

From: [Higgins, Robert](#)
To: "[Ray.GRIGGS](#)s47F(1) [Skinner, Rebecca](#); [matt.flavel](#)s47F(1) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Lees, Michelle](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrer, Chris](#)
Cc: [s47E\(d\)](#) ; [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 23.08.23 (Cumulative) [SEC=OFFICIAL]
Date: Wednesday, 30 August 2023 5:28:51 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 3.00pm 30 August 2023.

- 562 debts have been reviewed in total
 - The average time for the investigation component: 1hr 09mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 41mins (staff declared timings)
 - We anticipate this time will increase, as there are 47 recalculations outstanding
- 132 of the 562 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 430 undetermined debts related to employment income, 77% were impacted by income apportionment:
 - 333 were income apportioned
 - 63 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 16 recalculations have been completed:
 - 9 resulted in a downward variation - averaging of \$351.70 (16.4%), highest reduction was \$1,498.05
 - 7 resulted in an upward variation - averaging of \$7,159.25 (61.7%), highest increase was \$25,779.41

Note: There are 2 recalculations that are showing as significantly higher than the estimated ADEX debt amount. This is due to the estimated ADEX debt amount only covering a portion of the debt period. We now have a process to determine the estimated debt value for the full period, to allow an accurate comparison. These updates will be provided in tomorrow's report.

 - The longest calculation took 8hrs 20mins

Regards

Robert

Robert Higgins, General Manager

Phone s47F(1)

Mobile s47F(1)

PAYMENT ASSURANCE PROGRAM AND APPEALS DIVISION

[cid:image001.jpg@01D6B908.2F3FDE00](#)



s47F(1)

From: [Birrer, Chris](#)
To: ["Ray.GRIGGS47F\(1\)"](#) ; [Skinner, Rebecca](#); [matt.flavel47F\(1\)"](#) ; [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Lees, Michelle](#); [Smith, Susie](#); [Hannan, Bevan](#)
Cc: [s47E\(d\)"](#) ; [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#)
Subject: Income Apportionment | Sampling Outcomes 25.08.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 25 August 2023 6:00:41 PM

Colleagues,

Below is an update on cumulative outcomes from the sampling activity up to 3.30pm 25 August 2023.

- 265 debts have been reviewed in total – average of 4.3 per staff member per day
- Average time for the investigation component: 1 hr 29 minutes (staff declared timings)
- 73 of the 265 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 192 undetermined debts related to employment income, 75% were impacted by income apportionment:
 - 144 were income apportioned
 - 45 have sufficient evidence available on the record to conduct a recalculation (which is a lower proportion than we had expected)
 - 1 recalculation has been completed (due to the focus on triaging), which took 5 hours to complete:
 - resulted in a downward variation of \$116.06
 - original undetermined debt = \$193.47
 - recalculated debt using date paid method = \$77.41
- Staff have 'triated' their initial allocation, and have commenced recalculations via Multical today. We anticipate additional recalculation outcomes early next week.

Regards,

Chris

From: [Birrner, Chris](#)
To: ["Ray.GRIGGSs47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel s47F\(1\)](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Lees, Michelle](#); [Smith, Susie](#); [Hannan, Bevan s47E\(d\)](#); [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#)
Cc: [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#)
Subject: Income Apportionment | Sampling Outcomes 28.08.23 (Cumulative) [SEC=OFFICIAL]
Date: Monday, 28 August 2023 5:21:59 PM

Colleagues,

Below is an update on cumulative outcomes from the sampling activity up to 3.30pm 28 August 2023.

- 313 debts have been reviewed in total
 - The average time for the investigation component is 1hr 18 minutes (staff declared timings)
 - The average time for the recalculation component is 4hrs 16 minutes (staff declared timings)
- 79 of the 313 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 234 undetermined debts related to employment income, 76% were impacted by income apportionment:
 - 179 were income apportioned
 - 51 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 6 recalculations have been completed:
 - 3 resulted in a downward variation – averaging \$210.59, the highest reduction was \$362.24
 - 3 resulted in an upward variation – averaging \$93.29, the highest increase was \$246.49
 - The longest calculation took 6hrs 30 mins
- We have now split our workforce between triage and recalculations.
- An additional 11 staff were allocated to support the sampling work this afternoon.
 - These staff will undertake a triaging function, which will enable our Multical proficient staff to focus on the recalculations.

Regards,
Chris

From: Birrner, Chris

Sent: Friday, August 25, 2023 6:01 PM

To: 'Ray.GRIGGSs47F(1)

s47F(1)

s47F(1)

s47F(1)

s47F(1)

Hannan, Bevan s47F(1)

Cc: s47E(d)

s47F(1)

s47F(1)

s47F(1)

s47F(1)

Subject: Income Apportionment | Sampling Outcomes 25.08.23 (Cumulative) [SEC=OFFICIAL]

Skinner, Rebecca

matt.flavel s47F(1)

SLOAN, Troy

Andrew Seebach s47F(1)

Clarke, Rachael

Lees, Michelle

Smith, Susie s47F(1)

Higgins, Robert

; Houghton, Rachel

; Lucchese, Jason

; Harrison, Sheree

Colleagues,

Below is an update on cumulative outcomes from the sampling activity up to 3.30pm 25 August 2023.

- 265 debts have been reviewed in total – average of 4.3 per staff member per day
- Average time for the investigation component: 1 hr 29 minutes (staff declared timings)
- 73 of the 265 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 192 undetermined debts related to employment income, 75% were impacted by income apportionment:
 - 144 were income apportioned
 - 45 have sufficient evidence available on the record to conduct a recalculation (which is a lower proportion than we had expected)
 - 1 recalculation has been completed (due to the focus on triaging), which took 5 hours to complete:
 - resulted in a downward variation of \$116.06
 - original undetermined debt = \$193.47
 - recalculated debt using date paid method = \$77.41
- Staff have 'triaged' their initial allocation, and have commenced recalculations via Multical today. We anticipate additional recalculation outcomes early next week.

Regards,
Chris

From: [Birrner, Chris](#)
To: ["Ray.GRIGGSs47F\(1\)"](#) ; [Skinner, Rebecca](#); [matt.flavel](#)s47F(1) ; [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Lees, Michelle](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#)
Cc: [s47E\(d\)](#) [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: RE: Income Apportionment | Sampling Outcomes 29.08.23 (Cumulative) [SEC=OFFICIAL]
Date: Tuesday, 29 August 2023 5:58:10 PM

Colleagues,

Below is an update on cumulative outcomes from the sampling activity up to 3.00pm 29 August 2023.

- 395 debts have been reviewed in total
 - The average time for the investigation component: 1 hr 11 mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 15mins (staff declared timings)
- 98 of the 395 undetermined debts reviewed so far are not related to employment income
- Of the 297 undetermined debts related to employment income, 77% were impacted by income apportionment:
 - 229 were income apportioned
 - 58 have sufficient evidence available on the record to conduct a recalculation
 - 15 recalculations have been completed:
 - 8 resulted in a downward variation – average of \$383.80 (24.2%), highest reduction was \$1,498.05
 - 7 resulted in an upward variation – average of \$7,159.25 (61.7%), highest increase was \$25,779.41

Note: There are 2 recalculations that are showing as significantly higher than the estimated ADEX debt amount. This is likely due to the estimated ADEX debt amount only covering a portion of the debt period. These will be reviewed tomorrow and outcomes updated (if required).

 - The longest calculation took 8hrs 20mins
- 11 additional staff were on-boarded and commenced sampling activity from 11am today.
- We are seeking to increase the efficiency of recalculations by allowing staff to save these recalculations on the customer record overnight, so that rework is not required. We have a treatment in place to mitigate the associated risk, which even untreated is a very low risk.
- Where the sampling work finds issues requiring priority remediation, these matters are being flagged for action once the sampling of these 1,000 records is completed.

Regards,
Chris

From: Birrner, Chris

Sent: Monday, August 28, 2023 5:22 PM

To: 'Ray.GRIGGSs47F(1)' [s47F\(1\)](#) ; [Skinner, Rebecca](#)
[s47F\(1\)](#) [matt.flavel](#)s47F(1) [SLOAN, Troy](#)
[s47F\(1\)](#) [Andrew Seebach](#) [s47F\(1\)](#) ; [Clarke, Rachael](#)
[s47F\(1\)](#) [Lees, Michelle](#)

s47F(1)

; Smith, Susie s47F(1)

Hannan, Bevan s47F(1)

Cc: s47E(d)

; Higgins, Robert

s47F(1)

Houghton, Rachel

s47F(1)

; Lucchese, Jason

s47F(1)

Harrison, Sheree

s47F(1)

Subject: Income Apportionment | Sampling Outcomes 28.08.23 (Cumulative) [SEC=OFFICIAL]
Colleagues,

Below is an update on cumulative outcomes from the sampling activity up to 3.30pm
28 August 2023.

- 313 debts have been reviewed in total
 - The average time for the investigation component is 1hr 18 minutes (staff declared timings)
 - The average time for the recalculation component is 4hrs 16 minutes (staff declared timings)
- 79 of the 313 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 234 undetermined debts related to employment income, 76% were impacted by income apportionment:
 - 179 were income apportioned
 - 51 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 6 recalculations have been completed:
 - 3 resulted in a downward variation – averaging \$210.59, the highest reduction was \$362.24
 - 3 resulted in an upward variation – averaging \$93.29, the highest increase was \$246.49
 - The longest calculation took 6hrs 30 mins
- We have now split our workforce between triage and recalculations.
- An additional 11 staff were allocated to support the sampling work this afternoon.
 - These staff will undertake a triaging function, which will enable our Multical proficient staff to focus on the recalculations.

Regards,
Chris

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS@s47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel@s47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Lees, Michelle](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrer, Chris](#)
Cc: [s47E\(d\)](#) [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 31.08.23 (Cumulative) [SEC=OFFICIAL]
Date: Thursday, 31 August 2023 6:12:12 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on cumulative outcomes from the sampling activity up to 3.00pm 31 August 2023.

- 695 debts have been reviewed in total
 - The average time for the investigation component: 1hr 19mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 52mins (staff declared timings)
- 160 of the 695 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 535 undetermined debts related to employment income, 78.5% were impacted by income apportionment:
 - 420 were income apportioned
 - 77 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 23 recalculations have been completed:
 - 12 resulted in a downward variation - averaging \$371.26 (15.1%), highest reduction was \$1,498.05 - average debt period is 730 days (2 years or ~52 entitlement periods)
 - 9 resulted in an upward variation - averaging \$621.48 (23.8%), highest increase was \$2,827.00 - average debt period is 1,238 days (3.4 years or ~88 entitlement periods)
 - 2 resulted in arrears of \$3031.26 and \$41.38, these will be checked through our Quality Assurance processes
 - **Note:** 3 recalculations have been identified as incorrect through our Quality Assurance processes, including the previously advised debt increase of \$25,779.41.
 - Outcomes for these cases have been removed from today's report, and updated once further recalculation has occurred.
 - The longest calculation took 9hrs 00mins

Regards

Robert

Robert Higgins, General Manager

Phone [s47F\(1\)](#)

Mobile [s47F\(1\)](#)

PAYMENT ASSURANCE PROGRAM AND APPEALS DIVISION

[cid:image001.jpg@01D6B908.2F3FDE00](#)



[s47F\(1\)](#)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS@s47F\(1\)"; \[Skinner, Rebecca\]\(#\); \[matt.flavel@s47F\\(1\\)\]\(#\); \[SLOAN, Troy\]\(#\); \[Andrew Seebach\]\(#\); \[Clarke, Rachael\]\(#\); \[Lees, Michelle\]\(#\); \[Smith, Susie\]\(#\); \[Hannan, Bevan\]\(#\); \[Egan, Russell\]\(#\); \[Birrer, Chris\]\(#\)](#)
Cc: [s47E\(d\)](#); [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 01.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 1 September 2023 5:35:37 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on cumulative outcomes from the sampling activity up to 2.00pm 1 September 2023.

- 815 debts have been reviewed in total
 - The average time for the investigation component: 1hr 20mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 26mins (staff declared timings)
- 178 of the 815 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 637 undetermined debts related to employment income, 78% were impacted by income apportionment:
 - 498 were income apportioned
 - 79 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 33 recalculations have been completed:
 - 17 resulted in a downward variation - averaging \$438.21 (or 10.1% of the debt value), highest reduction was \$1,363.63 - average duration of debt period is 785 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 14 resulted in an upward variation - averaging \$788.05 (or 22.2% of the debt value), highest increase was \$3,326.83 - average duration of debt period is 767 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in arrears of \$3,031.26 and \$41.38, these will be checked through our Quality Assurance processes.
 - The longest calculation took 11hrs 05mins.
 - Quality Assurance will be conducted on all recalculations to ensure accuracy.

Regards

Robert

Robert Higgins, General Manager

Phone [s47F\(1\)](#)

Mobile [s47F\(1\)](#)

PAYMENT ASSURANCE PROGRAM AND APPEALS DIVISION

[cid:image001.jpg@01D6B908.2F3FDE00](#)



[s47F\(1\)](#)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS@s47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel@s47F\(1\)"](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#); [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 04.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Monday, 4 September 2023 4:59:33 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on cumulative outcomes from the sampling activity up to 2.00pm 4 September 2023.

- 916 debts have been reviewed in total
 - The average time for the investigation component: 1hr 15mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 30mins (staff declared timings)
- 189 of the 916 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 727 undetermined debts related to employment income, 79% were impacted by income apportionment:
 - 575 were income apportioned
 - 88 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 39 recalculations have been completed:
 - 23 resulted in a downward variation - averaging \$2,029.89 (or 29.5% of the debt value), highest reduction was \$30,074.44 - average duration of debt period is 644 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 14 resulted in an upward variation - averaging \$743.23 (or 20.9% of the debt value), highest increase was \$3,326.83 - average duration of debt period is 743 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in arrears of \$3,031.26 and \$41.38, these will be checked through our Quality Assurance processes
 - The longest calculation took 11hrs 05mins
 - Note: one recalculation has resulted in a significant decrease (- \$30,074.44). This recalculation will be subject to Quality Assurance processes to ensure accuracy

Regards

Robert

Robert Higgins, A/g Deputy Chief Executive Officer

Phone [s47F\(1\)](#)

Mobile [s47F\(1\)](#)

PAYMENTS AND INTEGRITY GROUP

[cid:image001.jpg@01D6B908.2F3FDE00](#)



[s47F\(1\)](#)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel47F\(1\)](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#); [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 05.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Tuesday, 5 September 2023 5:46:48 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on cumulative outcomes from the sampling activity up to 2.00pm 5 September 2023.

- 950 debts have been reviewed in total
 - The average time for the investigation component: 1hr 21mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 46mins (staff declared timings)
- 186 of the 950 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 764 undetermined debts related to employment income, 78.5% were impacted by income apportionment:
 - 600 were income apportioned
 - 84 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)
 - 49 recalculations have been completed:
 - 25 resulted in a downward variation - averaging \$1,093.25 (or 14.6% of the debt value), highest reduction was \$7,848.77 - average duration of debt period is 748 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 22 resulted in an upward variation - averaging \$1,073.15 (or 49% of the debt value), highest increase was \$6,219.84 - average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in arrears of \$3,031.26 and \$41.38, these will be checked through our Quality Assurance processes
 - The longest calculation took 16rs 00mins
 - Note: the significant downward variation reported yesterday has been Quality checked and corrected. Quality checking is ongoing and may impact the interim daily data.
 - The number of cases with sufficient evidence to conduct a recalculation has reduced from yesterday's report. This is due to triaged cases being reviewed by Multical staff who have determined insufficient evidence is available to undertake a recalculation.

Robert
 Robert Higgins, A/g Deputy Chief Executive Officer
 Phone [s47F\(1\)](#)
 Mobile [s47F\(1\)](#)

PAYMENTS AND INTEGRITY GROUP

[cid:image001.jpg@01D6B908.2F3FDE00](#)



[s47F\(1\)](#)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS@s47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel@s47F\(1\)](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#); [Higgins, Robert](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#)
Subject: Income Apportionment | Sampling Outcomes 06.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Wednesday, 6 September 2023 5:45:37 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 2.00pm 6 September 2023.

- 990 debts have been reviewed in total
 - The average time for the investigation component: 1hr 28mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 43mins (staff declared timings)
- 192 of the 990 undetermined debts reviewed so far are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 798 undetermined debts related to employment income, 79.5% were impacted by income apportionment:
 - 653 were income apportioned
 - 79 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected).
 - 53 recalculations have been completed:
 - 29 resulted in a downward variation - averaging \$1,102.28 (14.9% of the total debt value), highest reduction was \$7,848.77 - average duration of debt period is 739 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 22 resulted in an upward variation - averaging \$1,939.48 (59.3% of the total debt value), highest increase was \$6,219.84 - average duration of debt period is 655 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in arrears of \$3,031.26 and \$93.94, these will be checked through our Quality Assurance processes
 - The longest calculation took 16rs 00mins
 - The number of cases with sufficient evidence to conduct a recalculation has reduced from yesterday's report. This is due to triaged cases being reviewed by Multical staff who have now determined insufficient evidence is available.
 - The 26 outstanding recalculations are expected to be completed by no later than COB Friday 15 September 2023.

Regards

Robert

Robert Higgins, A/g Deputy Chief Executive Officer

Phone [s47F\(1\)](#)

Mobile [s47F\(1\)](#)

PAYMENTS AND INTEGRITY GROUP

[cid:image001.jpg@01D6B908.2F3FDE00](#)



[s47F\(1\)](#)

From: [Birrer, Chris](#)
To: [Higgins, Robert](#); ["Ray.GRIGGSs47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel@s47F\(1\)](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#)
Cc: [s47E\(d\)](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\) s22](#); [Holcombe, Sam](#)
Subject: Income Apportionment | Sampling Outcomes 07.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Monday, 11 September 2023 7:01:24 PM

Colleagues,

As a result of discussions last week (thanks, Robert, for covering for me) in relation to the second phase of the sampling exercise, we are proposing to undertake the next phase in two tranches:

1. **AAT and formal reviews** – using the same sampling process as we did over the previous two weeks, however, drawing from AAT and formal review matters where there has been an Explanation of Decision recorded, which we expect to increase the likelihood of more recent customer engagement, and the probability that a recalculation can be actioned; and
2. **Current apportionment matters with known debt recalculations** – such as CDPD matters (~47), and priority formal reviews (~215). We will extract and check the relevant data on the same basis as the previous sampling so that it is a 'like for like' comparison. We expect this work to be able to be done more quickly compared to the sampling work over the last fortnight, or even the AAT and formal review referred to above.

With this new approach, we currently have a higher confidence that it will yield approximately 150 – 200 recalculations by 22 September 2023.

We commenced this approach from 11.30am today, and results so far include:

- 17 records have been reviewed
- These cases were from the priority review cohort where the recalculation had already been completed
- All cases were related to employment income
- 13 (76.4%) were impacted by income apportionment
- 13 had sufficient evidence to recalculate:
 - 13 completed
 - 11 resulted in a downward variation – averaging \$1,029.56 (% changes will be included in the next report)
 - 2 resulted in an upward variation – averaging \$802.13 (% changes will be included in the next report).

Additionally, to improve the quality and accuracy of the daily sampling reports, we are moving from an end of day to beginning of day reporting cycle (commencing from 13 September 2023). This will allow time to complete the quality assurance prior to compiling the report, which will reduce the rate of revision of the previous day's data.

Changes will include:

- sampling data being collated at noon each day;
- quality assurance will then be undertaken on the data; and
- the daily sampling report will be compiled and distributed the following morning.

In relation to the first phase of the sampling process, below is an update on cumulative outcomes up to 2.00pm 11 September 2023:

- 1,000 debts have been reviewed in total
- 807 were related to employment income, of these:

- 637 (+2) were income apportioned
- 67 (-1) have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected).

The high level basis for the calculations is as follows:

- 11 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
- 49 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
- 5 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid
- Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.
- 65 recalculations have been completed:
 - 37 resulted in a downward variation – averaging \$1,234.87 (or 12.4% of the debt value), highest reduction was \$5,550.88 – average duration of debt period is 740 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 27 resulted in an upward variation – averaging \$1,299.64 (or 30.5% of the debt value), highest increase was \$5,026.74 – average duration of debt period is 608 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 1 resulted in a NIL change
- The average time for the investigation component: 1 hr 33mins (staff declared timings)
- The average time for the recalculation component: 4hrs 24mins (staff declared timings)
 - Longest time taken: 12hrs 50mins

Estimated Completion (subject to ongoing analysis):

- Final analysis of outcomes for both phases, quality assurance and the final report are expected to be finalised by 29 September 2023.

Regards,
Chris

From: [Birrer, Chris](#)
To: ["Ray.GRIGGS47F\(1\)"](#) ; [Skinner, Rebecca](#); [matt.flavel47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Higgins, Robert](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Holcombe, Sam](#)
Subject: RE: Income Apportionment | Sampling Outcomes 07.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 15 September 2023 5:37:38 PM

Colleagues,

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 14 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), and the second sample batch of 1,000 undetermined debts that we are now progressing, and the recalculations (Phase 2).

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1 hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 25mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income:
 - 636 (78.8%) were impacted by income apportioned
 - 64 have sufficient evidence available on the record to conduct a recalculation
 - 47 recalculations have been completed (17 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 25 resulted in a downward variation – averaging \$580.99 (or 40% of the debt value), highest reduction was \$5,348.15 – average duration of debt period is 579 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 21 resulted in an upward variation – averaging \$721.89 (or 10% of the debt value), highest increase was \$2,982.36 – average duration of debt period is 630 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 1 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 8 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 35 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date

paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 226 debts have been reviewed in total
 - The average time for the investigation component: 47mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 20mins (staff declared timings)
- 45 of the 226 undetermined debts reviewed so far are not related to employment income
- Of the 181 undetermined debts related to employment income:
 - 108 (60%) were impacted by income apportioned
 - 28 have sufficient evidence available on the record to conduct a recalculation
 - 10 recalculations have been completed
 - 6 resulted in a downward variation – averaging \$963.67 (or 22% of the debt value), highest reduction was \$4,685.93 – average duration of debt period is 528 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 4 resulted in an upward variation – averaging \$269.90 (or 19% of the debt value), highest increase was \$670.57 – average duration of debt period is 293 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 5hrs.
 - The high-level basis for the calculations is as follows:
 - 2 – Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 8 – Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

- 144 debts have been reviewed in total.
 - Of the 142 debts related to employment income:
 - 142 (100%) were impacted by income apportioned
 - 82 relate to the priority formal reviews cohort
 - 60 relate to the CDPP cohort
 - 142 recalculations have been completed:
 - 83 resulted in a downward variation – averaging \$1,531.27 (or 25% of the debt value), highest reduction was \$42,769.49 – average duration of debt period is 532 days. Note: debts occurred within this period, but not necessarily across the whole period.

- 52 resulted in an upward variation – averaging \$1,708.27 (or 29% of the debt value), highest increase was \$34,797.43 – average duration of debt period is 567 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 7 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 45 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 70 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 27 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards,
Chris

From: [Birrer, Chris](#)
To: ["Ray.GRIGGS@s47F\(1\) Skinner, Rebecca; matt.flavel@s47F\(1\) SLOAN, Troy; Andrew Seebach; Clarke, Rachael; Smith, Susie; Hannan, Bevan; Egan, Russell; Higgins, Robert](#)
Cc: [s47E\(d\) Houghton, Rachel; Lucchese, Jason; Harrison, Sheree; Keo, Boramin; Kallus, Jason; s47E\(d\) s22 Holcombe, Sam](#)
Subject: RE: Income Apportionment | Sampling Outcomes 07.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Wednesday, 13 September 2023 4:16:51 PM

Colleagues,

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 12 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), and the second sample batch of 1,000 undetermined debts that we are now progressing and the recalculations (Phase 2).

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types. These reviews are now progressing and will be included from tomorrow's report.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 33mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 24mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income, 78.8% were impacted by income apportionment:
 - 636 were income apportioned
 - 66 have sufficient evidence available on the record to conduct a recalculation
 - 54 recalculations have been completed:
 - 32 resulted in a downward variation – averaging \$1,188.79 (or 35.1% of the debt value), highest reduction was \$5,550.88 – average duration of debt period is 780 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 22 resulted in an upward variation – averaging \$934.06 (or 18.6% of the debt value), highest increase was \$4,019.84 – average duration of debt period is 642 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 12hrs 50mins.
 - **Several recalculation outcomes have been removed from reporting whilst they are being quality checked. They will be added back into the report following this action.**
 - The high-level basis for the calculations is as follows:

- 9 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
- 41 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
- 4 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2

Second 1,000 sample

- - The second sample of 1,000 undetermined debts is progressing and will be reported on in tomorrow's report.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

- 64 debts have been reviewed in total. Of these:
 - 1 debt reviewed so far is not related to employment income
 - Of the 63 debts related to employment income, 80.9% were impacted by income apportionment:
 - 51 were income apportioned
 - 49 relate to the priority formal reviews cohort
 - 2 relate to the CDPP cohort
 - 51 recalculations have been completed:
 - 31 resulted in a downward variation – averaging \$683.74 (or 25.9% of the debt value), highest reduction was \$10,084.14 – average duration of debt period is 140 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 17 resulted in an upward variation – averaging \$377.01 (or 27% of the debt value), highest increase was \$802.13 – average duration of debt period is 276 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 3 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 11 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 34 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period

- 6 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards,

Chris

From: [Birrer, Chris](#)
To: ["Ray.GRIGGS@s47F\(1\) Skinner, Rebecca; matt.flavel@s47F\(1\) SLOAN, Troy; Andrew Seebach; Clarke, Rachael; Smith, Susie; Hannan, Bevan; Egan, Russell; Higgins, Robert](#)
Cc: [s47E\(d\) Houghton, Rachel; Lucchese, Jason; Harrison, Sheree; Keo, Boramin; Kallus, Jason; s47E\(d\) s22 Holcombe, Sam](#)
Subject: RE: Income Apportionment | Sampling Outcomes 07.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Thursday, 14 September 2023 12:30:56 PM

Colleagues,

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 13 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), and the second sample batch of 1,000 undetermined debts that we are now progressing, and the recalculations (Phase 2).

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1 hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 31mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income, 78.8% were impacted by income apportionment:
 - 636 were income apportioned
 - 65 have sufficient evidence available on the record to conduct a recalculation
 - 43 recalculations have been completed (22 recalculations require OA checking and will be added back in once this process is complete):
 - 23 resulted in a downward variation – averaging \$566.10 (or 33% of the debt value), highest reduction was \$5,348.15 – average duration of debt period is 625 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 20 resulted in an upward variation – averaging \$698.45 (or 10% of the debt value), highest increase was \$2,982.36 – average duration of debt period is 651 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 12hrs 50mins
 - The high-level basis for the calculations is as follows:
 - 6 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 33 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 107 debts have been reviewed in total
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 20mins (staff declared timings)
- 21 of the 107 undetermined debts reviewed so far are not related to employment income
- Of the 86 undetermined debts related to employment income, 44% were impacted by income apportionment:
 - 38 were income apportioned
 - 11 have sufficient evidence available on the record to conduct a recalculation
 - 2 recalculations have been completed
 - 1 resulted in a downward variation – averaging \$392.54 (or 100% of the debt value), highest reduction was \$392.54 – average duration of debt period is 27 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 1 resulted in an upward variation – averaging \$18.34 (or 0.21% of the debt value), highest increase was \$18.34 – average duration of debt period is 559 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 4hrs.
 - The high-level basis for the calculations is as follows:
 - 2 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

- 139 debts have been reviewed in total. Of these:
 - Of the 139 debts related to employment income, 100% were impacted by income apportionment:
 - 139 were income apportioned
 - 79 relate to the priority formal reviews cohort
 - 60 relate to the CDPP cohort
 - 139 recalculations have been completed:
 - 78 resulted in a downward variation – averaging \$1,419.82 (or 24% of the debt value), highest reduction was \$42,769.49 – average duration of debt period is 538 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 52 resulted in an upward variation – averaging \$1,573.25 (or 23% of the debt value), highest increase was \$34,797.43 – average

duration of debt period is 542 days. Note: debts occurred within this period, but not necessarily across the whole period.

- 9 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 42 - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 74 - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 23 - Hybrid – a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards,
Chris

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS47F\(1\) Skinner, Rebecca; matt.flavel47F\(1\) SLOAN, Troy; Andrew Seebach; Clarke, Rachael; Smith, Susie; Hannan, Bevan; Egan, Russell; Birrer, Chris](#)
Cc: [s47E\(d\) Higgins, Robert; Houghton, Rachel; Lucchese, Jason; Harrison, Sheree; Keo, Boramin; Kallus, Jason; s47E\(d\) s22](#)
Subject: Income Apportionment | Sampling Outcomes 08.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 8 September 2023 5:46:39 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 2.00pm 8 September 2023.

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 45mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 22mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed are not related to employment income, which demonstrates our data limitations and why manual checking of records is required
- Of the 806 undetermined debts related to employment income, 78.8% were impacted by income apportionment:
 - 635 were income apportioned - this has reduced from yesterday's report due to QA activity
 - 68 have sufficient evidence available on the record to conduct a recalculation (which remains a lower proportion than we had expected)

The high level basis for the calculations is as follows:

 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 49 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 5 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid
 - Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.
- 64 recalculations have been completed:
 - 38 resulted in a downward variation - averaging \$1,085.20 (or 10.9% of the debt value), highest reduction was \$5,411.93 - average duration of debt period is 742 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 26 resulted in an upward variation - averaging \$1,391.48 (or 40.1% of the debt value), highest increase was \$5,026.74 - average duration of debt period is 571 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 12hrs 50mins. This time has reduced from 16 hours as QA has determined there was insufficient evidence for a recalculation. The time taken for this recalculation has been incorporated into the investigation timings.
- We anticipate the remaining 4 recalculations will be completed on Monday 11 September.

As agreed, we are progressing further sampling over the next two weeks. Due to the low strike rate for matters that we have been able to recalculate, we are also reassessing whether we can use other previously recalculated matters, such as CDDP matters and formal reviews, as part of this process. We will provide further details on this approach early next.

Regards

Robert

Robert Higgins, A/g Deputy Chief Executive Officer

Phone s47F(1)

Mobile s47F(1)

PAYMENTS AND INTEGRITY GROUP

cid:image001.jpg@01D6B908.2F3FDE00



s47F(1)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS47F\(1\)"](#); [Skinner, Rebecca](#); [matt.flavel47F\(1\)](#); [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#); [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#); [s22](#); [Butcher, Gavin](#)
Subject: Income Apportionment | Sampling Outcomes 15.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Monday, 18 September 2023 11:14:42 AM
Attachments: [image001.jpg](#)

Colleagues,

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 15 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts that we are now progressing (Phase 2) and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 30mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income:
 - 636 (79%) were impacted by income apportioned
 - 63 have sufficient evidence available on the record to conduct a recalculation
 - 49 recalculations have been completed (14 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 27 resulted in a downward variation - averaging \$856.43 (or 45% of the debt value), highest reduction was \$7,387.63 - average duration of debt period is 618 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 21 resulted in an upward variation - averaging \$690.16 (or 11% of the debt value), highest increase was \$2,982.36 - average duration of debt period is 672 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 1 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 8 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 37 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm

date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 349 debts have been reviewed in total
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 28mins (staff declared timings)
- 67 of the 349 undetermined debts reviewed so far are not related to employment income
- Of the 282 undetermined debts related to employment income:
 - 172 (61%) were impacted by income apportioned
 - 48 have sufficient evidence available on the record to conduct a recalculation
 - 11 recalculations have been completed:
 - 5 resulted in a downward variation - averaging \$1,077.90 (or 6% of the debt value), highest reduction was \$4,685.93 - average duration of debt period is 628 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 6 resulted in an upward variation - averaging \$312.66 (or 12% of the debt value), highest increase was \$670.57 - average duration of debt period is 368 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - The longest calculation took 6hrs 50mins.
 - The high-level basis for the calculations is as follows:
 - 3 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 7 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously calculated priority formal reviews and CDPP matters.

- 164 debts have been reviewed in total.
 - Of the 161 debts related to employment income:
 - 161 (100%) were impacted by income apportioned
 - 100 relate to the priority formal reviews cohort
 - 61 relate to the CDPP cohort
 - 161 recalculations have been completed:
 - 97 resulted in a downward variation - averaging \$1,405.14 (or 26% of the debt value), highest reduction was \$42,769. 49 - average duration of debt period is 539 days. Note: debts

- occurred within this period, but not necessarily across the whole period.
- 57 resulted in an upward variation - averaging \$1,626.66 (or 29% of the debt value), highest increase was \$34,797.43 - average duration of debt period is 520 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 7 resulted in a NIL change.
 - The high-level basis for the calculations is as follows:
 - 43 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 91 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 27 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins

Acting Deputy Chief Executive Officer

Phone s47F(1)

Mobile s47F(1)

PAYMENTS AND INTEGRITY GROUP

cid:image001.jpg@01D6B908.2F3FDE00



s47F(1)

From: [Higgins, Robert](#)
To: ["Ray.GRIGGS47F\(1\) Skinner, Rebecca; matt.flavel47F\(1\) SLOAN, Troy; Andrew Seebach; Clarke, Rachael; Smith, Susie; Hannan, Bevan; Egan, Russell; Birrer, Chris](#)
Cc: [s47E\(d\) Houghton, Rachel; Lucchese, Jason; Harrison, Sheree; Keo, Boramin; Kallus, Jason; s47E\(d\) s22 s22](#)
Subject: Income Apportionment | Sampling Outcomes 18.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Tuesday, 19 September 2023 11:59:59 AM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 18 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts that we are now progressing (Phase 2) and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 30mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income:
 - 636 (79%) were impacted by income apportioned
 - 63 have sufficient evidence available on the record to conduct a recalculation
 - 50 recalculations have been completed (13 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 27 resulted in a downward variation - averaging \$856.43 (or 45% of the debt value), highest reduction was \$7,387.63 - average duration of debt period is 618 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 21 resulted in an upward variation - averaging \$690.16 (or 11% of the debt value), highest increase was \$2,982.36 - average duration of debt period is 672 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 9 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 37 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm

date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 427 debts have been reviewed in total
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 33mins (staff declared timings)
- 83 of the 427 undetermined debts reviewed so far are not related to employment income
- Of the 344 undetermined debts related to employment income:
 - 209 (61%) were impacted by income apportioned
 - 52 have sufficient evidence available on the record to conduct a recalculation
 - 16 recalculations have been completed
 - 6 resulted in a downward variation - averaging \$288.08 (or 18% of the debt value), highest reduction was \$632.38 (the recalculation resulting in a downward variation of \$4,685.93 was removed pending QA)- average duration of debt period is 732 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 9 resulted in an upward variation - averaging \$258.98 (or 21% of the debt value), highest increase was \$670.57 - average duration of debt period is 346 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 1 resulted in a NIL change
 - The longest calculation took 7hrs.
 - The high-level basis for the calculations is as follows:
 - 5 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 10 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

Note: after QA a number of recalculation outcomes have been removed from the sampling activity as they are not in-line with the sampling activity scope.

- 178 debts have been reviewed in total.
 - Of the 174 debts related to employment income:
 - 174 (100%) were impacted by income apportioned
 - 103 relate to the priority formal reviews cohort

- 71 relate to the CDPP cohort
- 174 recalculations have been completed:
 - 103 resulted in a downward variation - averaging \$1,482.73 (or 24% of the debt value), highest reduction was \$42,769. 49 - average duration of debt period is 563 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 66 resulted in an upward variation - averaging \$1,771.34 (or 32% of the debt value), highest increase was \$34,797.43 - average duration of debt period is 587 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 5 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 101 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 28 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards
Robert
Robert Higgins
Acting Deputy Chief Executive Officer
Phone s47F(1)
Mobile s47F(1)
PAYMENTS AND INTEGRITY GROUP



s47F(1)

From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#)
Subject: Income Apportionment | Sampling Outcomes 19.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Wednesday, 20 September 2023 1:23:23 PM
Attachments: [image001.jpg](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 19 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 30mins (staff declared timings)
- 193 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 807 undetermined debts related to employment income:
 - 636 (79%) were impacted by apportioned income
 - 63 have sufficient evidence available on the record to conduct a recalculation
 - 50 recalculations have been completed (13 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 27 resulted in a downward variation - averaging \$856.43 (or 45% of the debt value), highest reduction was \$7,387.63 - average duration of debt period is 618 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 21 resulted in an upward variation - averaging \$715.10 (or 12% of the debt value), highest increase was \$2,982.36 - average duration of debt period is 670 days. *Note:* debts occurred within this period, but not necessarily across the whole period. *Note:* average variation and debt period has changed post QA
 - 2 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 9 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 37 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods;

could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 593 debts have been reviewed in total
 - The average time for the investigation component: 47mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 46mins (staff declared timings)
- 111 of the 593 undetermined debts reviewed so far are not related to employment income
- Of the 482 undetermined debts related to employment income:
 - 304 (63%) were impacted by income apportioned
 - 64 have sufficient evidence available on the record to conduct a recalculation
 - 21 recalculations have been completed
 - 10 resulted in a downward variation - averaging \$247.96 (or 14% of the debt value), highest reduction was \$632.38 - average duration of debt period is 538 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 9 resulted in an upward variation - averaging \$258.98 (or 21% of the debt value), highest increase was \$670.57 - average duration of debt period is 346 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in a NIL change
 - The longest calculation took 7hrs.
 - The high-level basis for the calculations is as follows:
 - 5 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 15 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPD matters.

- 196 debts have been reviewed in total.
 - Of the 192 debts related to employment income:
 - 190 (99%) were impacted by income apportioned
 - 117 relate to the priority formal reviews cohort
 - 73 relate to the CDPD cohort
 - 190 recalculations have been completed:
 - 115 resulted in a downward variation - averaging \$1,782.83 (or 24% of the debt value), highest reduction was \$42,769.49 -

average duration of debt period is 576 days. Note: debts occurred within this period, but not necessarily across the whole period.

- 70 resulted in an upward variation - averaging \$1,756.99 (or 31% of the debt value), highest increase was \$34,797.43 - average duration of debt period is 575 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 5 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 47 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 114 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 29 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards
Robert
Robert Higgins
Acting Deputy Chief Executive Officer
Phone s47F(1)
Mobile s47F(1)
PAYMENTS AND INTEGRITY GROUP

s47F(1)

From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#)
Subject: Income Apportionment | Sampling Outcomes 20.9.23 (Cumulative) [SEC=OFFICIAL]
Date: Thursday, 21 September 2023 12:44:46 PM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 20 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 22mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 806 undetermined debts related to employment income:
 - 635 (79%) were impacted by apportioned income
 - 60 have sufficient evidence available on the record to conduct a recalculation
 - 53 recalculations have been completed (7 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 27 resulted in a downward variation - averaging \$850.79 (or 38% of the debt value), highest reduction was \$7,387.63 - average duration of debt period is 647 days. *Note:* debts occurred within this period, but not necessarily across the whole period. *Note:* average variation and debt period has changed post QA
 - 23 resulted in an upward variation - averaging \$706.90 (or 12% of the debt value), highest increase was \$2,982.36 - average duration of debt period is 636 days. *Note:* debts occurred within this period, but not necessarily across the whole period. *Note:* average variation and debt period has changed post QA
 - 3 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 39 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period

- 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 693 debts have been reviewed in total
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 35mins (staff declared timings)
- 126 of the 693 undetermined debts reviewed so far are not related to employment income
- Of the 567 undetermined debts related to employment income:
 - 353 (62%) were impacted by income apportioned
 - 73 have sufficient evidence available on the record to conduct a recalculation
 - 23 recalculations have been completed
 - 12 resulted in a downward variation - averaging \$228.62 (or 12% of the debt value), highest reduction was \$632.38 - average duration of debt period is 538 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 9 resulted in an upward variation - averaging \$258.98 (or 21% of the debt value), highest increase was \$670.57 - average duration of debt period is 346 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in a NIL change
 - The longest calculation took 7hrs.
 - The high-level basis for the calculations is as follows:
 - 5 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 17 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

- 201 debts have been reviewed in total.
 - Of the 197 debts related to employment income:
 - 195 (99%) were impacted by income apportioned
 - 124 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 195 recalculations have been completed:

- 118 resulted in a downward variation - averaging \$1,290.92 (or 22% of the debt value), highest reduction was \$32,322.65 - average duration of debt period is 577 days. Note: debts occurred within this period, but not necessarily across the whole period. The previously advised decrease of \$42,769.49 has been removed following QA check. The debt ID was reduced to zero and amalgamated into another debt ID, therefore the decrease outcome was incorrect.
- 70 resulted in an upward variation - averaging \$1,693.54 (or 32% of the debt value), highest increase was \$34,797.43 - average duration of debt period is 558 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 7 resulted in a NIL change.
- The high-level basis for the calculations is as follows:
 - 47 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 121 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 27 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone s47F(1)

Mobile: s47F(1)

Payments and Integrity



Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Lucchese, Jason](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#)
Subject: Income Apportionment | Sampling Outcomes 21.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 22 September 2023 11:45:50 AM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 21 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 21mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 806 undetermined debts related to employment income:
 - 635 (79%) were impacted by apportioned income
 - 59 have sufficient evidence available on the record to conduct a recalculation
 - 56 recalculations have been completed (3 recalculations require quality assurance (QA) checking, and will be added back in once this process is complete):
 - 29 resulted in a downward variation - averaging \$878.52 (or 34% of the debt value), highest reduction was \$5,348.15 - average duration of debt period is 694 days. *Note:* debts occurred within this period, but not necessarily across the whole period. *Note:* average variation and debt period has changed post QA
 - 24 resulted in an upward variation - averaging \$727.05 (or 13% of the debt value), highest increase was \$2,982.36 - average duration of debt period is 618 days. *Note:* debts occurred within this period, but not necessarily across the whole period. *Note:* average variation and debt period has changed post QA
 - 3 resulted in a nil change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 42 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period

- 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 775 debts have been reviewed in total
 - The average time for the investigation component: 47mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 58mins (staff declared timings)
- 144 of the 775 undetermined debts reviewed so far are not related to employment income
- Of the 631 undetermined debts related to employment income:
 - 395 (63%) were impacted by income apportioned
 - 82 have sufficient evidence available on the record to conduct a recalculation
 - 34 recalculations have been completed
 - 17 resulted in a downward variation - averaging \$260.41 (or 10% of the debt value), highest reduction was \$1,037.70 - average duration of debt period is 388 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 15 resulted in an upward variation - averaging \$305.20 (or 17% of the debt value), highest increase was \$1,212.21 - average duration of debt period is 349 days. *Note:* debts occurred within this period, but not necessarily across the whole period.
 - 2 resulted in a nil change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 5 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 28 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

- 211 debts have been reviewed in total.
 - Of the 205 debts related to employment income:
 - 200 (98%) were impacted by income apportioned
 - 129 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 200 recalculations have been completed:

- 121 resulted in a downward variation - averaging \$1,290.92 (or 22% of the debt value), highest reduction was \$32,322.65 - average duration of debt period is 577 days. Note: debts occurred within this period, but not necessarily across the whole period. The previously advised decrease of \$42,769.49 has been removed following QA check. The debt ID was reduced to zero and amalgamated into another debt ID, therefore the decrease outcome was incorrect.
- 71 resulted in an upward variation - averaging \$1,671.75 (or 32% of the debt value), highest increase was \$34,797.43 - average duration of debt period is 558 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - 8 resulted in a nil change.
- The high-level basis for the calculations is as follows:
 - 47 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 126 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 27 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone s47F(1)

Mobile: s47F(1)

Payments and Integrity



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From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Lahey, Leo](#)
Subject: Income Apportionment | Sampling Outcomes 22.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Monday, 25 September 2023 8:58:08 AM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 22 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 806 undetermined debts related to employment income:
 - 635 (79%) were impacted by apportioned income
 - 59 have sufficient evidence available on the record to conduct a recalculation
 - 58 recalculations have been completed (1 recalculation requires corrective action post (QA) checking, and will be added back in once this process is complete):
 - 30 resulted in a downward variation:
 - Average \$854.36 (or 33% of the debt value)
 - **Median \$297.42**
 - Average duration of debt period is 728 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 24 resulted in an upward variation:
 - Average \$701.93 (or 12% of the debt value)
 - **Median \$323.16**
 - Average duration of debt period is 617 days. Note: debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$2,982.36
 - 1 resulted in arrears of \$2,200.19
 - 3 resulted in a NIL change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the

relevant Centrelink Entitlement period

- 44 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 870 debts have been reviewed in total
 - The average time for the investigation component: 1hr 50mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 01mins (staff declared timings)
- 155 of the 870 undetermined debts reviewed so far are not related to employment income
- Of the 715 undetermined debts related to employment income:
 - 446 (62%) were impacted by income apportioned
 - 86 have sufficient evidence available on the record to conduct a recalculation
 - 41 recalculations have been completed
 - 21 resulted in a downward variation:
 - Average \$318.96 (or 18% of the debt value)
 - **Median \$197.26**
 - Average duration of debt period is 360 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,082.17
 - 17 resulted in an upward variation:
 - Average \$373.90 (or 18% of the debt value)
 - **Median \$205.75**
 - Average duration of debt period is 327 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,676.37
 - 3 resulted in a NIL change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 6 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 34 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt ID's being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 205 debts have been reviewed in total.
 - Of the 198 debts related to employment income:
 - 191 (96%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$307.34**
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone **s47F(1)**

Mobile: **s47F(1)**

Payments and Integrity



Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Lahey, Leo](#)
Subject: Income Apportionment | Sampling Outcomes 25.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Tuesday, 26 September 2023 11:22:03 AM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 25 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 806 undetermined debts related to employment income:
 - 635 (79%) were impacted by apportioned income
 - 59 have sufficient evidence available on the record to conduct a recalculation
 - 58 recalculations have been completed (1 recalculation requires corrective action post (QA) checking, and will be added back in once this process is complete):
 - 30 resulted in a downward variation:
 - Average \$856.40 (or 33% of the debt value - amended following QA)
 - **Median \$297.42**
 - Average duration of debt period is 742 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 24 resulted in an upward variation:
 - Average \$701.93 (or 12% of the debt value)
 - **Median \$323.16**
 - Average duration of debt period is 617 days. Note: debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$2,982.36
 - 1 resulted in arrears of \$2,200.19
 - 3 resulted in a NIL change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the

debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period

- 44 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 927 debts have been reviewed in total
 - The average time for the investigation component: 1hr 47mins (staff declared timings)
 - The average time for the recalculation component: 2hrs 58mins (staff declared timings)
- 169 of the 927 undetermined debts reviewed so far are not related to employment income
- Of the 758 undetermined debts related to employment income:
 - 471 (62%) were impacted by income apportioned
 - 85 have sufficient evidence available on the record to conduct a recalculation
 - 44 recalculations have been completed
 - 23 resulted in a downward variation:
 - Average \$374.83 (or 14% of the debt value)
 - **Median \$260.36**
 - Average duration of debt period is 371 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,517.84
 - 17 resulted in an upward variation:
 - Average \$373.90 (or 18% of the debt value)
 - **Median \$205.75**
 - Average duration of debt period is 327 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,676.37
 - 1 resulted in arrears of \$82.77
 - 3 resulted in a NIL change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 6 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 37 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt IDs being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 205 debts have been reviewed in total.
 - Of the 198 debts related to employment income:
 - 191 (96%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$312.92** (amended following QA)
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone **s47F(1)**

Mobile: **s47F(1)**

Payments and Integrity



Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Lahey, Leo](#)
Subject: Income Apportionment | Sampling Outcomes 26.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Wednesday, 27 September 2023 1:19:14 PM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 26 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

Phase 1

- 1,000 debts have been reviewed in total
 - The average time for the investigation component: 1hr 34mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 194 of the 1,000 undetermined debts reviewed so far are not related to employment income
- Of the 806 undetermined debts related to employment income:
 - 635 (79%) were impacted by apportioned income
 - 59 have sufficient evidence available on the record to conduct a recalculation
 - 58 recalculations have been completed (1 recalculation requires corrective action post (QA) checking, and will be added back in once this process is complete):
 - 30 resulted in a downward variation:
 - Average \$854.36 (or 33% of the debt value)
 - **Median \$297.42**
 - Average duration of debt period is 728 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 24 resulted in an upward variation:
 - Average \$701.93 (or 12% of the debt value)
 - **Median \$323.16**
 - Average duration of debt period is 617 days. Note: debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$2,982.36
 - 1 resulted in arrears of \$2,200.19
 - 3 resulted in a NIL change
 - The longest calculation took 16hrs
 - The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the

relevant Centrelink Entitlement period

- 44 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2 - Second 1,000 sample

- 965 debts have been reviewed in total
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 09mins (staff declared timings)
- 178 of the 965 undetermined debts reviewed so far are not related to employment income
- Of the 787 undetermined debts related to employment income:
 - 498 (63%) were impacted by income apportioned
 - 86 have sufficient evidence available on the record to conduct a recalculation
 - 52 recalculations have been completed
 - 28 resulted in a downward variation:
 - Average \$437.86 (or 22% of the debt value)
 - **Median \$239.68**
 - Average duration of debt period is 364 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,517.84
 - 20 resulted in an upward variation:
 - Average \$358.19 (or 22% of the debt value)
 - **Median \$205.75**
 - Average duration of debt period is 309 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,676.37
 - 1 resulted in arrears of \$82.77
 - 3 resulted in a NIL change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 6 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 45 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the

full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDDP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt ID's being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 203 debts have been reviewed in total (2 cases were removed post QA as they did not meet the scope of sampling activity. This has only adjusted the % of debts related to income apportionment, the outcomes remain unchanged.)
 - Of the 197 debts related to employment income:
 - 191 (97%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDDP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$312.92**
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone **s47F(1)**

Mobile: **s47F(1)**

Payments and Integrity



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From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birrner, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Lahey, Leo](#)
Subject: Income Apportionment | Sampling Outcomes 27.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Thursday, 28 September 2023 2:17:26 PM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 27 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

2,198 cases have been reviewed in total. However, 48 cases that do not meet the scope of the sampling activity (debt start date post 7 December 2020) have been removed. This has impacted the numbers outlined below. These cases are undergoing further investigation.

Phase 1

- 1,000 debts have been reviewed in total
- 29 related to post-CAM income updates and have been removed from the below outcomes
- 971 pre-CAM debts have been reviewed
 - The average time for the investigation component: 1hr 35mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 185 of the 971 undetermined debts reviewed so far are not related to employment income
- Of the 786 undetermined debts related to employment income:
 - 627 (80%) were impacted by apportioned income
 - 59 have sufficient evidence available on the record to conduct a recalculation
 - 58 recalculations have been completed (1 recalculation requires corrective action post (QA) checking, and will be added back in once this process is complete):
 - 30 resulted in a downward variation:
 - Average \$856.40 (or 33% of the debt value)
 - **Median \$297.42**
 - Average duration of debt period is 742 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 24 resulted in an upward variation:
 - Average \$701.93 (or 12% of the debt value)
 - **Median \$323.16**
 - Average duration of debt period is 617 days. Note: debts occurred within this period, but not necessarily across the whole period

- Highest increase was \$2,982.36
- 1 resulted in arrears of \$2,200.19
- 3 resulted in a nil change
- The longest calculation took 16hrs
- The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 44 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 4 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2

- 995 debts have been reviewed in total
- 19 related to post-CAM income updates and have been removed from the below outcomes
- 976 pre-CAM debts have been reviewed
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 03mins (staff declared timings)
- 180 of the 976 undetermined debts reviewed so far are not related to employment income
- Of the 796 undetermined debts related to employment income:
 - 511 (64%) were impacted by income apportioned
 - 94 have sufficient evidence available on the record to conduct a recalculation
 - 55 recalculations have been completed
 - 31 resulted in a downward variation:
 - Average \$406.99 (or 22% of the debt value)
 - **Median \$230.22**
 - Average duration of debt period is 364 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,517.84
 - 20 resulted in an upward variation:
 - Average \$374.24 (or 22% of the debt value)
 - **Median \$198.12**
 - Average duration of debt period is 341 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,676.37
 - 1 resulted in arrears of \$82.77
 - 3 resulted in a nil change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:

- 7 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
- 47 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations

We have progressed a review of previously recalculated priority formal reviews and CDDP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt ID's being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 203 debts have been reviewed in total (2 cases were removed post QA as they did not meet the scope of sampling activity. This has only adjusted the % of debts related to income apportionment, the outcomes remain unchanged.)
 - Of the 197 debts related to employment income:
 - 191 (97%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDDP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$312.92**
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods;

could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone s47F(1)

Mobile: s47F(1)

Payments and Integrity



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From: [Higgins, Robert](#)
To: [Skinner, Rebecca](#); [matt.flaves47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#); [Birr, Chris](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Lahey, Leo](#)
Subject: Income Apportionment | Sampling Outcomes 28.09.23 (Cumulative) [SEC=OFFICIAL]
Date: Friday, 29 September 2023 1:48:26 PM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 28 September 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

2,202 cases have been reviewed in total, however 48 cases that do not meet the scope of the sampling activity (debt start date post 7 December 2020) have been removed, which has impacted the numbers outlined below.

Phase 1 - (Complete)

- 1,000 debts have been reviewed in total
- 29 related to post-CAM income updates and have been removed from the below outcomes
- 971 pre-CAM debts have been reviewed
 - The average time for the investigation component: 1hr 35mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 185 of the 971 undetermined debts reviewed so far are not related to employment income
- Of the 786 undetermined debts related to employment income:
 - 628 (80%) were impacted by apportioned income
 - 60 have sufficient evidence available on the record to conduct a recalculation
 - 60 recalculations have been completed:
 - 34 resulted in a downward variation:
 - Average \$837.40 (or 31% of the debt value)
 - **Median \$371.32**
 - Average duration of debt period is 744 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 22 resulted in an upward variation:
 - Average \$700.90 (or 13% of the debt value)
 - **Median \$230.94**
 - Average duration of debt period is 644 days. Note: debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$2,982.36
 - 1 resulted in arrears of \$2,200.19
 - 3 resulted in a nil change

- The longest calculation took 16hrs
- The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 45 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 5 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2

- 999 debts have been reviewed in total - 1 is a deny access record and cannot be reviewed
- 19 related to post-CAM income updates and have been removed from the below outcomes
- 980 pre-CAM debts have been reviewed
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 23mins (staff declared timings)
- 182 of the 980 undetermined debts reviewed so far are not related to employment income
- Of the 798 undetermined debts related to employment income:
 - 510 (64%) were impacted by income apportioned
 - 90 have sufficient evidence available on the record to conduct a recalculation
 - 59 recalculations have been completed
 - 32 resulted in a downward variation:
 - Average \$383.29 (or 23% of the debt value)
 - **Median \$230.22**
 - Average duration of debt period is 328 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,517.84
 - 23 resulted in an upward variation:
 - Average \$419.83 (or 23% of the debt value)
 - **Median \$205.75**
 - Average duration of debt period is 600 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,972.47
 - 1 resulted in arrears of \$82.77
 - 3 resulted in a nil change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 8 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant

Centrelink Entitlement period

- 50 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations - (Complete)

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt ID's being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 203 debts have been reviewed in total (2 cases were removed post QA as they did not meet the scope of sampling activity. This has only adjusted the % of debts related to income apportionment, the outcomes remain unchanged.)
 - Of the 197 debts related to employment income:
 - 191 (97%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$312.92**
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid.

Regards
Robert
Robert Higgins, Acting Deputy Chief Executive Officer
Phone s47F(1) Mobile: s47F(1)
Payments and Integrity



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From: [Higgins, Robert](#)
To: [Birrer, Chris](#); [matt.flavel@s47F\(1\)](#) [SLOAN, Troy](#); [Andrew Seebach](#); [Clarke, Rachael](#); [Smith, Susie](#); [Hannan, Bevan](#); [Egan, Russell](#)
Cc: [s47E\(d\)](#) [Houghton, Rachel](#); [Harrison, Sheree](#); [Keo, Boramin](#); [Kallus, Jason](#); [s47E\(d\)](#) [s22](#) [Hinds, Larissa](#); [Lucchese, Jason](#); [Holcombe, Sam](#)
Subject: Income Apportionment | Sampling Outcomes 2.10.23 (Cumulative) [SEC=OFFICIAL]
Date: Tuesday, 3 October 2023 1:24:30 PM
Attachments: [image001.png](#)

Colleagues

Below is an update on the cumulative outcomes from the sampling activity up to 12.00pm on 2 October 2023.

The data below is the cumulative data from the first 1,000 undetermined debts (Phase 1), the second sample batch of 1,000 undetermined debts (Phase 2) that we are now progressing, and a sample of recalculations.

The second sample of 1,000 undetermined debts has been drawn from the same backlog of earned income cohort, and in the same way as the first 1,000. This involves taking a mix of 100 for each of the ten years prior to 2020 by payment types.

2,202 cases have been reviewed in total, however 48 cases that do not meet the scope of the sampling activity (debt start date post 7 December 2020) have been removed, which has impacted the numbers outlined below.

Phase 1 - (Complete) (some minor adjustments have been made due to quality assurance of data capture):

- 1,000 debts have been reviewed in total
- 29 related to post-CAM income updates and have been removed from the below outcomes
- 971 pre-CAM debts have been reviewed
 - The average time for the investigation component: 1hr 35mins (staff declared timings)
 - The average time for the recalculation component: 4hrs 19mins (staff declared timings)
- 186 of the 971 undetermined debts reviewed so far are not related to employment income
- Of the 785 undetermined debts related to employment income:
 - 629 (80%) were impacted by apportioned income
 - 60 have sufficient evidence available on the record to conduct a recalculation
 - 60 recalculations have been completed:
 - 34 resulted in a downward variation:
 - Average \$837.40 (or 31% of the debt value)
 - **Median \$371.32**
 - Average duration of debt period is 744 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$5,348.15
 - 22 resulted in an upward variation:
 - Average \$700.90 (or 13% of the debt value)
 - **Median \$230.94**
 - Average duration of debt period is 644 days. Note: debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$2,982.36
 - 1 resulted in arrears of \$2,200.19

- 3 resulted in a NIL change
- The longest calculation took 16hrs
- The high-level basis for the calculations is as follows:
 - 10 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 45 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 5 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Phase 2

- 999 debts have been reviewed in total - 1 is a deny access record and cannot be reviewed
- 19 related to post-CAM income updates and have been removed from the below outcomes
- 980 pre-CAM debts have been reviewed
 - The average time for the investigation component: 46mins (staff declared timings)
 - The average time for the recalculation component: 3hrs 46mins (staff declared timings)
- 182 of the 980 undetermined debts reviewed so far are not related to employment income
- Of the 798 undetermined debts related to employment income:
 - 510 (64%) were impacted by income apportioned
 - 88 have sufficient evidence available on the record to conduct a recalculation (reduced post QA)
 - 64 recalculations have been completed
 - 33 resulted in a downward variation:
 - Average \$378.92 (or 22% of the debt value)
 - **Median \$240.23**
 - Average duration of debt period is 383 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1,517.84
 - 27 resulted in an upward variation:
 - Average \$361.48 (or 20% of the debt value)
 - **Median \$190.49**
 - Average duration of debt period is 565 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1,972.47
 - 1 resulted in arrears of \$82.77
 - 3 resulted in a NIL change
 - The longest calculation took 10hrs.
 - The high-level basis for the calculations is as follows:
 - 8 - Daily rate - daily earnings method which calculates the debt

using the exact days and daily amounts paid in the relevant Centrelink Entitlement period

- 55 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 1 - Hybrid - a mixture of daily earnings and date paid methods; could also include the use of bank statements to confirm date paid

Note: a recalculation is only conducted where there is evidence available for the full debt period. Where any information is missing, it is deemed insufficient evidence is available.

Recalculations - (Complete) (some minor adjustments have been made due to quality assurance of data capture):

We have progressed a review of previously recalculated priority formal reviews and CDPP matters.

Note: Following QA checks, a number of outcomes have been removed from the report due to cases not falling within the scope of the sampling activity. This is primarily due to debt IDs being reduced to zero (and amalgamated into another debt ID) and appeals being withdrawn without a recalculation being completed.

- 203 debts have been reviewed in total (2 cases were removed post QA as they did not meet the scope of sampling activity. This has only adjusted the % of debts related to income apportionment, the outcomes remain unchanged.)
 - Of the 198 debts related to employment income:
 - 191 (96%) were impacted by income apportioned
 - 120 relate to the priority formal reviews cohort
 - 71 relate to the CDPP cohort (reduced due to QA of sampling activity)
 - 191 recalculations have been completed:
 - 119 resulted in a downward variation:
 - Average \$994.26 (or 22% of the debt value)
 - **Median \$475.69**
 - Average duration of debt period is 598 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$9,417.69
 - 67 resulted in an upward variation:
 - Average \$773.77 (or 21% of the debt value)
 - **Median \$312.92**
 - Average duration of debt period is 526 days. Note: debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$10,032.23
 - 5 resulted in a nil change.
 - The high-level basis for the calculations is as follows:
 - 45 - Daily rate - daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 120 - Received method - date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 26 - Hybrid - a mixture of daily earnings and date paid methods;

could also include the use of bank statements to confirm date paid.

Regards

Robert

Robert Higgins, Acting Deputy Chief Executive Officer

Phone s47F(1)

Mobile: s47F(1)

Payments and Integrity



Services Australia acknowledges the Traditional Custodians of the lands we live on.

We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.