



**Australian Government**

# **PSPGSD016 Administer delivery of financial and other benefits**

**Release: 1**

# PSPGSD016 Administer delivery of financial and other benefits

## Modification History

Supersedes and is not equivalent to PSPGSD004 Administer delivery of financial and other benefits.

## Application

This unit describes the performance outcomes, skills and knowledge required to administer financial and other benefits relating to government service delivery.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a familiar context.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

## Pre-requisite Unit

Nil

## Competency Field

Government service delivery

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Determine entitlements and allowances.

### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Establish individual's eligibility for government products or services in accordance with government service legislation, policy, procedures and protocols.
- 1.2. Implement eligibility tests or checks to confirm payment stream, entitlements and allowances.
- 1.3. Identify and accommodate individual needs.
- 1.4. Offer a package of services and benefits which matches needs and entitlements.

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|---|--|
| 2. Administer ongoing entitlements and obligations. | 2.1. Fulfil government obligations in administrative.<br>2.2. Support the recipient's obligations to the government.<br>2.3. Action breaches, suspensions and restorations.  |
| 3. Administer payments and benefits.                | 3.1. Grant payments or benefits in accordance with procedures.<br>3.2. Make adjustments to payments and benefits consultatively with the individuals concerned.<br>3.3. Confirm and review payments and benefits.<br>3.4. Identify and recover errors and debts. |
| 4. Process payments.                                | 4.1. Establish entitlements and record obligations.<br>4.2. Initiate transactions having confirmed individual's preferred option for payment delivery.<br>4.3. Authorise and send payments.  |

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

### DESCRIPTION

#### SKILLS

- |                       |   |
|-----------------------|---|
| Reading skills to:    | <ul style="list-style-type: none"> <li>• interpret a variety of texts to determine and confirm accuracy of financial administration of benefits.</li> <li>• interpret complex, formal documents including legislation and guidelines and to confirm accuracy of financial administration of payments and benefits.</li> </ul> |
| Writing skills to:    | <ul style="list-style-type: none"> <li>• complete accurate financial records.</li> </ul>  |
| Numeracy skills to:   | <ul style="list-style-type: none"> <li>• select and interpret mathematical information that relevant to administration of government service delivery within own job functions</li> <li>• calculate inaccuracies in benefits provided.</li> </ul>   |
| Technology skills to: | <ul style="list-style-type: none"> <li>• use main features and functions of technology and software programs to complete work tasks.</li> </ul>   |

## Unit Mapping Information

Supersedes and is not equivalent to PSPGSD004 Administer delivery of financial and other benefits.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>