

Senate Finance and Public Administration Legislation Committee

2025 - 2026 Supplementary Budget Estimates ANSWERS TO QUESTION ON NOTICE

**Finance Portfolio
Services Australia**

Department/Agency: Services Australia
Outcome Number: 1

Topic: Legal Compliance and Remediation Program – List of 144 items

Question reference number: SA SQ25-000366

Senator: Ellie Whiteaker

Type of Question: Hansard Proof, 02 December 2025, F&PA Committee, page 96

Date set by the Committee for the return of answer: 29 January 2026

Question:

Senator WHITEAKER: Could you provide the committee with an update on the legal compliance and remediation program, as referred to in question on notice 259.

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Senator WHITEAKER: You've mentioned 144 items. Could you provide a list, on notice, of those 144 items covered by the program.

Mr Birrer: Certainly.

Senator WHITEAKER: Could you include which of them have been resolved so far.

Mr Birrer: Yes.

Senator WHITEAKER: That would be great.

Mr Birrer: We'll have two lists. One is the 144, and the other is issues that have been recently resolved.

Answer:

Services Australia (the Agency) is committed to delivering payments and services that meet its legal and policy responsibilities. To support this, in April 2025, the Agency established the Legal Compliance and Remediation Program to centrally coordinate the management and resolution of issues in the administration of payments and services. The Agency developed a 'playbook' that articulates processes across the Agency to address these issues – SA SQ25-000259 refers.

The issues identified through this program range from minor system fixes with no customer impact, through to significant historical matters, such as Income Apportionment, which required legislative change. Most issues relate to technology change, policy change,

procedural change and/or corrective action required on a customer's record. Of the list of issues, 16 are currently identified as requiring a legislative change to provide clarity. Four matters have had the practice ceased. Twelve are still continuing in some form, with the knowledge of the policy agency, and to ensure continued access to payments and services for citizens pending a solution including pursuing legislative change with the responsible policy agency. Some of the issues are under investigation, to settle the nature and extent of the matter.

The operating environment, can at times, be complex across legislation, policy, ICT systems, and business processes, leading to inadvertent misalignment. Issues may be identified through customer or staff feedback, tribunal or court outcomes, or external and internal reviews, including legal interpretations. Identifying and resolving these issues is a priority for the Agency to ensure the ongoing integrity of government programs and to provide customers with correct and well-administered payments.

Through this program of work, the Agency is strengthening governance, reporting, and transparency to deliver customer-centred solutions to issues. A core aim is improving the management and resolution of issues and identifying how issues occurred to prevent them from happening in the future.

There are a number of pathways for resolution including legislative change, technology change, policy change, procedural change, and/or corrective action on a customer's record.

The Agency is working with policy departments and external oversight bodies to ensure practices, policy and legislation are fully aligned. This includes, where appropriate, working across government to seek legislative amendments and policy clarifications, implementing technology system changes, or undertaking service delivery remediation. Issues may require a combination of these actions for resolution.

The Agency, in consultation with the responsible policy agencies, has stopped the incorrect practice for the majority of identified issues, where it does not align with legislation, through the implementation of a temporary process, policy or technology change to ensure lawful administration of payment and services. In some instances, either in agreement with the policy agency and/or while the nature and extent of the possible issue is being investigated, and where there is substantial impact on customers and ambiguity on the application of the legislation, the practice continues to ensure continued access to payments and services, pending a solution. Of the 144 issues, 120 are not currently impacting customers. Historical remediation may be required for some of the issues.

Attachment A contains the list of resolved and closed issues since the commencement of the program in April 2025.

Attachment B contains the list of issues registered as of 21 November 2025.

The issues in Attachment B are grouped below into 6 categories:

1. Legislative issues – Legislation resolved (6 matters)

- The relevant legislative issue for these matters has been resolved.
- They are pending either formal closure, legislation coming into effect, or historical remediation.

2. **Legislative issues – Requires legislation change (16 matters)**
 - These matters require legislative amendments to resolve.
 - 4 matters have had practice ceased
 - 12 matters are still continuing in some form
3. **Operational and policy remediation – Temporary solution in place, with permanent fix and/or historical remediation pending (71 matters)**
4. **Operational and policy matters – Under assessment (14 matters)**
5. **Issue resolved – Pending historical remediation (29 matters)**
 - The primary issue has been addressed.
 - Historical remediation, where required, has either commenced or is close to commencement.
6. **Issue resolved – Pending closure (8 matters)**
 - These matters are resolved.
 - Pending formal closure they will be removed from the register.

Legal Compliance and Remediation Program Closed Issues – 21 November 2025

Issue Title	Resolution Action
Partner Income	Technology change
Superannuation Service Recovery	Policy, process and customer record remediation
Rent Assistance system error	Customer record remediation
Continence Aids Payment Scheme Alignment	Technology change
Child Care Subsidy – In Home Care	Technology change and customer record remediation
Victoria Public Trustee	Customer record remediation
Income Streams	Technology change
Local Government Investment Australia – Superannuation product not assessed correctly	Customer record remediation
Provider Directory System address issues	Technology change
Pharmaceutical Benefits Scheme – Item codes	Customer record remediation
Pharmaceutical Benefits Scheme – Schedule data	Customer record remediation
Health Professional Online Services	Technology change
Mismatch – Rent Assistance data	Technology change
Tertiary Access Payment	Technology change
Income Management – Operational Waiting Period	Legislative change
Midwives do not meet 'participating midwife' under the <i>Health Insurance Act 1973</i>	Process change and customer record remediation
Pharmaceutical Benefits Scheme Safety Net	Technology change.
Superannuation Exemptions Remediation	Policy and process change, customer record remediation
Resolution Life Crediting Rates products – not assessed correctly	Technology change
Automation of Income Stream Review remediation – Government Employees Superannuation Board (GESB Superannuation) CPI date	Customer record remediation

Legal Compliance and Remediation Program Register – 21 November 2025

Title	Summary	Issue Status	Customer Impact	Policy Agency
1. Legislative issues – Legislation resolved				
Private Health Insurance Rebate	Processing system used to reimburse insurers for premiums under the Private Health Insurance Rebate Scheme may not be consistent with legislation.	Legislation to address this issue was passed and will commence by 4 May 2026. System changes are being developed to give effect to the amended legislation.	No current impact on customers.	Department of Health, Disability and Ageing
Assignment of Medicare Benefits – Telehealth	The verbal assignment of Medicare benefits may not be consistent with legislation.	Legislation passed, to take effect from 1 July 2026. System changes are being developed to give effect to the amended legislation.	No current impact on customers.	Department of Health, Disability and Ageing
Assignment of Benefits – Private Health Insurers	There is no approved form for the assignment of benefits to Private Health Insurers under the <i>Health Insurance Act 1973 (HI Act)</i> .	New legislation passed, in effect from 1 July 2026. System changes are being developed to give effect to the amended legislation.	No current impact on customers.	Department of Health, Disability and Ageing
Automation of Medicare Provider Numbers	The automated allocation and refusal of Medicare Provider Numbers may not be consistent with legislation.	Primary legislation passed and will come into effect on the earlier date of 4 November 2026 or a date fixed by royal proclamation. Delegated legislation to support passed primary legislation under development.	No current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
Income Apportionment	The historical use of income apportionment to calculate debts was not consistent with legislation.	Core issue resolved. Legislation validating income apportionment passed. Resolution Scheme opening in January 2026.	Resolution Scheme established. Work to recommence on previously paused matters.	Department of Social Services
Date of effect issue – Child Care Subsidy (CCS)	CCS system issues not applying first and second deadlines in line with legislation.	Legislation passed. Pending formal closure.	No current impact on customers.	Department of Education
2. Legislative issues – Requires legislation change				
Provisional Incomes	Child Support system automation may mean provisional incomes are not valid.	Current business process continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services
Urgent payments	Urgent payments are inconsistent with the payment provisions under social security law.	Current business process is continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Advance payment – legislative non-compliance	Automation of advance payments may not be permitted under social security law.	Current business process is continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services
Compulsory Enhanced Income Management Exemptions	The Agency's approach to implementing 12-month exemptions for customers on enhanced Income Management requires review.	Current business process is continuing to ensure continued access to payments and services. Legislative amendment may be required.	No current impact on customers.	Department of Social Services
Pre-issue Incomes (Child Support)	The Agency's use of pre-issue income in Child Support assessments not consistent with legislation.	Current process is continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services Australian Taxation Office Treasury
Child Support – Less than 35% care rule	Preventing parents with less than 35% care from accessing Child Support in certain situations is inconsistent with legislation.	Legislative amendment being sought early in 2026 to align legislation with policy intent. Interim solution (system change) is being pursued whilst awaiting legislative change.	Current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Double crediting of the Child Support Special Account	Double crediting of the Child Support Special Account is required, in certain circumstances, which would leave account out of balance and be misleading.	Temporary solution in place. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services
ATO Pre-issue Income Data for Family Tax Benefit (FTB)	The Agency's use of pre-issue income for FTB assessments is not consistent with legislation.	Current business process is continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Social Services Australian Taxation Office Treasury
Pharmaceutical Benefits Scheme (PBS) Safety Net	Cancellation of a PBS Safety Net card requires written communication be sent to the customer.	New operational process in place.	No current impact on customers.	Department of Health, Disability and Ageing
Pharmaceutical Benefits Scheme (PBS) Safety Net	The Application of the PBS Safety Net threshold may not be consistent with legislation.	System changes applied January 2025. Operational and policy matters under assessment.	No current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
ATO Pre-issue Income Data for Child Care Subsidy (CCS)	The Agency's use of pre-issue income for CCS assessments is not consistent with legislation.	Current business process is continuing to ensure continued access to payments. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	No current impact on customers.	Department of Education Australian Taxation Office Treasury
Administrative Review Tribunal (ART) – recalculation under Tier 2	Agency processes around recalculating entitlements that have been subject to a Second Review from the ART are not consistent with the new ART legislation.	Current business process is continuing to ensure continued access to payments and services. Legislative amendment to align legislation with policy intent is being pursued in consultation with the responsible policy agency.	Current impact on customers.	Department of Social Services
Medicare Compensation Recovery – Withholding	Medicare compensation recovery cases not finalised within legislated timeframes.	Legislative amendment under consultation with the responsible policy agency. Process and technology change being pursued if required.	Current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
Offsetting arrangements with the ATO Family Tax Benefit (FTB)	The existing process between the ATO and the Agency does not adequately consider a customer's circumstances before capturing their tax refund to offset a FTB debt. Further, the current law does not enable impacted individuals the opportunity to seek ART merits review which is often quicker and cheaper than the judicial review pathway that may be available.	Temporary solution in place pending permanent fix. System changes and legislative amendment being sought with the responsible policy agency for permanent resolution.	Current impact on customers.	Department of Social Services Australian Taxation Office Treasury
Disclosure of Centrelink customer data to Authorised Deposit-taking Institutions (ADIs)	The use of customer data by ADIs to protect Centrelink and DVA payments from being used to repay overdrawn accounts, may not be authorised under Social Security Law.	Public Interest Certificate in place to support disclosure.	No current impact on customers.	Department of Social Services
Online Child Care Subsidy (CCS) withholdings	Potential non-compliance of legislation and agency processes – allowing people to withhold some of their CCS as a proactive debt prevention measure.	Current practice continuing to ensure continued access to payments. Resolution approach to be determined.	No current impact on customers.	Department of Education
3. Operational and policy remediation – Temporary solution in place, with permanent fix and/or historical remediation pending				
Child Support – Cancelled Incomes	Incorrect assessment of income in Child Support assessments.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
myGov Letter Not Sent – Child Support	Child Support system limitation preventing some myGov letters being sent.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Late Child Support extension applications	Child Support system limitation requires manual intervention to extend an assessment beyond a child's 18th birthday if the application is made after the child turns 18.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Single Touch Payroll – Child Support	Child support system limitation requires manual intervention to prevent Single Touch Payroll delays impacting customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Third party debts	Third party debts being incorrectly applied to Family Tax Benefit reconciliation outcomes requiring manual workaround.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Debt correspondence	Debt recovery has commenced without a valid debt letter being sent to customers who have an end-dated address in the Services Australia system.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Senior Supplement Payment	Misalignment of legislation and Agency processes resulted in incorrect debt calculations and grandfathering status for Seniors Supplement Payment customers.	Temporary solution in place pending permanent fix.	No current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Robodebt returned payments	Robodebt judgement interest payments issued to an incorrect bank account and where the original payment has not been returned, may require overpayment to be raised.	Historical remediation required.	No current impact on customers. Historical remediation required.	Department of Social Services
Age Pension age with ABSTUDY Living Allowance	Manual intervention required for payment rate calculation of Age Pension customers on ABSTUDY.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Continence Aids Payment Scheme (CAPS) Alignment – Extended Age Care at Home	CAPS eligibility screen display error for staff.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Continence Aids Payment Scheme (CAPS) Alignment – NDIS Eligibility Criteria	The CAPS eligibility screen currently does not have the NDIS eligibility criteria option for staff.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Continence Aids Payment Scheme (CAPS) Alignment – Australian Citizen Permanent Resident	The CAPS staff processing application requires an amendment to align with application form.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Continence Aids Payment Scheme (CAPS) Alignment – Condition Name Error	CAPS application processing system requires an update to address condition name error.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
Child Dental Benefits Scheme	Record matching issue for Child Dental Benefits Scheme customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Rent Assistance – Manual Follow Up	Processing delays for Rent Assistance customers who are on the manual rate of payment.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Business type changes to “company” when creating Location Specific Practice Number with a future start date	System issue causes incorrect data to temporarily display on agency systems when creating a new Location Specific Practice Number.	Information automatically corrects itself once start date has passed. Pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Location Specific Practice Number cancellation work items not being created in workload management system	System issue has caused 'cancel' work items for Location Specific Practice Number record not to appear for staff.	Temporary solution in place to identify in scope Location Specific Provider Numbers for manual cancellation. Pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Historical Location Specific Practice Number business information	Incorrect data for Location Specific Practice Number business information.	Pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Random value populating after creating new Location Specific Practice Number	System issue causes random value to populate in 'details' field of Location Specific Practice Number record.	Pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
Partners are duplicated when saving a Location Specific Practice Number with the same ABN	System issue causes business information to replicate for Location Specific Practice Number with the same ABN.	Pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
MRI provider backdates	Speciality code line does not appear for MRI provider backdates.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Not cancelling correctly – Disability Support Pension – Return to Work	A very small number of Disability Support Pension payments are not cancelling correctly.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Disability Support Pension – Under 21	System issue requiring manual intervention to ensure DSP customers under 21 receive correct rate following legislation change.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
DVA – Special Rate Disability Pension	Income exemption for superannuation used to offset Special Rate Disability Pension payable by the Department of Veterans' Affairs is not being applied correctly.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Work Bonus system issue	System issue is incorrectly apportioning the Work Bonus when a customer claims and has a shorter entitlement period than their partner.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Incorrect update of circumstances impacted record	Workflow issue leading to incorrect recording of circumstances impacting compliance information.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Employment and Workplace Relations
Capability Assessments in Process Direct	Manual work arounds required for issues staff experience in completing Capability Assessments.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Employment and Workplace Relations
Overpayments made due to legislative and administrative errors in XML files	Legislative and administrative errors in health professional and patient XML files supplied to the Agency.	Temporary solution in place pending permanent fix.	No current impact on customers. Historical remediation required.	Department of Health, Disability and Ageing
Customer name exceeds maximum characters	Issues with names exceeding 25 characters on family Medicare cards.	Temporary solution in place pending permanent fix.	Potential small impact for some customers.	Department of Health, Disability and Ageing
Suppression on Medicare cards	Incorrect use of suppression indicator for names on Medicare cards.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Automated Bulk Re-issue of Interim (blue) Medicare cards	Incorrect cancellation of Interim Medicare cards where multiple end dates exist.	Temporary solution in place pending permanent fix.	Potential small impact for some customers.	Department of Health, Disability and Ageing
Mobility Allowance not cancelling	Mobility allowance not cancelling due to disrupted data matching with the NDIA.	Temporary solution in place, with fix to be determined.	No current impact on customers.	Department of Social Services
Provider Directory System (PDS) history screen	PDS history screen not saving records consistently.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing

Title	Summary	Issue Status	Customer Impact	Policy Agency
Incorrect prescriber number on Pharmaceutical Benefits Scheme (PBS) authority prescription pads	Prescriber error resulting in incorrect prescriber number on PBS authority prescription pads.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Implementation of Serious Scarcity Substitution Instruments	Implementation of Serious Scarcity Substitution Instruments reliant on workarounds.	Operational solution in place.	No current impact on customers.	Department of Health, Disability and Ageing
Medicare billing	System issue resulted in restricted practitioners receiving Track and Scale credits in error.	Temporary solution in place pending permanent fix.	No current impact on customers. Historical remediation may be required.	Department of Health, Disability and Ageing
Royal Australian College of General Practitioners (RACGP) exchange	Data discrepancy identified in data exchange with RACGP.	No longer occurring.	No current impact on customers. Historical remediation may be required.	Department of Health, Disability and Ageing
Social worker accreditation and registration changes issue	Incorrect Australian Association of Social Workers accreditation and registration updates.	No longer occurring.	No current impact on customers. Historical remediation may be required.	Department of Health, Disability and Ageing
Rent Assistance – Incorrect rate	Processing error for customers on the manual rate of Rent Assistance.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Rent Assistance – Parenting Payment Partnered (PPP)	Incorrect rent assistance entitlement for PPP customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Rent Assistance – system issue	Agency systems leading to incorrect payment of rent assistance for ineligible customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Rent Assistance – Farm Household Allowance	Incorrect rent assistance entitlement for Farm Household Allowance customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Agriculture, Fisheries and Forestry
Rent Assistance – Family Tax Benefit	Incorrect rent assistance entitlement for Family Tax Benefit customers.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Payments 'Suspended Other' not cancelling correctly	Processing error leading to payments suspending where they should cancel.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Student Start-up Loan (SSL) Lump Sum	System issue resulting in incorrect SSL entitlement.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Youth Allowance – Customers in state care turning 18	Manual rate adjustment required for Youth Allowance customers in state care.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Incorrect Education Details	Youth Allowance and Austudy continuing after course end date due to incorrect education details.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Pending Sibling Assessment Status	System issue leading to some Youth Allowance claims not finalising correctly.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Long Term Income Support Rate	Inconsistency between Long Term Income Support Rate policy and legislation.	Pending fix in February 2026.	Customer impact to be determined.	Department of Social Services
Partial Offsetting Child Support Program	System issue resulting in the lack of ability to offer partial offset arrangements for some Child Support customers.	Pending permanent fix.	Current impact on customers.	Department of Social Services.
Child Support Program 'refund to source'	System issue resulting in the lack of ability to offer partial offset arrangements for some Child Support customers.	Pending permanent fix.	Current impact on customers.	Department of Social Services
Medicare Easyclaim	System issue causing variations between amounts paid and recorded in the Medicare Easyclaim settlement process.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Automatic Cancellation – Targeted Compliance Framework	Automatic cancellation of payments under the Targeted Compliance Framework may not be consistent with legislation.	Practice has ceased. The Agency will support DEWR to remediate affected people and return TCF to lawful administration.	No current impact on customers.	Department of Employment and Workplace Relations
Jobs, Education and Training Child Care Fee Assistance (JETCCFA) debts	The raising and recovery of JETCCFA debts may not have been consistent with legislation.	Historical remediation approach near finalisation.	No current impact on customers.	Department of Education
CUBA issue	A system issue requires a manual workaround to provide bank details for Child Support in the Express Plus app.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Data Synchronisation – CUBA to Pluto	A system issue requires a manual workaround to ensure tasks for staff are not replicated across Child Support systems.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Data Synchronisation – Child Support records	A data synchronisation system issue is causing new customer records not to replicate across Child Support systems.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Data Synchronisation – Process Direct	System issue requires a manual workaround to ensure updates to customer records are replicated across different systems.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Social Services
Medicare Online Account	A system issue means changes to Medicare claims older than 2 years will not be displayed correctly to customers in their account history.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Data Synchronisation – Private Health Insurance	Data synchronisation issues in the Private Health Insurance application require manual fixes from staff to prevent errors.	Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Single Touch Payroll (STP) – Compensation	System issue was incorrectly assessing information about compensation payments, received via STP, as earned income.	Temporary solution to be implemented pending permanent fix.	Current impact on customers. Historical remediation is required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Interest charge	System error has caused interest charges to be incorrectly applied for some customers.	Temporary solution in place pending permanent fix.	Current impact on some customers. Historical remediation is required.	Department of Social Services
Family Tax Benefit (FTB) Reconciliation	FTB reconciliation top-ups were used to repay ATO debts with duplicate amounts incorrectly applied to Agency debts.	No longer occurring.	No current impact on customers. Historical remediation required.	Department of Social Services
Income Compliance	Second phase of work to correct the historical records of customers to remove averaged ATO income. Income averaged debts have been set to zero, but some customer files require corrective updates.	Historical remediation required.	No current impact on customers. Historical remediation required.	Department of Social Services
Emergency Payments – Financial Framework (Supplementary Powers) (FFSP)	Raising and recovery of debts for emergency payments made under <i>FFSP Act 1997</i> may not have been consistent with legislation.	No longer occurring.	No current impact on customers. Historical remediation required.	Department of Home Affairs
Incorrect assessment of Paid Parental Leave (PPL) as income for Income Support Purposes	Recent changes in PPL policy have impacted how the agency's system treats PPL income for income support payments.	Temporary solution in place, pending permanent fix.	Current impact on some customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Individual Reference Numbers	Customers with a Medicare Individual Reference Number of 0 may lose access to Medicare benefits. This only applies to a now retired manual assignment process.	No longer occurring. Temporary solution in place pending permanent fix.	No current impact on customers.	Department of Health, Disability and Ageing
Automation of information gathering under the Automation of Income Stream Review process	Manual process required to issue reminders to income stream providers for income stream review process.	Temporary solution in place, with fix to be determined.	No current impact on customers.	Department of Social Services
Language Literacy and Numeracy Supplement	ICT issues have resulted in potential underpayment or overpayment of Language Literacy and Numeracy Supplement.	No longer occurring.	No impact on new customers. Historical remediation required.	Department of Social Services
Tertiary Access Payment claim – streaming questions	New process required to enable Tertiary Access Payment claims to be submitted when customers fail to complete the questions within the allocated time frame.	Temporary solution in progress pending permanent fix.	No current impact on customers.	Department of Education
COVID-19 Disaster Payment debt offset process	Streamlined COVID-19 Disaster Payment (CDP) calculations caused errors, resulted in need for manual adjustments to some CDP between September 2021 and January 2022.	No longer occurring.	No current impact on customers. Historical remediation required.	National Emergency Management Agency
4. Operational and policy matters – Under assessment				

Title	Summary	Issue Status	Customer Impact	Policy Agency
Reporting duplicate income	System limitations, processing error and customer error are leading to duplicate income being reported resulting in customer underpayment.	Temporary solution to be implemented, pending permanent fix.	Current impact on customers. Historical remediation required.	Department of Social Services
Not cancelling correctly – Disability Support Pension (DSP)	Payment Pending Review provisions causing DSP payments to continue incorrectly.	Issue no longer occurring.	No current impact on customers.	Department of Social Services
Authorised representative	Medicare authorised representative policy identified as being inconsistent with Australian Privacy Principles.	Work is underway to implement a solution.	Current impact on customers.	Department of Health, Disability and Ageing
Automatic transfer of Indigenous customers to Age Pension	Partial automated transfer of Indigenous customers to Age Pension.	Automation has partially ceased. Temporary solution in development. Operational and policy matters under assessment.	Current impact on customers. Historical remediation required.	Department of Social Services
Special Benefit claims and ongoing qualification reviews	Elements of Special Benefit payment are inconsistent with legislation.	Most elements are no longer occurring.	No current impact on customers. Historical remediation required.	Department of Social Services
Data synchronisation – Managed investments	A system error has been identified that has caused some jointly owned managed investments to incorrectly assess the percentage of ownership.	Operational and policy matters under assessment.	Current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Offsetting Pharmaceutical Benefits Scheme (PBS) debts under National Health Act and Automation	The current system of offsetting PBS debts under the <i>National Health Act 1953</i> may be inconsistent with legislation.	Further legal advice will inform next steps including potential system and operational changes.	No current impact on customers.	Department of Health, Disability and Ageing
Pharmaceutical Benefits Scheme (PBS) Authority Required	The previous process of providing exemptions to approve PBS subsidised prescriptions that do not meet the requirements of the PBS Listing Instrument is not consistent with legislation.	The operational process has ceased. Resolution to be determined.	Some impacts on customers under complex clinical scenarios.	Department of Health, Disability and Ageing
Assisted Customer Claim process and overpayments	Processing error leading to incorrect dates being applied to claims completed using the Assisted Customer Claim tool.	Operational and policy matters under assessment.	Current impact on customers. Historical remediation required.	Department of Social Services
Independence assessments	System updates required relating to how customers are assessed as independent following DSS policy change.	Continuing current practice pending policy approach agreement.	Current impact on customers. Historical remediation may be required.	Department of Social Services
Overlapping Disaster Recovery Allowance (DRA) claims	A system limitation has resulted in some customers not getting DRA paid more than once, even though they may have been eligible to be paid more than once.	Work is underway to identify and implement a solution.	Current impact on customers. Historical remediation required.	National Emergency Management Agency

Title	Summary	Issue Status	Customer Impact	Policy Agency
Working age payments – Other income assessments	An Agency system issue for working age customers is resulting in 'other income' type income not being included in the means test assessment for these customers, which is resulting in overpayment.	Operational and policy matters under assessment.	No current impact on customers. Historical remediation required.	Department of Social Services
Child Care Subsidy (CCS) automation	Misalignment of legislation and Agency processes has potential impacts on the currently automated process of reinstatement of CCS when a customer meets CCS reconciliation conditions after the first deadline.	Practice continuing pending mapping exercise of legislation and system functionality. Legislative amendment and/or system changes may be required.	No current impact on customers.	Department of Education
Account Payable letters with <28 days	Agency systems leading to incorrect timeframe (less than 28 days) from when Account Payment notice issued and debt due date.	Temporary solution to be implemented pending permanent fix.	Current impact on customers.	Department of Social Services
5. Issue resolved – Pending historical remediation				
WA Ex-Nuptial manual workaround	Manual work around for WA ex-nuptial Child Support customers.	Core issue resolved.	No current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Child Support care records	Issue in coding Child Support care records.	Core issue resolved.	No current impact on customers. Historical remediation required.	Department of Social Services
Multiple provisional incomes	Incorrect use of provisional income for Child Support assessments.	Core issue resolved. Historical remediation near finalisation.	No current impact on customers. Historical remediation required.	Department of Social Services
Child Support – Western Australia Ex-Nuptial Amended Income	Manual record processing for WA ex-nuptial Child Support customers.	Core issue resolved. Historical remediation commenced.	No current impact on customers. Historical remediation required.	Department of Social Services
Single Touch Payroll (STP) – Qualification Allowance	Qualification Allowance details received through STP incorrectly assessed as employment income.	Core issue resolved. Historical remediation to commence.	No current impact on customers. Historical remediation required.	Department of Social Services
Study updates not allocating correctly	Delay in processing of study circumstances updates.	Core issue resolved. Historical remediation approach commenced.	No current impact on customers. Historical remediation required.	Department of Social Services
Over-recovered Income Compliance Program Debts	Inability to refund small number of remaining Robodebts due to lack of customer engagement and no current contact details available.	Core issue resolved. Historical remediation commenced.	No current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Participation compliance	Incorrect submission of New Employment Services Model compliance activities lodged by Workforce Australia providers.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Incentivising pensioners to downsize	Coding errors potentially caused assets to be deemed as exempt for incentive to downsize customers.	Core issue resolved.	No current impact on customers. Historical remediation commenced.	Department of Social Services
BT Funds Issue	BT Funds have incorrectly reported income from income streams.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Intertwined Records – Automation of Income Stream Review (AISR)	Intertwined records have occurred where AISR data was matched.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
52 Week Lump Sum Apportionment	Incorrect assessment of lump sums greater than 52 weeks.	Issue resolved – Historical remediation occurring.	No current impact on customers. Historical remediation required.	Department of Social Services
Cryptocurrency recording	Manual recording issue with cryptocurrency assets.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Income Streams – Life expectancy products	Lifetime, life expectancy and term income streams not expiring as required.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Immigration Limiting Dates	Incorrect Immigration Limiting Dates for new claims.	Core issue resolved, pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Customer advised travel details – Residence details error	Residence details error leads to incorrectly granting payments.	Core issue resolved. Historical remediation commenced.	No current impact on customers. Historical remediation required.	Department of Social Services
Department of Veterans' Affairs Providers – Incorrect Addresses	Incorrect address details recorded for some Department of Veterans' Affairs providers.	Core issue resolved. Remediation underway.	No current impact on customers. Historical remediation required.	Department of Veterans Affairs
Funeral Bond remediation – Exemption not applying	System issue meant exemptions weren't correctly applied to funeral bonds, leading to incorrect assessments.	Issue resolved – Remediation underway.	No current impact on customers. Historical remediation required.	Department of Social Services
Exchange rates incorrectly rounded for unlisted overseas shares	Exchange rates incorrectly rounded in assessment of unlisted overseas shares.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Military Invalidity Pensions	Military Invalidity Pension products not recorded correctly on customer records.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Failed Centrelink immigration datalink	System changes by the Department of Home Affairs resulted in the failure of some incoming updates on customer immigration.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Centrelink Payment Summary display	System issues have led to incorrect information displaying in Centrelink Payment summaries.	System change pending. Remediation for 24/25 financial year has occurred. Historical customer remediation to be determined.	Historical remediation required.	Department of Social Services Australian Taxation Office Treasury
Duplicate payment of arrears via New Payment Platform	Recovery of duplicate payments due to system issue.	Core issue resolved.	No current impact on customers. Historical remediation required.	Department of Social Services
Outstanding refunds of over-recovered Centrelink debts	A processing error was leading to refunds of over-recovered debts not being properly processed for some customers.	No longer occurring. Historical customer remediation has commenced.	Historical remediation required.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
New Home Deduction Amount	System issue caused the incorrect amount to be assessed for the New Home Deduction Amount.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Youth Disability Supplement debt	Service delivery fixes have started after a system issue incorrectly applied updated rules to historical Youth Disability Supplement records.	Core issue resolved. Historical customer remediation commenced.	Historical remediation required.	Department of Social Services
Tasmanian Public Trustee	Incorrect coding of Tasmanian Public Trustee managed investments as savings has resulted in incorrect income and asset assessment for a small number of customers.	Issue resolved – Pending remediation.	No current impact on customers. Historical remediation required.	Department of Social Services
Student Income Bank	An ICT update incorrectly depleted Student Income bank credits for some Youth Allowance and Austudy customers.	Core issue resolved.	No current impact on customers.	Department of Social Services
Duplicate Crisis Payment when Telephone Allowance/Utilities Allowance paid	Issue in agency processes has resulted in duplication of Crisis Payment for some customers.	Core issue resolved.	No current impact on customers.	Department of Social Services
6. Issue resolved – Pending closure				

Title	Summary	Issue Status	Customer Impact	Policy Agency
Legacy Product Conversions	Asset test exemptions for customers exiting legacy products lapsing following change to superannuation regulations.	Current payments corrected. Issue resolved.	No current impact on customers. Historical remediation required.	Department of Social Services
Missing Modified Monash Model (MMM) rating	Provider records missing location specific MMM rating.	Resolved. Pending closure.	No current impact on customers.	Department of Health, Disability and Ageing
Incorrect education details	Education details for student claims not always replicating correctly requiring manual remediation by staff after the claim completed.	Resolved. Pending closure.	No current impact on customers.	Department of Social Services
Child Care Subsidy (CCS) – Immunisation	System issue requires a manual workaround to ensure immunisation status is reviewed at the correct date for CCS claims.	Resolved. Pending closure.	No current impact on customers.	Department of Social Services
Tertiary Access Payment	Automatic rejection of Tertiary Access Payment where customers failed to respond to request for further information.	Resolved. Pending closure.	No current impact on customers.	Department of Education
Crisis Payment	Incorrect payment of multiple Crisis Payments to customers only eligible to receive one in the allocated period.	Resolved. Pending closure.	No current impact on customers.	Department of Social Services

Title	Summary	Issue Status	Customer Impact	Policy Agency
Advance Payment	Some Advance Payment lump sum repayments made since September 2025 have been delayed.	Resolved. Pending closure.	No current impact on customers.	Department of Social Services
Online Compensation Estimator	Updates for the Online Compensation Estimator tool, used by third parties to estimate lump sum compensation settlements, after changes to assessment processes on 1 September 2025.	Resolved. Pending closure.	No current impact on customers.	Department of Social Services