



Australian Government

Department of Social Services
Department of Human Services

Cross Outcome Group Compensation Information Exchange Quarter 1 - 2019/2020

Prepared by Debt Management Branch, Department of Human Services

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1 Overview and Executive Sign-off

1.1 Statement

The DSS, Human Services Bilateral Management Arrangement requires information to be exchanged in accordance with the Confidence Framework and Individual Service Arrangements.

The information in the attached report is, subject to the qualifications below, a true reflection of the state of the Compensation program.

Signed:

Date: October 2019

Name: Pauline O'Neill

Title: National Manager

Branch: Debt Management

Department of Human Services

2 Data Exchange

2.1 Customers with payments affected by periodic compensation income

DSS Compensation Report Quarter 1, Financial Year 2019-20										
National Summary										
Customers With Payment Reductions Due To Compensation										
		Direct Deduction				Ordinary Income				
		Financial Year to 30 September 2019								
System	Payment Type	Couple	Single	Unknown	Total	Couple	Single	Unknown	Total	Row Total
NSS	AUS	2	4	0	6	4	13	0	17	23
	JSA	357	464	3	824	24	98	0	122	946
	NSA	66	175	1	242	113	464	0	577	819
	SKA	0	7	0	7	0	4	0	4	11
	WDA	0	1	0	1	0	2	0	2	3
	YAL	0	6	0	6	0	17	0	17	23
System Total		425	657	4	1,086	141	598	0	739	1,825
PEN	AGE	456	256	0	712	475	244	0	719	1,431
	CAR	45	30	0	75	98	111	0	209	284
	DSP	62	130	0	192	187	598	0	785	977
	PPS	0	20	0	20	0	106	0	106	126
	WFD	1	0	0	1	11	0	0	11	12
System Total		564	436	0	1,000	771	1,059	0	1,830	2,830
PES	EPF	1	0	0	1	0	0	0	0	1
System Total		1	0	0	1	0	0	0	0	1
PPP	PPP	2	0	0	2	5	0	0	5	7
System Total		2	0	0	2	5	0	0	5	7
Totals		992	1,093	4	2,089	917	1,657	0	2,574	4,663

2.2 Compensation recoveries

DSS Compensation Report Quarter 1, Financial Year 2019-20			
National Summary			
Compensation Recovery			
	Raised Amount	Recovered Amount	Balance Outstanding Amount
	July 2019 - September 2019		Stock at 30 September 2019
Insurers/Compensation Payers	\$30,765,318	\$27,873,442	\$7,841,008
Customers	\$2,525,164	\$2,615,850	\$20,018,939
Total	\$33,290,482	\$30,489,292	\$27,859,947
	Financial Year to 30 September 2019		Stock at 30 September 2019
Insurers/Compensation Payers	\$30,765,318	\$27,873,442	\$7,841,008
Customers	\$2,525,164	\$2,615,850	\$20,018,939
Total	\$33,290,482	\$30,489,292	\$27,859,947

DSS Compensation Report Quarter 1, Financial Year 2019-20

National Summary

The Number of Preclusion Weeks and Customers for the Financial Year

	Number of Preclusion Weeks	Forecast Preclusion Weeks	Number of Cases
	Financial Year to 30 September 2019		
South Australia (Env A)	8,514	34,058	710
Queensland & North Australia (Env B)	23,367	93,469	1,941
Queensland (Env G)	31,805	127,222	2,681
Tasmania (Env H)	3,342	13,369	280
International (Env I)	164	658	13
Victoria (Env J)	20,318	81,273	1,646
New South Wales (Env K)	39,389	157,557	3,163
Victoria (Env M)	21,555	86,221	1,772
Western Australia (Env P)	18,406	73,623	1,603
New South Wales (Env R)	27,804	111,215	2,241
New South Wales (Env S)	53,183	212,730	4,269
Total	247,849	991,394	20,319

2.3 Special circumstances compensation review cases (Section 1184K only)

Quarter	July - September 2019
Original Reason Literal	CSP - Special circ to disregard some compensation

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	0
Review Officer Total		0
Grand Total		0

(Special circumstances review cases only)

Compensation Related Appeals As at 30 September 2019	
Original Decision - Compensation/Preclusion	
Quarter	July - September 2019
Original Reason Literal	(All)

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	56
	Set Aside	3
	Varied	7
	Withdrawn/Dismissed	3
Review Officer Total		69
AAT first review	Affirmed	18
	Set Aside	6
	Varied	1
	Withdrawn/Dismissed	2
AAT first review Total		27
AAT second review (Customer Appeal)	Settled/Decision by Consent	1
	Withdrawn/Dismissed	3
AAT second review (Customer Appeal) Total		4
Administrative Appeals Tribunal (Secretary Appeal)	Set Aside	1
Administrative Appeals Tribunal (Secretary Appeal) Total		1
Grand Total		101

(All compensation related appeals)

2.4 Number of Compensation Activities Processed

DSS Compensation Report Quarter 1, Financial Year 2019-20			
National Summary			
Compensation Performance			
	Total Processed		
	July 2019 - September 2019		Financial Year to 30 September 2019
Clearances	13,897		13,897
Settlements	14,998		14,998

2.5 Glossary of terms

Glossary	
Clearance	A process to determine the effect of compensation on a customer and their partner's entitlement to income payments, with resultant advice to a Compensation payer of their obligations.
Compensation	<p>Any payment that makes amends for loss or damage. Social Security Law defines compensation to mean any payment for personal injury (including illness or disease) that is at least part for lost earnings or capacity to earn, regardless of whether it is paid inside or outside Australia. Compensation includes workers compensation, traffic accident compensation, payments under sickness and accident insurance policies and many court damages claims. Compensation can preclude and cause recovery of social security payments. Payments falling outside of this special definition are referred to as compensatory and may affect as income.</p> <p>For ABSTUDY payments, whilst the ABSTUDY Policy Manual does not have a specific definition of compensation, the intention is as per Social Security Law. Compensation payments may be either exempt, assessed as an asset, or treated as ordinary income for the purposes of ABSTUDY.</p> <p>This term may have a different meaning in regard to countries other than Australia. For further information contact International Services.</p>
Customer Debts	Customer debts are raised where insurer recovery is not possible as no preliminary notice was issued. These debts are recovered from customers by debt recovery teams and Collection Agents. These debts are raised under Sections 1184F and 1184I of Social Security Act 1991 and former Sections 1225 and 1226A.
Department of Social Services (DSS)	The Australian Department of Social Services is a department of the Government of Australia charged with the responsibility for national policies and programs that help deliver a strong and fair society for all Australians. The department develops and implements social policy.
Estimate	Calculates an estimate of preclusion period and compensation charges to provide maximum impact of a proposed lump sum payment.
Insurers/Compensation Payers Debts	Insurers/Compensation Payers Debts are raised and recovered from insurers and compensation payers. These debts are raised under Sections 1184G and 1184H of the Social Security Act 1991 (SSA) and former Section 1226.
Preclusion Period	Applies to people who have received a lump sum compensation payment. During this period social security payments are not payable.
Settlement	An assessment of a compensation payment on a customer's and /or their partner's entitlement.



Australian Government

Department of Social Services

Department of Human Services

Cross Outcome Group Compensation Information Exchange Quarter 2 - 2019/2020

Prepared by Debt Management Branch, Department of Human Services

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1 Overview and Executive Sign-off

1.1 Statement

The DSS, Human Services Bilateral Management Arrangement requires information to be exchanged in accordance with the Confidence Framework and Individual Service Arrangements.

The information in the attached report is, subject to the qualifications below, a true reflection of the state of the Compensation program.

Signed:

Date: January 2020

Name: Agnieszka Oltarzewska-Ha

Title: Acting National Manager

Branch: Debt Management

Department of Human Services

2 Data Exchange

2.1 Customers with payments affected by periodic compensation income

DSS Compensation Report Quarter 2, Financial Year 2019-20										
National Summary										
Customers With Payment Reductions Due To Compensation										
		Direct Deduction				Ordinary Income				
		Financial Year to 31 December 2019								
System	Payment Type	Couple	Single	Unknown	Total	Couple	Single	Unknown	Total	Row Total
NSS	AUS	2	2	0	4	3	14	0	17	21
	JSA	334	468	5	807	33	85	0	118	925
	NSA	114	339	0	453	113	559	0	672	1,125
	SKA	5	14	0	19	2	5	0	7	26
	SPL	0	2	0	2	0	1	0	1	3
	WDA	0	1	0	1	0	2	0	2	3
	YAL	0	6	0	6	1	16	0	17	23
System Total		455	832	5	1,292	152	682	0	834	2,126
PEN	AGE	486	278	0	764	471	255	0	726	1,490
	CAR	51	39	0	90	100	115	0	215	305
	DSP	71	140	0	211	194	629	0	823	1,034
	PPS	0	30	0	30	0	117	0	117	147
	WFD	1	0	0	1	12	0	0	12	13
System Total		609	487	0	1,096	777	1,116	0	1,893	2,989
PES	EPF	1	0	0	1	0	0	0	0	1
System Total		1	0	0	1	0	0	0	0	1
PPP	PPP	4	0	0	4	6	0	0	6	10
System Total		4	0	0	4	6	0	0	6	10
Totals		1,069	1,319	5	2,393	935	1,798	0	2,733	5,126

2.2 Compensation recoveries

DSS Compensation Report Quarter 2, Financial Year 2019-20			
National Summary			
Compensation Recovery			
	Raised Amount	Recovered Amount	Balance Outstanding Amount
	October 2019 - December 2019		Stock at 31 December 2019
Insurers/Compensation Payers	\$27,830,543	\$27,875,298	\$5,903,207
Customers	\$1,820,215	\$1,709,459	\$19,244,399
Total	\$29,650,758	\$29,584,757	\$25,147,606
	Financial Year to 31 December 2019		Stock at 31 December 2019
Insurers/Compensation Payers	\$58,595,861	\$55,748,739	\$5,903,207
Customers	\$4,345,379	\$4,325,309	\$19,244,399
Total	\$62,941,240	\$60,074,049	\$25,147,606

DSS Compensation Report Quarter 2, Financial Year 2019-20

National Summary

The Number of Preclusion Weeks and Customers for the Financial Year

	Number of Preclusion Weeks	Forecast Preclusion Weeks	Number of Cases
	Financial Year to 31 December 2019		
South Australia (Env A)	17,187	34,373	779
Queensland & North Australia (Env B)	47,098	94,196	2,122
Queensland (Env G)	63,625	127,249	2,940
Tasmania (Env H)	6,855	13,709	321
International (Env I)	324	649	14
Victoria (Env J)	40,503	81,006	1,766
New South Wales (Env K)	78,639	157,277	3,354
Victoria (Env M)	42,970	85,939	1,893
Western Australia (Env P)	36,538	73,077	1,753
New South Wales (Env R)	55,693	111,386	2,399
New South Wales (Env S)	106,100	212,201	4,528
Total	495,531	991,062	21,869

2.3 Special circumstances compensation review cases (Section 1184K only)

Quarter	October - December 2019
Original Reason Literal	CSP - Special circ to disregard some compensation

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	2
Review Officer Total		2
Grand Total		2

(Special circumstances review cases only)

Compensation Related Appeals As at 31 December 2019	
Original Decision - Compensation/Preclusion	
Quarter	October - December 2019
Original Reason Literal	(All)

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	39
	Set Aside	1
	Varied	8
	Withdrawn/Dismissed	1
Review Officer Total		49
AAT first review	Affirmed	19
	Set Aside	2
	Withdrawn/Dismissed	1
AAT first review Total		22
AAT second review (Customer Appeal)	Affirmed	1
	Settled/Decision by Consent	1
	Varied	1
	Withdrawn/Dismissed	1
AAT second review (Customer Appeal) Total		4
Grand Total		75

(All compensation related appeals)

2.4 Number of Compensation Activities Processed

DSS Compensation Report Quarter 2, Financial Year 2019-20			
National Summary			
Compensation Performance			
	Total Processed		
	October 2019 - December 2019		Financial Year to 31 December 2019
Clearances	13,390		27,287
Settlements	13,707		28,705

2.5 Glossary of terms

Glossary	
Clearance	A process to determine the effect of compensation on a customer and their partner's entitlement to income payments, with resultant advice to a Compensation payer of their obligations.
Compensation	<p>Any payment that makes amends for loss or damage. Social Security Law defines compensation to mean any payment for personal injury (including illness or disease) that is at least part for lost earnings or capacity to earn, regardless of whether it is paid inside or outside Australia. Compensation includes workers compensation, traffic accident compensation, payments under sickness and accident insurance policies and many court damages claims. Compensation can preclude and cause recovery of social security payments. Payments falling outside of this special definition are referred to as compensatory and may affect as income.</p> <p>For ABSTUDY payments, whilst the ABSTUDY Policy Manual does not have a specific definition of compensation, the intention is as per Social Security Law. Compensation payments may be either exempt, assessed as an asset, or treated as ordinary income for the purposes of ABSTUDY.</p> <p>This term may have a different meaning in regard to countries other than Australia. For further information contact International Services.</p>
Customer Debts	Customer debts are raised where insurer recovery is not possible as no preliminary notice was issued. These debts are recovered from customers by debt recovery teams and Collection Agents. These debts are raised under Sections 1184F and 1184I of Social Security Act 1991 and former Sections 1225 and 1226A.
Department of Social Services (DSS)	The Australian Department of Social Services is a department of the Government of Australia charged with the responsibility for national policies and programs that help deliver a strong and fair society for all Australians. The department develops and implements social policy.
Estimate	Calculates an estimate of preclusion period and compensation charges to provide maximum impact of a proposed lump sum payment.
Insurers/Compensation Payers Debts	Insurers/Compensation Payers Debts are raised and recovered from insurers and compensation payers. These debts are raised under Sections 1184G and 1184H of the Social Security Act 1991 (SSA) and former Section 1226.
Preclusion Period	Applies to people who have received a lump sum compensation payment. During this period social security payments are not payable.
Settlement	An assessment of a compensation payment on a customer's and /or their partner's entitlement.



Australian Government
Services Australia

Cross Outcome Group Compensation Information Exchange Quarter 3 - 2019/2020

Prepared by Debt Management Branch, Services Australia

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1 Overview and Executive Sign-off

1.1 Statement

The DSS, Human Services Bilateral Management Arrangement requires information to be exchanged in accordance with the Confidence Framework and Individual Service Arrangements.

The information in the attached report is, subject to the qualifications below, a true reflection of the state of the Compensation program.

Signed:

Date: April 2020

Name: Pauline O'Neill

Title: National Manager

Branch: Debt Management

Services Australia

2 Data Exchange

2.1 Customers with payments affected by periodic compensation income

DSS Compensation Report Quarter 3, Financial Year 2019-20										
National Summary										
Customers With Payment Reductions Due To Compensation										
		Direct Deduction				Ordinary Income				
Financial Year to 31 March 2020										
System	Payment Type	Couple	Single	Unknown	Total	Couple	Single	Unknown	Total	Row Total
	AUS	5	12	0	17	3	12	0	15	32
	JSA	408	588	11	1,007	36	114	0	150	1,157
	JSP	202	567	0	769	135	671	0	806	1,575
	NSA	1	1	0	2	0	0	0	0	2
	SKA	5	25	0	30	1	5	0	6	36
	SPL	1	5	0	6	0	1	0	1	7
	WDA	0	1	0	1	0	2	0	2	3
	YAL	0	13	0	13	3	23	0	26	39
	System Total	622	1,212	11	1,845	178	828	0	1,006	2,851
	AGE	535	316	0	851	487	271	0	758	1,609
	CAR	61	42	0	103	110	129	0	239	342
	DSP	83	152	0	235	204	654	0	858	1,093
	PPS	0	41	0	41	1	130	0	131	172
	System Total	679	551	0	1,230	802	1,184	0	1,986	3,216
	EPF	1	0	0	1	0	0	0	0	1
	System Total	1	0	0	1	0	0	0	0	1
	PPP	6	0	0	6	7	0	0	7	13
	System Total	6	0	0	6	7	0	0	7	13
	Totals	1,308	1,763	11	3,082	987	2,012	0	2,999	6,081

2.2 Compensation recoveries

DSS Compensation Report Quarter 3, Financial Year 2019-20			
National Summary			
Compensation Recovery			
	Raised Amount	Recovered Amount	Balance Outstanding Amount
	January 2020 - March 2020		Stock at 31 March 2020
Insurers/Compensation Payers	\$27,863,268	\$26,197,678	\$6,017,576
Customers	\$1,751,206	\$1,595,102	\$18,896,036
Total	\$29,614,474	\$27,792,780	\$24,913,612
	Financial Year to 31 March 2020		Stock at 31 March 2020
Insurers/Compensation Payers	\$86,459,128	\$81,946,418	\$6,017,576
Customers	\$6,096,586	\$5,920,411	\$18,896,036
Total	\$92,555,714	\$87,866,829	\$24,913,612

DSS Compensation Report Quarter 3, Financial Year 2019-20			
National Summary			
The Number of Preclusion Weeks and Customers for the Financial Year			
	Number of Preclusion Weeks	Forecast Preclusion Weeks	Number of Cases
	Financial Year to 31 March 2020		
South Australia (Env A)	25,662	34,216	853
Queensland & North Australia (Env B)	70,802	94,402	2,318
Queensland (Env G)	95,269	127,025	3,222
Tasmania (Env H)	10,301	13,735	349
International (Env I)	487	650	14
Victoria (Env J)	60,776	81,034	1,916
New South Wales (Env K)	117,284	156,379	3,551
Victoria (Env M)	64,208	85,610	2,041
Western Australia (Env P)	52,892	70,522	1,896
New South Wales (Env R)	83,404	111,206	2,532
New South Wales (Env S)	158,270	211,027	4,774
Total	739,355	985,806	23,466

2.3 Special circumstances compensation review cases (Section 1184K only)

Quarter	January - March 2020
Original Reason Literal	CSP - Special circ to disregard some compensation

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	1
	Varied	1
Review Officer Total		2
AAT first review	Set Aside	1
AAT first review Total		1
Grand Total		3

(Special circumstances review cases only)

Compensation Related Appeals As at 31 March 2020	
Original Decision - Compensation/Preclusion	
Quarter	January - March 2020
Original Reason Literal	(All)

Appeals Decided		
Jurisdiction Custom	Appeal Decision Outcome	Total
Review Officer	Affirmed	56
	Set Aside	2
	Varied	3
	Withdrawn/Dismissed	2
Review Officer Total		63
AAT first review	Affirmed	11
	Set Aside	6
	Withdrawn/Dismissed	2
AAT first review Total		19
AAT second review (Customer Appeal)	Affirmed	2
	Settled/Decision by Consent	5
	Varied	2
	Withdrawn/Dismissed	1
AAT second review (Customer Appeal) Total		10
Grand Total		92

(All compensation related appeals)

2.4 Number of Compensation Activities Processed

DSS Compensation Report Quarter 3, Financial Year 2019-20			
National Summary			
Compensation Performance			
	Total Processed		
	January 2020 - March 2020		Financial Year to 31 March 2020
Clearances	12,860		40,147
Settlements	12,824		41,529

2.5 Glossary of terms

Glossary	
Clearance	A process to determine the effect of compensation on a customer and their partner's entitlement to income payments, with resultant advice to a Compensation payer of their obligations.
Compensation	<p>Any payment that makes amends for loss or damage. Social Security Law defines compensation to mean any payment for personal injury (including illness or disease) that is at least part for lost earnings or capacity to earn, regardless of whether it is paid inside or outside Australia. Compensation includes workers compensation, traffic accident compensation, payments under sickness and accident insurance policies and many court damages claims. Compensation can preclude and cause recovery of social security payments. Payments falling outside of this special definition are referred to as compensatory and may affect as income.</p> <p>For ABSTUDY payments, whilst the ABSTUDY Policy Manual does not have a specific definition of compensation, the intention is as per Social Security Law. Compensation payments may be either exempt, assessed as an asset, or treated as ordinary income for the purposes of ABSTUDY.</p> <p>This term may have a different meaning in regard to countries other than Australia. For further information contact International Services.</p>
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Department of Social Services (DSS)	The Australian Department of Social Services is a department of the Government of Australia charged with the responsibility for national policies and programs that help deliver a strong and fair society for all Australians. The department develops and implements social policy.
Estimate	Calculates an estimate of preclusion period and compensation charges to provide maximum impact of a proposed lump sum payment.
Insurers/Compensation Payers Debts	Insurers/Compensation Payers Debts are raised and recovered from insurers and compensation payers. These debts are raised under Sections 1184G and 1184H of the Social Security Act 1991 (SSA) and former Section 1226.
Preclusion Period	Applies to people who have received a lump sum compensation payment. During this period social security payments are not payable.
Settlement	An assessment of a compensation payment on a customer's and /or their partner's entitlement.