



**Australian Government**  
**Department of Human Services**

TITLE:      REPSONSE TO FREEEDOM OF INFORMATION  
              REQUEST BY THE AUSTRALIAN INSTITUTE  
              INCLUDING STATISTICS  
DATE:       21/07/2011  
TO:          The Australian Institute

SUBJECT: POLICY DEVELOPED AND ACTIONS TAKEN WHEN DATA MATCHING  
IDENTIFIES UNDERPAYMENT OF ENTITLEMENTS

- The Data-matching Program (Assistance and Tax) Act 1990 controls the Data-matching Program.
- The Data-matching Program is designed to protect public revenue and is geared to identifying discrepancies where customers have declared higher amounts of income and assets to the Australian Taxation Office when compared to Centrelink records.
- The mechanism, as described in the report to identify underpaid customers, refers to the normal processing of reviews.
- Customers identified as being either underpaid or overpaid have their payment rate corrected as part of the normal review finalisation process.
- Centrelink does not have any policy development authority in relation to the data-matching program. As the service delivery agent, Centrelink is bound by the legislation in its application of the program.
- Centrelink provides a report to parliament which outlines the progress of the program over the previous financial year. Centrelink also develops a triennial report that is also tabled in Parliament which encompasses the previous three financial years. The reports can be found at:  
<http://www.centrelink.gov.au/internet/internet.nsf/publications/co050.htm>

The following pages contain statistics for the 2007/08, 2008/09 and 2009/10 financial years. Statistics for the 2010/11 are not yet available.

2007-08 Financial Year

Payment type	Over Paid	Under Paid	Correct
Abstudy	11	1	155
Age Pension	1726	234	6903
Austudy	7	3	398
Carer Payment	247	22	1461
CCB Approved Care	0	0	1
Carer Allowance	0	0	14
DSP	934	125	7922
Exceptional Circumstances	0	0	1
Family Allowance	0	0	1
Family Tax Benefit	0	0	16
Job Search Allowance	0	0	1
Job Seeker	0	0	1
Maternity Allowance	0	0	1
NSA Mature Age	1	0	20
NSA	50	6	2470
Parenting Allowance	0	0	47
PPP	397	48	5607
PPS	314	65	5178
Partner Allowance	20	3	172
Partner	1	0	86
Sickness Allowance	1	0	72
Special Benefit	1	0	9
Saving Bonus ATO	0	0	1
Widow Allowance	11	0	67
Wife Pension Age	26	3	79
Wife Pension DSP	37	7	302
YAA	9	0	63
YAJ	113	7	1764
YAS	555	63	4088
<b>Total</b>	<b>4461</b>	<b>587</b>	<b>36900</b>

1. Figures are correct at time of printing.
2. Underpayment and overpayment discrepancies are where customers have declared differing amounts of income and assets to the Australian Taxation Office when compared to Centrelink records.
3. The numbers in the table above, are reviews completed as opposed to the number of customer contacts described in the annual report.
4. The numbers in the table above, do not include numbers of reviews that were cancelled, rejected or suspended.

Key

DSP	Disability Support Pension
NSA	Newstart Allowance
PPP	Parenting Payment Partnered
PPS	Parenting Payment Single
YAA	Youth Allowance Apprentice
YAJ	Youth Allowance Job Seeker
YAS	Youth Allowance Student

2008-09 Financial Year

Payment type	Over Paid	Under Paid	Correct
Abstudy	9	0	166
Age Pension	2232	328	13980
Austudy	6	5	491
Bereavement Allowance	0	0	2
Carer Payment	257	28	2185
Carer Allowance	0	0	19
DSP	1088	135	10730
Exceptional Circumstances	0	0	82
Farm Family Restart	0	0	4
Family Tax Benefit	0	0	7
Job Seeker	0	0	1
Maternity Allowance	0	0	1
Mobility Allowance	0	0	2
NSA Mature Age	0	0	9
NSA	90	34	5531
Parenting Allowance	0	0	47
PPP	275	33	4683
PPS	301	69	7634
Partner Allowance	12	3	181
Partner	10	2	79
Sickness Allowance	1	0	130
Special Benefit	0	0	100
Sole Parent Pension	0	0	1
Widow Allowance	15	1	240
Wife Pension Age	19	3	68
Wife Pension DSP	47	12	309
YAA	6	0	89
YAJ	51	11	1671
YAS	306	75	4492
Total	4725	739	52934

1. Figures are correct at time of printing.
2. Underpayment and overpayment discrepancies are where customers have declared differing amounts of income and assets to the Australian Taxation Office when compared to Centrelink records.
3. The numbers in the table above, are reviews completed as opposed to the number of customer contacts described in the annual report.
4. The numbers in the table above, do not include numbers of reviews that were cancelled, rejected or suspended.

Key	
DSP	Disability Support Pension
NSA	Newstart Allowance
PPP	Parenting Payment Partnered
PPS	Parenting Payment Single
YAA	Youth Allowance Apprentice
YAJ	Youth Allowance Job Seeker
YAS	Youth Allowance Student

2009-10 Financial Year

Payment type	Over Paid	Under Paid	Correct
Abstudy	9	1	240
Age Pension	2095	349	11586
Austudy	13	4	663
Bereavement Allowance	0	0	1
Carer Payment	211	21	1590
CCB Approved Care	0	0	1
Carer Allowance	0	0	13
DSP	1003	135	8287
Exceptional Circumstances	2	0	112
Family Tax Benefit	0	0	5
Job Search Allowance	0	0	0
Job Seeker	0	0	2
Maternity Allowance	0	0	1
NSA Mature Age	0	0	5
NSA	113	41	6445
Parenting Allowance	0	0	31
PPP	232	35	3404
PPS	294	68	6070
Partner Allowance	7	1	82
Partner	4	3	45
Sickness Allowance	7	1	146
Special Benefit	1	2	46
Saving Bonus ATO	0	0	0
Widow Allowance	5	1	218
Wife Pension Age	23	4	59
Wife Pension DSP	13	3	133
YAA	0	0	0
YAJ	504	85	7864
YAS	0	0	0
<b>Total</b>	<b>4536</b>	<b>754</b>	<b>47049</b>

1. Figures are correct at time of printing.
2. Underpayment and overpayment discrepancies are where customers have declared differing amounts of income and assets to the Australian Taxation Office when compared to Centrelink records.
3. The numbers in the table above, are reviews completed as opposed to the number of customer contacts described in the annual report.
4. The numbers in the table above, do not include numbers of reviews that were cancelled, rejected or suspended.

Key

DSP	Disability Support Pension
NSA	Newstart Allowance
PPP	Parenting Payment Partnered
PPS	Parenting Payment Single
YAA	Youth Allowance Apprentice
YAJ	Youth Allowance Job Seeker
YAS	Youth Allowance Student

