledge the achievement of the budget measure savings are at risk and note an Initiation Strategy is being drafted to inform the development of an implementation roadmap to achieve the intervention volumes necessary to deliver on the target savings.												
<b>EXECUTIVE SUMMARY STATUS</b> Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.												
Project Management Elements		Overall project status	Issues		Risks *		Schedule		Financial		ICT Status	
Current		Red	Amber		Amber		Red					
Previous		Amber	Amber		Green		Amber		Green		Green	
Next month's status indication												

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Feb-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all current issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	3	Moderate	1	Minor	2
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	22	Risk ID if applicable	R12	Date identified	4 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
Public confidence may be eroded caused by media attention and scrutiny resulting in increased attention for the project. Negative media publicity has an impact on the perceived success of the programme.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Media issues are being addressed and escalated accordingly.

Issue D	24	Risk ID if applicable	R20	Date identified	4 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
System stability may impact desired business outcomes caused by system outages/availability resulting in a failure to meet forecasted completions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Due to the extension of the cessation of initiations after the Christmas period and media scrutiny, interventions have been ceased until the process has been revised.

Issue D	21	Risk ID if applicable	N/A	Date identified	3 Jan 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	-----	-----------------	------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
OCI automatic assessment processing, which occurs at day 22 for customers that do not respond, was stopped during the Reduced Activity Period and has not recommenced.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
The project is currently revising the process flow for the Online Compliance Intervention system, following reviews conducted with the Minister, Secretary and Deputy Secretary. The automatic processing will be functioning once other issues with the platform are resolved.

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email: s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Feb-17
----------------	-------------	--------------	---	------------------	--------

4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 1 Medium 3 Low 3

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	Yes

\* NB: If answers to all questions are YES, then the Risk status is GREEN

If there is a mixture of YES & NO answers, the status is AMBER

For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
16	4 Jan 2017	17 Jan 2017	High	Yes
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Yes	Deputy Secretary		Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that business outcomes may not be met caused by unclear or delayed business requirements resulting in a failure to deliver an optimal solution.			
What is the progress of treatment since the last report? (Character Limit: 550)	Processes relating to the OCI platform are currently being reviewed.			
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				
Risk D	Date identified	Date reviewed	Current risk level	Is a risk treatment measure in place?
Risk escalated within 10 days?	Who has the risk been escalated to?		Risk category	
Risk Statement (Character Limit: 550)				
What is the progress of treatment since the last report? (Character Limit: 550)				

If you require assistance please phone the Portfolio Programme Office help desk on [\(s47E\(d\)\)](tel:s47E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Feb-17
----------------	-------------	--------------	---	------------------	--------

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?

Yes

Does the project have ICT deliverables?

No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. \*\*Note this function works in conjunction with the answers provided in the row immediately above\*\* (i.e. answering "No" in the business deliverables will hide all Business rows).

Expand

Collapse

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions



If you require assistance please phone the Portfolio Programme Office help desk on [\(1347E\(d\)\)](tel:1347E(d)) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Feb-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720614) or email: [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Feb-17
----------------	-------------	--------------	---	------------------	--------

**7. FINANCIAL MANAGEMENT**

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Simplified	Has the project budget been approved by the CFO?	Yes	Date project budget approved	18 Feb 2016
Have all the required funds been allocated to ICT?	Yes	** NB: If "Yes" is selected the Current Financial Status will be auto populated Green, if "No" then Amber.			

**OPTIONAL INFORMATION**

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="#">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services	<b>PPO Monthly Project Status Report</b> Version 8.0			<b>Current Status</b> <span style="background-color: red; color: white; padding: 2px;">Red</span>
	If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:1300720610">s47E(d)</a> or email: <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d)@humanservices.gov.au</a>			
This is the monthly project Status Report for				<span style="background-color: red; color: white; padding: 2px;">Update Period/Status</span>
Project Number <b>PN2016.6005</b>	Project Name <b>Enhanced Welfare Payment Integrity - Income Data Matching</b>	Reporting Period <b>Mar-17</b>		

1. PROJECT DETAILS													
Brief project description (Character Limit: 1000)		The Enhanced Welfare Payment Integrity - Income Data Matching Measure extends the Employment Income Matching element of the 2015-16 Budget Measure 'Strengthening the Integrity of Welfare Payments' (SIWP). This measure will target individuals where employment income discrepancies, for 2013-14 and 2014-15 financial years, have been identified between information provided to the department and Pay As You Go (PAYG) information provided by employers to the Australian Taxation Office (ATO). Interventions are to be undertaken via the Online Compliance Intervention (OCI), now renamed Employment Information Confirmation (EIC), which was developed as part of the SIWP Budget Measure.											
Will the project implement new government policy or legislation?			No		Are customers impacted?			Yes		Has the legislation been passed?			N/A
Senior Responsible Official name		Jason McNamara			Senior Responsible Official position		General Manager						
NM or equivalent name					Branch name								
GM or equivalent name		Jason McNamara			Division name		Integrity Process Modernisation Division						
Dep Sec or equivalent name		Malisa Golightly			Group name		Integrity and Information						
Project manager name		s47F(1)			Report contact phone number		s47F(1)						
Report prepared by		s47F(1)			Date report prepared on		27 Mar 2017						
Enter the actual or planned key project dates		Initiate phase		15 Dec 2015		ICT General Manager name		Andrew Larkin					
		Plan phase		15 Feb 2016		ICT Project Manager name		Maurice Savelli					
		Execute phase		1 Jul 2016									
		Implementation date		1 Jul 2016									
		Next ICT release dates #01				ICT #02		ICT #03					
		Close phase *		1 May 2018		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.							
		Closure date		30 Jun 2018									
Overall Project Status Trend		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
		Green	Green	Green	Amber	Green	Green	Amber	Green	Green	Amber	Red	Red

2. EXECUTIVE SUMMARY												
For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.												
<b>Overview (Character Limit: 1450)</b> The implementation of this measure is currently being managed in concert with the Employment Income Matching (PAYG) measure which forms part of the Strengthening the Integrity of Welfare Payments budget measure. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. In the interim, interventions are continuing to be initiated via the Employment Income Confirmation (EIC) platform at a reduced rate of 60 initiations per day, since 14 March 2017. A customised Service Strategy is currently in progress for interventions that were commenced prior to EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned, providing the best possible customer experience. As at 31 March 2017, the project had completed 81,859 compliance interventions for the 2016-17 financial year. Approximately \$151 million in savings has been achieved against an annual target of \$629 million for the 2016-17 financial year. The project aims to send 10,000 new initiation letters each week starting by the end of April 2017												
<b>What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)</b> The current volume of initiations remains low, following the February 2017 deployment of system enhancements. Initiations have been at 60 per day since 14 March 2017. The key constraint to increasing the volume of daily interventions has been identified as the manually intensive registered mail process currently in place.												
<b>What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)</b> Options have been developed for the consideration of the Minister seeking to increase the daily volume. Data61 and Pricewaterhouse Coopers (PwC) have been engaged to work with business and ICT on a revised selection methodology and implementation plan for achieving the required savings. Case Selection Strategies are currently being reviewed to drive the online intervention numbers and savings. Work is being undertaken to develop process and capability to deliver 100,000 new initiation letters by the end of June 2017												
<b>To whom and how has the project issue(s) been escalated? (Character Limit: 170)</b> Project SRO and the Improving Compliance Programme (ICP) Board												
<b>What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)</b> Acknowledge that the associated savings for 2016-17 Financial Year are at risk of slipping into 2017-18. Support the large volume of work that will result from PWC recommendations. This work will cross a number of Group required to successfully implement the required changes.												
<b>EXECUTIVE SUMMARY STATUS</b> Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.												
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status						
Current	Red	Amber	Amber	Red								
Previous	Red	Amber	Amber	Red								
Next month's status indication												

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all current issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	1	Minor	1
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	25	Risk ID if applicable		Date identified	28 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Work is underway with ICT and Australia Post to develop a solution that will enable large volume interventions to commence with the use of registered post. The department is also working to consume the "read receipt" capability from myGov that will also assist in increasing intervention commencements

Issue D	26	Risk ID if applicable		Date identified	27 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points. As at 27 March 2017, the EIC BVT identified that 45 out of the 47 reviews actioned by the customer, have been referred to manual hand off.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been agreed by the Minister to increase the number of customers able to complete the online process in full.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)



If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan?	Very High	0	High	2	Medium	4	Low	3
--	-----------	---	------	---	--------	---	-----	---

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN  
If there is a mixture of YES & NO answers, the status is AMBER  
For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	17	Date identified	24 Jan 2017	Date reviewed	28 Mar 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Deputy Secretary			Risk category	Policy advice & design		
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.								
Risk D	9	Date identified	4 Jan 2017	Date reviewed	28 Mar 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board			Risk category	Policy advice & design		
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	The department is working closely with the Ombudsman to deliver on their recommendations, and are developing a comprehensive communications strategy for the compliance measures.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?				Risk category			
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?				Risk category			
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?				Risk category			
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720676) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

5. SCHEDULE MANAGEMENT

Does the project have business deliverables?  Yes  No Does the project have ICT deliverables?  Yes  No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. \*\*Note this function works in conjunction with the answers provided in the row immediately above\*\* (i.e. answering "No" in the business deliverables will hide all Business rows). [Expand](#) [Collapse](#)

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions



If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720614) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720614) or email [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Mar-17
----------------	-------------	--------------	---	------------------	--------

7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Simplified	Has the project budget been approved by the CFO?	Yes	Date project budget approved	18 Feb 2016
Have all the required funds been allocated to ICT?	Yes	** NB: If "Yes" is selected the Current Financial Status will be auto populated Green, if "No" then Amber.			

**OPTIONAL INFORMATION**

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet

To copy and paste information from another cell or document:


- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">humanser</a>  <a href="mailto:s47E(d)@humanser.vices.gov.au">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>



 <p>Australian Government Department of Human Services</p>	<b>PPO Monthly Project Status Report</b> Version 8.0	<b>Current Status</b> <b>Red</b>			
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:1300720614">s47E(d)</a> or email: <a href="mailto:s47E(d)@humanservices.gov.au">s47E(d)@humanservices.gov.au</a>					
This is the monthly project Status Report for		<b>Update Period/Status</b>			
Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17

## 1. PROJECT DETAILS

Brief project description (Character Limit: 1000)	The Enhanced Welfare Payment Integrity - Income Data Matching Measure extends the Employment Income Matching element of the 2015-16 Budget Measure 'Strengthening the Integrity of Welfare Payments' (SIWP). This measure will target individuals where employment income discrepancies, for 2013-14 and 2014-15 financial years, have been identified between information provided to the department and Pay As You Go (PAYG) information provided by employers to the Australian Taxation Office (ATO). Interventions are to be undertaken via the Online Compliance Intervention (OCI), now renamed Employment Information Confirmation (EIC), which was developed as part of the SIWP Budget Measure.																						
Will the project implement new government policy or legislation?		No		Are customers impacted?		Yes		Has the legislation been passed?		N/A													
Senior Responsible Official name			Jason McNamara			Senior Responsible Official position			General Manager														
NM or equivalent name						Branch name																	
GM or equivalent name			Jason McNamara			Division name			Integrity Process Modernisation														
Dep Sec or equivalent name			Malisa Golightly			Group name			Integrity and Information														
Project manager name			s47F(1)			Report contact phone number			s47F(1)														
Report prepared by			s47F(1)			Date report prepared on			26 Apr 2017														
Enter the actual or planned key project dates	Initiate phase		15 Dec 2015		ICT General Manager name		Andrew Larkin																
	Plan phase		15 Feb 2016		ICT Project Manager name		s47F(1)																
	Execute phase		1 Jul 2016																				
	Implementation date		1 Jul 2016																				
	Next ICT release dates #01				ICT #02				ICT #03														
	Close phase *		1 May 2018		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.																		
Closure date		30 Jun 2018																					
Overall Project Status Trend																							
May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Apr	
Green		Green		Amber		Green		Green		Amber		Green		Green		Amber		Red		Red		Red	

## 2. EXECUTIVE SUMMARY

For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.

**Overview (Character Limit: 1450)**

The implementation of this measure is currently being managed in concert with the Employment Income Matching (PAYG) measure which forms part of the Strengthening the Integrity of Welfare Payments budget measure. Interventions via the Employment Income Confirmation (EIC) platform were reduced to a rate of 60 initiations per day to allow testing of enhancements to the EIC platform, particularly the new registered mail process. PricewaterhouseCoopers (PwC) is assisting the department with reviewing the Initiation Strategy together with the use and enhancement of the online Employment Income Confirmation (EIC) platform.

A customised Service Strategy is currently in progress for interventions that were commenced prior to EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned, providing the best possible customer experience.

**What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)**

The current volume of initiations has ramped to 2,000 per day, following a period of lower initiations as a result of the February 2017 deployment of system enhancements. The key constraint to increasing the volume of daily interventions has been identified as the manually intensive registered mail process that has been replaced.

**What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)**

Data61 and PwC have been engaged to work with business and ICT on a revised selection methodology and implementation plan for achieving the required savings. Case Selection Strategies are currently being reviewed to drive the online intervention numbers and savings.

**To whom and how has the project issue(s) been escalated? (Character Limit: 170)**

Project SRO and the Improving Compliance Programme (ICP) Board

**What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)**

Support the large volume of work that will result from PwC recommendations. This work will cross a number of Groups required to successfully implement the required changes.

EXECUTIVE SUMMARY STATUS						
Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.						
Project Management Elements	Overall project status	Issues	Risks *	Schedule	Financial	ICT Status
Current	Red	Amber	Amber	Red		
Previous	Red	Amber	Amber	Red		
Next month's status indication	No change	Improving	No change	No change		

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

### 3. ISSUE MANAGEMENT

Include details of all current issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice.  
\*\*All Issues must be registered and managed in the PM Logbook\*\* Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	1	Minor	1
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Issue D	25	Risk ID if applicable		Date identified	28 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Work is underway with ICT and Australia Post to develop a solution that will enable large volume interventions to commence with the use of registered post. Automated registered mail capability is planned for implementation in late May 2017 (PCR02 Phase 1). The department is also working to consume the "read receipt" capability from myGov that will also assist in increasing intervention commencements. Implementation of this "read receipt" capability is being planned for June 2017 (PCR02 Phase 2).

Issue D	26	Risk ID if applicable		Date identified	27 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been agreed by the Minister to increase the number of customers able to complete the online process in full. EIC platform enhancements to get customers back on line are scheduled for release in late May 2017.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

#### 4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
\*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 2 Medium 4 Low 3

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	No

\* NB: If answers to all questions are YES, then the Risk status is GREEN  
If there is a mixture of YES & NO answers, the status is AMBER  
For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	17	Date identified	24 Jan 2017	Date reviewed	26 Apr 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Deputy Secretary				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to improve the customer experience.								
Risk D	9	Date identified	4 Jan 2017	Date reviewed	26 Apr 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	The department is working closely with the Ombudsman to deliver on their recommendations, and are developing a comprehensive communications strategy for the compliance measures.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300762954) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) [@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?

Yes

Does the project have ICT deliverables?

No

Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. \*\*Note this function works in conjunction with the answers provided in the row immediately above\*\* (i.e. answering "No" in the business deliverables will hide all Business rows).

Expand

Collapse

Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300720614) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300755514) or email [s47E\(d\)@humanservices.gov.au](mailto:s47E(d)@humanservices.gov.au)

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	Apr-17
----------------	-------------	--------------	---	------------------	--------

**7. FINANCIAL MANAGEMENT**

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Simplified	Has the project budget been approved by the CFO?	Yes	Date project budget approved	18 Feb 2016
Have all the required funds been allocated to ICT?	Yes	** NB: If "Yes" is selected the Current Financial Status will be auto populated Green, if "No" then Amber.			

**OPTIONAL INFORMATION**

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.



## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet


To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <b>s47E(d)</b> <a href="mailto:humanservices@vices.gov.au">humanservices@vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>

 Australian Government Department of Human Services		<b>PPO Monthly Project Status Report</b> Version 8.0				<b>Current Status</b> <b>Amber</b>	
If you require assistance please phone the Portfolio Programme Office help desk on <a href="tel:s47E(d)"><b>s47E(d)</b></a> or email: <a href="mailto:s47E(d)@humanservices.gov.au"><b>s47E(d)</b></a> @humanservices.gov.au							
<b>This is the monthly project Status Report for</b>						<b>Update Period/Status</b>	
<b>Project Number</b> PN2016.6005		<b>Project Name</b> Enhanced Welfare Payment Integrity - Income Data Matching			<b>Reporting Period</b> May-17		

1. PROJECT DETAILS													
<b>Brief project description</b> (Character Limit: 1000)		The Enhanced Welfare Payment Integrity - Income Data Matching Measure extends the Employment Income Matching element of the 2015-16 Budget Measure 'Strengthening the Integrity of Welfare Payments' (SIWP). This measure will target individuals where employment income discrepancies, for 2013-14 and 2014-15 financial years, have been identified between information provided to the department and Pay As You Go (PAYG) information provided by employers to the Australian Taxation Office (ATO). Where possible interventions are to be undertaken via the Online Compliance Intervention (OCI), now renamed Employment Information Confirmation (EIC), which was developed as part of the SIWP Budget Measure.											
Will the project implement new government policy or legislation?			No		Are customers impacted?			Yes		Has the legislation been passed?			N/A
<b>Senior Responsible Official name</b>		Jason McNamara			<b>Senior Responsible Official position</b>		General Manager						
<b>NM or equivalent name</b>					<b>Branch name</b>								
<b>GM or equivalent name</b>		Jason McNamara			<b>Division name</b>		Integrity Modernisation Division						
<b>Dep Sec or equivalent name</b>		Malisa Golightly			<b>Group name</b>		Integrity and Information						
<b>Project manager name</b>		s47F(1)			<b>Report contact phone number</b>		s47F(1)						
<b>Report prepared by</b>		s47F(1)			<b>Date report prepared on</b>		31 May 2017						
<b>Enter the actual or planned key project dates</b>		<b>Initiate phase</b>		15 Dec 2015		<b>ICT General Manager name</b>		Andrew Larkin					
		<b>Plan phase</b>		15 Feb 2016		<b>ICT Project Manager name</b>		s47F(1)					
		<b>Execute phase</b>		1 Jul 2016									
		<b>Implementation date</b>		1 Jul 2016									
		<b>Next ICT release dates #01</b>		26 May 2017		<b>ICT #02</b>		17 Jun 2017		<b>ICT #03</b>			
		<b>Close phase *</b>		1 May 2018		* Note Projects that have reached Close phase must set the Current Status field above to "Closing" for this month. You do not need to complete any further status reports after this.							
		<b>Closure date</b>		30 Jun 2018									
<b>Overall Project Status Trend</b>		June	July	August	September	October	November	December	January	February	March	April	May
		Green	Amber	Green	Green	Amber	Green	Green	Amber	Red	Red	Red	Amber

2. EXECUTIVE SUMMARY												
For the current reporting period only, provide a brief summary of why your project status is Red or Amber or Green this month. Your executive summary information is provided to the Executive Committee, so please be clear, concise, avoid the use of acronyms and refer to DHS as 'the department'.												
<b>Overview (Character Limit: 1450)</b> With the assistance of PwC, the department has developed an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Formal advice has been provided to the Minister who has already verbally agreed to the strategy.  A customised Service Strategy is currently in progress for interventions that were commenced prior to EIC deployment. This service strategy ensures that all inflight compliance activities from the point of EIC deployment on 10 February 2017 are actioned, providing the best possible customer experience.												
<b>What are the main issues the Executive Committee need to be aware of? (Character Limit: 1350)</b> The current volume of initiations has returned to more normal levels of 2,000 per day. One of the key constraints to increasing the volume of daily interventions have been identified as the resourcing required to support the rate of manual handoff should volumes increase. While BAU is now back on track, there is a need to examine the implications of the pause on savings, to enhance the online platform to handle greater volumes, and to explore ways to obtain greater recipient focus and engagement.												
<b>What resolution action is being taken? What is the plan for moving forward to bring the project back to Green / Amber? (Character Limit: 750)</b> PwC was commissioned to work with the department to develop a revised implementation plan. EIC platform enhancements in May 2017 have enabled increased daily volumes by returning customers with simple queries back on-line and switching on the ability to send outbound correspondence via myGov. Planned June 2017 enhancements will partially automate the Registered Mail process.												
<b>To whom and how has the project issue(s) been escalated? (Character Limit: 170)</b> Project SRO and the Compliance Modernisation Programme (CMP) Board												
<b>What assistance can Executive Committee provide to get this project back on track? (Character Limit: 680)</b> Acknowledge the associated savings for FY2016-17 are at risk and leverage this to drive the implementation of the revised Implementation plan.												
<b>EXECUTIVE SUMMARY STATUS</b> Refer to Tolerances link at the top of the page for guidance on assessing the health status of each element.												
<b>Project Management Elements</b>		<b>Overall project status</b>		<b>Issues</b>		<b>Risks *</b>		<b>Schedule</b>		<b>Financial</b>		<b>ICT Status</b>
Current		Amber		Amber		Amber		Amber				N/A
Previous		Red		Amber		Amber		Red				
<b>Next month's status indication</b>		No change		Improving		No change		No change		No change		No change

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

3. ISSUE MANAGEMENT

Include details of all current issues rated Extreme or Major. If you have more than 5 Extreme or Major issues, contact the PPO immediately for advice. **\*\*All Issues must be registered and managed in the PM Logbook\*\*** Refer to the Risk Management DHS intranet page for further support on managing issues.

How many current issues are registered?	Extreme	0	Major	2	Moderate	1	Minor	1
---	---------	---	-------	---	----------	---	-------	---

Click the 'Expand' button to view and edit up to five available issues or click the 'Collapse' button to view the relevant issues with entered data only

Expand Collapse

Issue D	25	Risk ID if applicable		Date identified	28 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The manually intensive registered mail process currently in place has been identified as a key constraint to increasing the volume of daily interventions.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
Options have been developed to increase the efficiency of the registered mail process. The department is currently developing an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Registered mail automation (PCR02 Phase 1) was implemented in late May 2017.

Issue D	26	Risk ID if applicable		Date identified	27 Mar 2017	Current rating	Major	Issue under control?	Yes
---------	----	-----------------------	--	-----------------	-------------	----------------	-------	----------------------	-----

Has the issue been escalated within 10 days?	Yes	Who has the issue been escalated to?	Deputy Secretary
--	-----	--------------------------------------	------------------

Issue description (Character Limit: 650)  
The EIC system enhancements are supported by business process changes which include an increased number of manual hand-off points.

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)  
EIC platform enhancements were implemented in May 2017 to get customers back on line, automate part of the manually intensive registered mail process, and to switch on the ability to send outbound correspondence via myGov (for Letter A). The department has developed an Initiation Strategy that will inform the intervention volumes necessary to deliver the targeted savings. Formal advice has been provided to the Minister who has already verbally agreed to the strategy. The current volume of initiations has returned to more normal levels of 2,000 per day.

Issue D		Risk ID if applicable		Date identified		Current rating		Issue under control?	
---------	--	-----------------------	--	-----------------	--	----------------	--	----------------------	--

Has the issue been escalated within 10 days?		Who has the issue been escalated to?	
--	--	--------------------------------------	--

Issue description (Character Limit: 650)

What progress has been made since the last report? Include anticipated resolution date (Character Limit: 700)

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

4. RISK MANAGEMENT

Include details of all current risks rated Very High or High. If you have more than 5 Very High or High risks, contact the PPO immediately for advice.  
 \*\*All Risks must be documented in the Risk Management Plan, then registered and managed in the PM Logbook\*\*  
 Refer to the Risk Management DHS intranet page for further support on managing risks.

How many current risks do you have in your Risk Management Plan? Very High 0 High 2 Medium 4 Low 3

Click the 'Expand' button to view and edit up to five available risks or click the 'Collapse' button to view the relevant risks with entered data only Expand Collapse

1. Has Risk Management Plan been completed & approved?	Yes	2. Have all the risks been escalated to the appropriate risk owner within 10 days of identification?	Yes
3. Are controls in place and effective?	Yes	4. Have the risks been reviewed in the last month?	Yes

\* NB: If answers to all questions are YES, then the Risk status is GREEN  
 If there is a mixture of YES & NO answers, the status is AMBER  
 For projects in execute stage, if the answer to the first question is NO, then the Risk status is RED

Risk D	17	Date identified	24 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Deputy Secretary				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is an opportunity to improve the customer experience.								
What is the progress of treatment since the last report? (Character Limit: 550)	A key focus of the EIC changes involved improvements to the online customer experience. The EIC changes and subsequent reviews underway by PwC will inform the changes required to further improve the customer experience.								
Risk D	9	Date identified	4 Jan 2017	Date reviewed	31 May 2017	Current risk level	High	Is a risk treatment measure in place?	Yes
Risk escalated within 10 days?	Yes	Who has the risk been escalated to?	Raised through SRO and Programme Board				Risk category	Policy advice & design	
Risk Statement (Character Limit: 550)	There is a risk that public confidence may be eroded caused by inaccurate reporting in the media resulting in increased scrutiny for the project.								
What is the progress of treatment since the last report? (Character Limit: 550)	Most of the identified risks at project-level are structural and best addressed at the programme / board level as they impact each of the compliance projects. An example of a programme response to this risk is the development of a communications strategy, which would require support at the senior levels.								
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									
Risk D		Date identified		Date reviewed		Current risk level		Is a risk treatment measure in place?	
Risk escalated within 10 days?		Who has the risk been escalated to?					Risk category		
Risk Statement (Character Limit: 550)									
What is the progress of treatment since the last report? (Character Limit: 550)									

If you require assistance please phone the Portfolio Programme Office help desk on s47E(d) or email s47E(d) @humanservices.gov.au

This is the monthly project status report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

### 5. SCHEDULE MANAGEMENT

Does the project have business deliverables?	Yes	Does the project have ICT deliverables?	No			
Click 'Expand' to edit Business and/or ICT deliverables or click 'Collapse' to view deliverables with data entered. **Note this function works in conjunction with the answers provided in the row immediately above** (i.e. answering "No" in the business deliverables will hide all Business rows).					Expand	Collapse
Description of key business deliverables and milestones for the current and future reporting periods	Planned implementation date	Actual implementation date	Status	Comments Slippage, unintended impacts & remedial actions		

If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300762234) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

### 6. BENEFITS MANAGEMENT

Refer to the Departmental Benefits Section on the DHS intranet for further support on managing benefits. Please USE TAB BUTTON on keyboard to navigate through this section.

Have benefits (financial or non-financial) for the Department of Human Services been identified?

N/A - External

Provide name of external agency

Department of Social Services


 If you require assistance please phone the Portfolio Programme Office help desk on [s47E\(d\)](tel:1300754773) or email [s47E\(d\)](mailto:s47E(d)@humanservices.gov.au) @humanservices.gov.au

This is the monthly project Status Report for

Update Period/Status

Project Number	PN2016.6005	Project Name	Enhanced Welfare Payment Integrity - Income Data Matching	Reporting Period	May-17
----------------	-------------	--------------	---	------------------	--------

## 7. FINANCIAL MANAGEMENT

Please USE TAB BUTTON on keyboard to navigate through this section.

What is the project's funding type?	Financially Simplified	Has the project budget been approved by the CFO?	Yes	Date project budget approved	18 Feb 2016
Have all the required funds been allocated to ICT?	Yes	** NB: If "Yes" is selected the Current Financial Status will be auto populated Green, if "No" then Amber.			



OPTIONAL INFORMATION

This section is optional and for your internal use only.

The information in this section **will not be used in executive dashboard reports for the executive committee.**  
Ensure critical information is included in the executive summary section of the status report

[Empty box for optional information]

## Quick Guide to completing the Monthly Project Status Report

### How to Update/ Change the Overall Current Status:

Please follow the following steps:

1. Click on Update Period/ Status Button in the STATUS REPORT FOR section
2. Update the Year you are preparing the status report for e.g. choose 2014 for December 2014 report
3. Update the relevant Month you are preparing the status report for e.g. choose December for the December 2014 Report
4. Choose the overall status traffic light colour
5. Press ok to confirm.

### PROJECT DETAILS

Please re-confirm details are correct each month.

#### Project Description:

This should be a succinct statement about what the project will be delivering and why.

#### Project Lifecycle Phase:

There are 4 phases – Initiate, Plan, Execute and Close – each has set mandatory documentation and governance requirements. For more information on Project Lifecycle Phases refer to the Project Management Framework Manual, Project Lifecycle section.

All projects submit monthly project status reports from the start of the Plan Phase to the start of the Close Phase.

At the start of the Close Phase, a final Project Status Report must be submitted with an Overall Project Status of "Closing" and the date the Close Phase commenced entered. No further Project Status Reports will be requested after that month.

Projects are formally closed when the approved Closure Report is received.

#### Implementation of new policy or legislation:

Most Category 1 and some Category 2 projects are responsible for implementing new policy and/or legislation.

Please provide/re-confirm the relevant implementation date/dates in your report.

### EXECUTIVE SUMMARY

This is a brief summary of current project status, including progress against schedule and current issues and/or significant risks (including escalation and It should be clear, concise, simple, and non-technical.

Do not use acronyms – it must stand alone for interpretation. It may be quoted verbatim to the Executive Committee or external agencies.

If the overall status of the project is Red or Amber, please include main issue(s)/risk(s) actual/likely impact on customers, what action is being taken, and what

#### 1. Issue Management \*

Most of the information comes directly from your PM Logbook Issues Register and provides assurance to Senior Executives that issues are being managed and escalated appropriately and the intended resolution date.

Please only list Extreme or Major issues.

**\*NB:** All Issues must be registered and managed in the PM logbook

#### 2. Risk Management \*

Most of the information comes directly from your PM Logbook Risk Register and provides assurance to Senior Executives that risks are being managed appropriately and mitigated wherever possible.

Please only list Very High and High risks.

**\*NB:** All Risks must be registered and managed in the PM logbook

#### 3. Schedule Management

Only provide details of 'key' deliverables/milestones for the current/immediate reporting period.

It should show at a glance if the project is on track to deliver as intended, and whether any slippage relates to business, ICT or both.

#### 4. Benefits Management

There is an expectation that projects with identified benefits (both financial and non-financial) for the department apply the departmental Benefits Management framework.

The questions in this section are designed to provide information on the status of benefits management within the project to the project executive and other applicable stakeholders. The question set streamlines the process as much as possible to create exit points where applicable, so that project staff do not have to answer any more questions than needed.

#### 5. Financial Management

The PPO will make a financial status assessment based on data provided directly from the CFO.

Please provide the Full Year project funding (Business and ICT) and the date this was approved.

Project Managers should check with their Management Accountant (MA).

Similarly, MAs will seek explanations for variances in actual YTD expenditure where it is more than +/- 5% of estimated YTD expenditure.

## Report help

### TO START:

#### File Naming Convention

Save this file as a 'Save as' with the following file name convention: PN201x.xxxx Proje  
For example:

PN2013.3000 New System Requirements Project Mar 2013

Then re-save the file each month - changing the month reference in the file title

### NOTES:

#### Protection:

All cells within the status report with exception of the data entry cells have been locked down, if you are unable to enter information in the required fields, please notify or contact **s47E(d)** @humanservices.gov.au for further instruction.

- Information should be kept brief so that it fits within the given cell.
- Rows can not be inserted or deleted.
- Row heights can not be amended on the first page  
(this is to make sure that the page layouts remain as is)
- You can check the spelling of the unprotected cells by clicking the button "ABC ✓"

#### Helpful Excel Hints:

To move from cell to cell:


- use the tab key or mouse to move around within the sheet

To copy and paste information from another cell or document:

- highlight the required information (if from another excel document or a MS Word table, highlight the information within the cell - do not copy the whole cell)
- copy the information by selecting Ctrl + C or right click and select copy
- click on the destination cell and click inside formula bar and select Ctrl + V  
(This will input only the values to the destination cell instead of copying the formats or overriding the cells below)

## Do's and Don'ts

### When filling in the PPO Project Status Report

Do	Don't
<p><input type="checkbox"/> When copying from another document please copy and paste in <b>formula bar</b> only.</p>  <p><input type="checkbox"/> When updating status report <b>period</b>, make sure reporting period is right and that all three fields i.e. Year, Month and Status are filled in.</p> <p><input type="checkbox"/> Wherever possible, use <b>Tab</b> button for navigating between cells in the spreadsheet.</p> <p><input type="checkbox"/> Keep the text limited to <b>viewable area</b> of cells within the status report.</p> <p><input type="checkbox"/> If issues in relation to the template please <b>contact:</b>  <a href="#">s47E(d)</a> <a href="#">?humanser</a>  <a href="#">vices.gov.au</a></p>	<p><input type="checkbox"/> Attempt to copy and paste on multiple cells using copy and paste function in excel.</p> <p><input type="checkbox"/> Change the font size (Arial 11).</p>