



**Australian Government**

# **PSPGSD009 Deal with incorrect payments and debts**

**Release: 1**

## PSPGSD009 Deal with incorrect payments and debts

### Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGSD409A Deal with incorrect payments and debts.</p> <ul style="list-style-type: none"> <li>• Unit code updated</li> <li>• Content and formatting updated to comply with new standards</li> <li>• All PC transitioned from passive to active voice</li> </ul>

### Application

This unit describes the skills required to detect and investigate incorrect payments and debts, and to develop strategies to deal with them. It includes preventing or minimising debt and negotiating repayments.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously in consultation with others, performing complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

### Competency Field

Government service delivery

### Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

	further information is detailed in the range of conditions section.
<b>1. Prevent or minimise debt</b>	<p>1.1 Implement systems and procedures to prevent or minimise the impact of incorrect payments on those in receipt of government benefits, and the organisation.</p> <p>1.2 Investigate sources of incorrect payments or causes of debt and review processes or procedures.</p> <p>1.3 Communicate risks and penalties associated with fraud and default, to the team and service recipients, to deter overpayments.</p>
<b>2. Investigate payments and debts</b>	<p>2.1 Identify incorrect payments and recoverable debts and record corrective actions.</p> <p>2.2 Research legislation to guarantee its correct application to outstanding debts.</p> <p>2.3 Review service delivery records to identify under- and over-payments.</p>
<b>3. Instigate recovery action</b>	<p>3.1 Confirm personal details and relevant information about recipients' circumstances and environment.</p> <p>3.2 Negotiate repayment strategies that are mutually acceptable and meet legislative and policy requirements.</p> <p>3.3 Monitor repayments to ensure compliance with the strategy and allow early intervention and negotiation on non-compliance.</p>

## Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

## Unit Mapping Information

This unit supersedes and is equivalent to PSPGSD409A Deal with incorrect payments and debts.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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