

From: Clarke, Rachel
 To: Haleshurst, David; Birrer, Chris; FLAVEL, Matt; SLOAN, Troy; Andrew Seebach; WORSWICK, Bronwyn
 Cc: s 47E(d) s 47E(d) ; Higgins, Robert; Harrison, Shane; Derik, Jeffrey; Regaling, Danielle; Hannan, Bevan; Holcombe, Sam; Lucchese, Jason; Kallus, Jason; s 47E(d) ; s 47E(d); Blackmore, Dan; Lahay, Leo
 Subject: s 47F(1) s 47F(1) ; s 47F(1) ; s 47F(1)
 Date: Tue, 6 February 2024 7:08:00 PM
 HW: Income Apportionment Sampling Activity 2 Outcomes w/e 2 February 2024 (Cumulative) [SEC-OFFICIAL]

Colleagues,

Below is an update on the cumulative outcomes from the second income apportionment sampling activity up to week ending 2 February 2024.

Due to the small volume of outstanding recalculations and QA activities, this will be the last weekly sampling progress report. The remaining outcomes will be included in the final report which is currently in the process of being drafted.

Cohort	POST QA CUMULATIVE TRIAGE OUTCOMES					POST QA CUMULATIVE RECALCULATION OUTCOMES					
	Total records reviewed	Related to employment income	Impacted by income apportionment	Sufficient evidence for recalculation	AVG Investigation Time (h:mm)	Recalculations completed	Downward Variations	Upward Variations	Arrears	NIL Change	AVG Recalculation Time (h:mm)
Determined Debts/AAT	1075	993 (92%)	555 (56%)	365 (66%)	01:16	291	186 (64%)	85 (29%)	9 (3%)	11 (4%)	03:23
Arrears	998	47 (5%)	13 (28%)	6 (46%)	00:35	1	0 (0%)	1 (100%)	0 (0%)	0 (0%)	00:30

Staffing

- 22 Staff remain in the sampling exercise
 - 13 PAO staff (2x QA)
 - 9 PAPAD staff
 - 2 from Appeals
 - 2 from Payment Accuracy
 - 5 QA staff from Integrity Transformation

Insights

- All sampling records have been allocated
- Information for all 893 paper files received
- Triage completed for all Arrears and Determined Debt records
- QA checks completed on Arrears records
- 2073 records have been sampled, including the Quality Assurance component
 - 130 AAT decisions have been sampled
 - 945 determined debts have been sampled
 - 998 arrears records have been sampled
- 537 triage records have been selected for QA checking
 - 491 records have been QA checked with 65% accuracy
- 445 recalculated records have been selected for QA checking
 - 323 records have been QA checked with 54% accuracy
- 161 arrears records have been selected for QA checking
 - 161 records have been QA checked with 92% accuracy

Determined Debt Outcomes (post QA checks)

- 945 debts have been reviewed in total
- The average time for the investigation component: 1:18 (h:mm - staff declared timings)
- The average time for the recalculation component: 3:23 (h:mm - staff declared timings)
 - 902 (95%) of the 945 determined debts reviewed so far are related to employment income
- Of the 902 determined debts related to employment income:
 - 484 (54%) were income apportioned
 - 326 (67%) have sufficient evidence available on the record to conduct a recalculation
- 263 recalculations have been completed:
 - 166 (64%) resulted in a downward variation:
 - Average \$183.96 (or 36% of the debt value)
 - Median \$89.12
 - Average duration of debt period is 131 days **Note** debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$1816.59
 - Lowest reduction was \$0.01
 - 79 (30%) resulted in an upward variation:
 - Average \$113.09 (or 43% of the debt value)
 - Median \$29.66
 - Average duration of debt period is 199 days **Note** debts occurred within this period, but not necessarily across the whole period.
 - Highest increase was \$1220.06
 - Lowest increase was \$0.01
 - 9 (3%) resulted in arrears:
 - Average \$414.50
 - Median \$226.55
 - Highest arrears were \$3643.42
 - Lowest arrears were \$269.17
 - 9 (3%) resulted in a NIL change.
- The longest calculation took 7:12 (h:mm).
- The high-level basis for the calculations is as follows:
 - 7 (3%) - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 243 (92%) - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 13 (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.

AAT Decisions (post QA checks)

- 130 debts have been reviewed in total
- The average time for the investigation component: 1:00 (h:mm - staff declared timings)
- The average time for the recalculation component: 3:21 (h:mm - staff declared timings)
 - 91 (70%) of the 130 determined debts reviewed so far are related to employment income
- Of the 91 determined debts related to employment income,
 - 71 (78%) were income apportioned
 - 39 (55%) have sufficient evidence available on the record to conduct a recalculation
- 28 recalculations have been completed:
 - 20 (72%) resulted in a downward variation:
 - Average \$743.01 (or 24% of the debt value)
 - Median \$456.06
 - Average duration of debt period is 463 days **Note** debts occurred within this period, but not necessarily across the whole period.
 - Highest reduction was \$3014.72
 - Lowest reduction was \$10.33
 - 6 (21%) resulted in an upward variation:
 - Average \$135.70 (or 6% of the debt value)
 - Median \$151.68
 - Average duration of debt period is 226 days **Note** debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$212.39
 - Lowest increase was \$22.16
 - 2 (7%) resulted in a NIL change.
- The longest calculation took 10:00 (h:mm).
- The high-level basis for the calculations is as follows:
 - 2 (7%) - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 21 (75%) - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 5 (18%) - 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.

Arrears Outcomes (post QA checks)

- 998 arrears have been reviewed in total
- The average time for the investigation component: 0:35 (h:mm - staff declared timings)
- The average time for the recalculation component: 0:30 (h:mm - staff declared timings)
 - 47 (5%) of the 998 determined debts reviewed so far are related to employment income
- Of the 47 determined debts related to employment income, 28% were impacted by income apportionment:
 - 13 (28%) were income apportioned
 - 6 (46%) have sufficient evidence available on the record to conduct a recalculation
- 1 recalculations have been completed:
 - 0 (0%) resulted in a downward variation:

- Average N/A (or N/A of the debt value)
- Median N/A
- Average duration of debt period is N/A days. **Note** debts occurred within this period, but not necessarily across the whole period
- Highest reduction was \$0.00
- Lowest reduction was \$0.00
- 1 (100%) resulted in an upward variation:
 - Average \$20.37 (or 25% of the debt value)
 - Median \$20.37
 - Average duration of debt period is 41 days. **Note** debts occurred within this period, but not necessarily across the whole period
 - Highest increase was \$20.37
 - Lowest increase was \$20.37
- The longest calculation took 0:30 (h:mm).
- The high-level basis for the calculations is as follows:
 - 0 (0%) - Daily rate – daily earnings method which calculates the debt using the exact days and daily amounts paid in the relevant Centrelink Entitlement period
 - 1 (100%) - Received method – date paid method which calculates the debt using the total income paid in the relevant Centrelink Entitlement period
 - 0 (0%) - 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.

Regards,
Rachael

Rachael Clarke

A/g General Manager, Integrity Response

PAYMENTS AND INTEGRITY GROUP

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