



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

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

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>

Assessment Requirements for PSPGSD016 Administer delivery of financial and other benefits

Modification History

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

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- explain a package of services or benefits, in relation to identified needs, to an applicant including mutual rights and obligations.
- complete payment processing records.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- circumstances and complexity of needs in the context of government service delivery
- legislative requirements for entitlements and allowances
- legislation, policy, procedures and protocols relating to government service delivery. including:
 - addressing individual requirements of applicants
 - individual assistance available
 - methods of preventing or minimising debt
 - mutual obligations, rights and responsibilities
 - privacy and information security, storage and handling.
 - work health and safety.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policy, procedures and protocols relating to government service delivery
- documentation used in the delivery of financial and other benefits
- case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment
- resource and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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