



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD404A Administer delivery of financial and other benefits

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers administration of financial and other benefits relating to government service delivery. It includes determining entitlements and allowances, administering ongoing entitlements and obligations, administering payments and benefits, and processing payments. In practice, administration of financial and other benefits relating to government service delivery, may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, gathering and analysing information etc.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine entitlements and allowances	1) 1.1 Individuals' eligibility for government products or services is determined within the bounds of legislation and government policy. 2) 1.2 Eligibility tests or checks are applied to confirm payment stream, entitlements and allowances. 3) 1.3 Special needs are identified and accommodated, within the bounds of legislation and government policy. 4) 1.4 A package of services and benefits is offered which matches needs and entitlements under legislation and government policy.
2. Administer ongoing entitlements and obligations	5) 2.1 The government's obligations are fulfilled in accordance with the service agreement. 6) 2.2 The recipients' obligations to the government are supported. 7) 2.3 Breaches, suspensions and restorations are actioned as needed in accordance with legislation, policy and procedures.
3. Administer payments and benefits	8) 3.1 Payments or benefits are granted in accordance with legislation and policy guidelines. 9) 3.2 Adjustments to payments and benefits are made consultatively with the individuals concerned and in accordance with legislation and policy guidelines. 10) 3.3 Payments and benefits made are confirmed and reviewed in accordance with established procedures. 11) 3.4 Errors and debts are identified and recovered in accordance with established procedures.
4. Process payments	12) 4.1 Entitlements are established and obligations are recorded, if required. 13) 4.2 Transactions are initiated having confirmed individuals' preferred option for payment delivery. 14) 4.3 Payments are authorised and sent in accordance with legislative and organisational requirements.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading complex, formal documents such as legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to determine eligibility and investigate payments and debts
- responding to diversity, including gender and disability
- applying workplace safety procedures in the context of government service delivery

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of circumstances and complexity of needs in the context of government service delivery
- special needs of applicants
- special assistance available
- mutual obligations, rights and responsibilities
- legislative requirements for entitlements and allowances
- methods of preventing or minimising debt
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- principles of equal employment opportunity and diversity

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: Nil
- *Co-requisite* units that must be assessed with this unit: Nil
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV406B Gather and analyse information
 - PSPGOV422A Apply government processes
 - PSPGSD402A Administer government service delivery requirements
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- administering delivery of financial and other benefits in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to government service delivery
- case studies and workplace scenarios to capture the range of circumstances and cases likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when administering delivery of financial and other benefits, including coping with difficulties, irregularities and breakdowns in routine
- administration of delivery of financial and other benefits in

a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Products or services may include:

- income support
- rent assistance
- family support
- supported/crisis accommodation

Special needs may include:

- special or crisis assistance
- disability
- homelessness
- at risk of violence
- English language and literacy
- cultural diversity issues

Services and benefits may include:

- financial and other assistance
- access to job network
- referrals to external service providers
- referrals to community groups
- assistance in applying for training courses
- accommodation
- medical benefits
- Centrelink programs

Legislation may include:

- Social Security Act 1991
- Social Security Administration Act 1999
- Social Security International Agreements Act 1999
- Australian Public Services Act 1999
- Family Assistance Act 1999
- Family Assistance Administration Act 1999
- Student Assistance Act

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.