

s22



Australian Government

Services Australia

Progress of claim - Families claims 007-07010050

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Background

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This does not include Parenting Payment Partnered (PPP) and Parenting Payment Single (PPS) claims. Service Officers should refer to [Progress of claim](#).

This document outlines information for Service Officers to answer customer queries about their Families claim, to determine if the claim is actionable. Claims include instalment and lump sum claims for Family Tax Benefit (FTB), Parental Leave Pay (PPL) or a combination of these payments, or Dad and Partner Pay (DAP) in [s47E\(d\)](#) and [s47E\(d\)](#)

Pre-claim benefit status

A separate procedure applies for [checking the status of a pre-birth/entry into care claim for family assistance and Paid Parental Leave scheme payments](#).

Child Care Subsidy (CCS)

See [Claiming Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#) for information about claim progress in Process Direct.

Actionable claims

When all the information required to assess a claim has been provided, the claim is actionable.

A [Person Permitted to Enquire \(PPE\)](#) may request for an actionable claim to be finalised. If the Service Officer is satisfied the PPE is acting in the best interests of the customer and it would be reasonable for the PPE to provide the outstanding information, claim processing can occur in most cases. **Note:** certain information can only be accepted from a customer, such as [Payment choices](#).

Check for outstanding information or documentation

If further information is required to finalise the claim and the information cannot be obtained verbally, advise the customer the claim cannot be referred for finalisation and advise them what additional information or documentation is required.

Action or referrals of actionable claims

Appropriately trained Service Officers will complete actionable claims at first point of contact.

Service Officers not trained in processing the claim type will refer the claim for finalisation via the appropriate channels, where the criteria for claim escalation is met:

- the claim is actionable, **and**
- the customer meets the definition of a [family in crisis](#) or a [family experiencing financial hardship](#)

See the [Process](#) page for further information. Unless directed, **do not** send an **s47E(d)** for any follow-up requirements.

Family in crisis or experiencing financial hardship

If a customer has contacted meets the definition of a [family in crisis](#) or [family experiencing financial hardship](#) and requires assistance in lodging a claim for families payments, see [Helping customers in crisis or financial hardship claim family assistance](#)

Note: from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security, student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement. Previously, FTB amounts could only be used to recover FTB, CCB and Child Care Rebate (CCR) debts.

Where exceptional and/or unforeseen circumstances apply which may cause the customer to suffer severe financial hardship, customers can request to be [temporarily excluded](#) from debt recovery prior to any money being taken from their FTB arrears, lump sum or top-up payments.

Identity fraud

A customer may contact to:

- ask about a claim they did not lodge (for example, they may have received a letter), or
- advise a claim has been submitted fraudulently using their online account

See the [Process](#) page for further information.

The [Resources](#) page contains examples of **s47E(d)** links to Services Australia Website, and the Families and Child Care intranet page.

Related links

[Helping customers in crisis or financial hardship claim family assistance](#)

[Checking the status of an early claim for family assistance and Paid Parental Leave scheme payments](#)

[Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy \(CCS\) and Paid Parental Leave scheme claims](#)

[Assessing family assistance and Paid Parental Leave scheme claims](#)

[Processing proof of a child's birth](#)

[Answering calls in Centrelink](#)

[Immediate new claim and non-new claim priority processing](#)

[Progress of claim - Carer Payment \(CP\) and/or Carer Allowance \(CA\)](#)

[Progress of claim - Disability Support Pension \(DSP\)](#)

[Progress of claim - Farm Household Allowance \(FHA\)](#)

Process

This document outlines information for Service Officers to answer customer queries about their Families claim, to determine if the claim is actionable. Claims include instalment and lump sum claims for Family Tax Benefit (FTB), Parental Leave Pay (PPL) or a combination of these payments, or Dad and Partner Pay (DAP) in [s47E\(d\)](#) and [s47E\(d\)](#) .

On this page:

[Progress of Families claims](#)

[Customer options regarding claim outcome](#)

Progress of Families claims

Table 1




Step	Action
1	<p>Customer enquires about the progress of a Families claim + Read more ...</p> <p>Claims include:</p> <ul style="list-style-type: none"> • Parental Leave Pay (PPL) • Dad and Partner Pay (DAP)

	<ul style="list-style-type: none"> • Instalment or lump sum claims for Family Tax Benefit (FTB) and • Combined FTB/ PPL claims <p>For information about Child Care Subsidy (CCS) claim progress in s47E(d) see Claiming CCS and Additional Child Care Subsidy (ACCS). Note: where a CCS and Families (FTB and/or PPL) claim have been submitted on the same date, the Families claim/s must be processed first. See below process.</p> <p>For information about other claim types including Parenting Payment, see Progress of claim.</p> <p>If the customer contacts about a claim they did not lodge, including a claim submitted fraudulently, go to Step 14.</p> <p>Identify if the claim has been processed by checking the following:</p> <p>In s47E(d) via s47E(d) s47E(d)</p> <p>In s47E(d) : s47E(d)</p> <p>Has the claim been processed (includes pre-birth claims)?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3 to check for a s47E(d)
2	<p>Processed claim + Read more ...</p> <p>Tell the customer the outcome of their claim and that a letter explaining the outcome of their claim has been sent to them.</p>

	<p>If the claim is pending Proof of Birth, and the customer has now provided proof of birth, the claim will be allocated to an appropriately skilled officer. If the customer meets the definition of a family in crisis or is experiencing financial hardship, go to Step 6.</p> <p>If a. s47E(d) or s47E(d) see Assessing PPL claims.</p> <p>Has the customer's claim has been rejected or the customer wants to request an explanation or apply for a formal review of the decision, or they want to make a complaint?</p> <ul style="list-style-type: none"> • Yes, see Table 2 • No, procedure ends here
3	<p>Check for a Progress of claim s47E(d) + Read more ...</p> <p>For all enquiries relating to unprocessed claims, first check the s47E(d) screen in the customer's record for a s47E(d)</p> <p>This s47E(d) provides information on where the claim is in the assessment process, and if any additional information has been requested from the customer.</p> <p>The Resources page contains examples of a s47E(d)</p> <p>Is a s47E(d) available?</p> <ul style="list-style-type: none"> • Yes, and: <ul style="list-style-type: none"> ○ there is no open claim in s47E(d) and no started claim activity on s47E(d) , go to Step 4 ○ additional information has been requested from the customer, go to Step 6 ○ additional information has not been requested from the customer, check if further information is needed. Go to Step 6 • No, check for a claim: <ul style="list-style-type: none"> ○ s47E(d) <p style="text-align: right;">For help, see Viewing and processing online and Assisted Customer Claim (ACC)</p> <ul style="list-style-type: none"> ○ s47E(d) <p style="text-align: center;">If the customer meets the definition of a family in crisis or is experiencing financial hardship, go to Step 6</p>

	<p>s47E(d)</p>
4	<p>Regenerate or re-index Families claim for allocation + Read more ...</p> <p>Most claims are allocated for processing by using the s47E(d) of the claim activity.</p> <p>If the claim is for Stillborn Baby payment (SBP) or Single Income Family supplements (SIFS), see s47E(d)</p> <p>For all other claims, see s47E(d)</p> <p>s47E(d) + Read more ...</p> <p>Online claim</p> <p>Regenerate or reindex the claim as required, then go to Step 6.</p> <p>Paper claim</p> <p>Manually re-index the claim:</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <ul style="list-style-type: none"> • Go to Step 6 <p>s47E(d) + Read more ...</p> <ul style="list-style-type: none"> • If the claim has a status of s47E(d) or s47E(d) and no started activity on the s47E(d) screen, no further action is required • Go to Step 6
5	<p>No claim on customer's record + Read more ...</p> <p>If no online claim or scanned paper claim can be located, ask the customer what method they used to submit the claim (online or paper form).</p> <p>If the customer mailed a paper claim form, advise them it has not yet been received:</p> <ul style="list-style-type: none"> • For customers who meet the definition of a family in crisis or experiencing financial hardship, see Helping customers in crisis or financial hardship claim family assistance

	<ul style="list-style-type: none"> For all other customers, advise the option to complete an  online claim for family assistance and/or PPL, and explain Services Australia cannot process a claim until it is received. Procedure ends here <p>If the customer says they claimed online, ask if they have a receipt number or claim ID.</p> <p>Can the customer provide a receipt number or claim ID?</p> <ul style="list-style-type: none"> Yes, escalate the issue to ^{s47E(d)} via existing escalation protocols: <ul style="list-style-type: none"> document the record with the date the customer advised they lodged the claim, the claim ID/receipt number and other relevant information tell the customer to complete a further  online claim for family assistance and/or PPL, to minimise any further delay No: <ul style="list-style-type: none"> document the record with the date the customer advised they lodged the claim and other relevant information tell the customer to complete a further  online claim for family assistance and/or PPL, to minimise any further delay. <p>Procedure ends here.</p>
6	<p>Checking for outstanding information/documentation + Read more ...</p> <p>Before a claim can be actioned, all outstanding documentation or information needs to be provided by the customer.</p> <p>Outstanding information/documentation can include:</p> <ul style="list-style-type: none"> Proof of birth (POB) - check ^{s47E(d)} icon in ^{s47E(d)} or ^{s47E(d)} in ^{s47E(d)}. Post birth claims can only be finalised if POB has been provided, or is already coded on the customer's record. See Helping customers provide proof of a child's birth for family assistance, Child Care Subsidy (CCS) and Paid Parental Leave scheme claims,^{s47E(d)} Tax File Number (TFN) - (if applicable) required for most Families claims to be assessed. Update customer's record if TFN provided. See Provision of Tax File Number (TFN) for family assistance and Paid Parental Leave scheme payments


- Bank account details, **update customer's record** if current details are provided. See [Changing payment destination](#) for assistance if required
- For claims involving shared care or change of care, check **s47E(d)** for any evidence of care arrangements. See:
 - [Notification and assessment of shared care arrangements for Family Tax Benefit \(FTB\)](#)
 - [Change of care for Family Tax Benefit \(FTB\)](#)
 - For claims involving shared care or change of care where no evidence has been **provided**, advise the customer of what kind of **evidence** can be provided
- Outstanding **Member of a Couple Assessment** - [check if referral to MOC processing staff is required](#)
- For FTB instalment claims, check the estimate provided within the claim still reflects the customer's circumstances and is reasonable
 - The estimate provided can be viewed using the **s47E(d)** function
 - If the customer commenced the claim between 1 April and 30 June of the previous financial year, the system will have requested the customer's (and partner's if applicable) income details for that year and the next financial year
 - If the customer commenced the claim prior to 1 April, they will not have been asked to provide a new financial year estimate. Where the customer is contacting on or after 1 April, staff must obtain a new financial year estimate and include it in the **s47E(d)**
 - If the customer indicates the estimate has changed, update the **s47E(d)** with the new information

If a scanned image required for a claim (e.g. claim form) is not appearing on **s47E(d)** within a reasonable time from lodgement, this needs to be followed up. There are different processes depending on how and where the customer lodged the document. See [Digital image not located on Centrelink customer record](#).

Note: Online Claims or scanned images may not be accessible during system outage.

Is further information/documentation still outstanding?

- Yes,

	<ul style="list-style-type: none"> ○ tell the customer their claim cannot be finalised until the information is provided. Obtain the information verbally where possible. The information can be provided via  Upload documents ○ Annotate the s47E(d) (if available) with the details of information provided to the customer or create a s47E(d) for this purpose. Procedure ends here • No, and the Service Officer is: <ul style="list-style-type: none"> ○ trained in processing the claim type, go to Step 7 ○ not trained in processing the claim type, go to Step 8
7	<p>Claim is actionable, Service Officer trained + Read more ...</p> <p>Where appropriately trained, Service Officers will complete actionable claims at first point of contact with the customer on the phone.</p> <p>Complete the claim following the relevant claim processing procedure.</p> <p>Tell the customer verbally:</p> <ul style="list-style-type: none"> • the claim outcome, and • they will also receive a letter confirming the outcome of their claim <p>Procedure ends here.</p>
8	<p>Claim is actionable, Service Officer not trained + Read more ...</p> <p>If claim is on hold and can be actioned, update claim status and allow claim allocation via Workload Management by:</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Within timeframes</p> <ul style="list-style-type: none"> • Tell the customer the claim processing timeframes, if applicable • Go to Step 9 <p>Outside timeframes</p> <ul style="list-style-type: none"> • Go to Step 9 <p>System outage</p> <ul style="list-style-type: none"> • If a system outage is preventing the claim from being processed, go to Step 10 <p>Family crisis/hardship</p> <ul style="list-style-type: none"> • If the customer meets the definition of a family in crisis or experiencing financial hardship, go to Step 11
9	<p>Timeframes for claim outcome + Read more ...</p> <p>If the customer is enquiring about how long their claim will take before they have an outcome, and they do not meet the definition of a family in crisis or experiencing financial hardship, use the following script:</p> <p>'Thank you for lodging your Family Assistance claim. Please be assured we are processing claims as quickly as possible to manage the high demand across the business. We will let you know the outcome as soon as it is complete. If you have been requested to provide information, it is important that you do so as soon as possible so as not to delay your claim. Thank you for your patience.'</p> <p>Note: from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security, student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement.</p> <p>If the customer advises during the call they are a family in crisis or experiencing financial hardship, go to Step 11.</p>

10	<p>System outage + Read more ...</p> <p>If a system outage is preventing determination on whether the claim is actionable, advise the customer:</p> <p>'We are currently experiencing technical difficulties which are preventing us from accessing the information required to process your claim at this time. We will assess your claim as soon as possible. Once your claim is processed, if eligible you will be paid for the period you are entitled to. We will notify you of the outcome of your claim in writing once it has been finalised. Thank you for your patience.'</p> <p>Does the customer meet the definition of a family in crisis or experiencing financial hardship?</p> <ul style="list-style-type: none"> • Yes, go to Step 11 • No, procedure ends here
11	<p>s47E(d) + Read more ...</p> <p>Note: from 10 June 2019, FTB top-ups, supplements, lump sum claim amounts and instalment arrears can be used to recover any family assistance, social security, student assistance and Paid Parental Leave scheme payment debts. This will occur even if the customer has a current payment arrangement.</p> <p>Where exceptional and/or unforeseen circumstances apply which may cause the customer to suffer severe financial hardship, customers can request to be temporarily excluded from debt recovery prior to any money being taken from their FTB arrears, lump sum or top-up payments.</p> <p>s47E(d)</p> <ul style="list-style-type: none"> • check the customer's contact details are correct • check and manage Electronic Messaging (EM) subscription <p>Go to Step 12.</p> <p>For customers who meet the definition of family in crisis, see Helping a customer in crisis or financial hardship claim family assistance. Procedure ends here.</p>
12	<p>Experiencing financial hardship - families claim escalation check + Read more ...</p> <p>Check the s47E(d) screen.</p> <p>s47E(d) s47E(d) s47E(d)</p>

	<ul style="list-style-type: none"> • Yes, <ul style="list-style-type: none"> ○ Tell the customer: 'Your claim has been referred for urgent processing. Once your claim has been finalised, we will send you a letter advising the outcome' ○ Procedure ends here • No, go to Step 13
13	<p>Experiencing financial hardship - families claim escalation + Read more ...</p> <p>Use s47E(d) - select s47E(d) , use s47E(d)</p> <p>s47E(d)</p> <p>For claims where both parties have indicated a Disagreement over care arrangements:</p> <p>s47E(d)</p> <p>Use s47E(d) - select s47E(d)</p> <p>For claims where Disputed Care provisions apply:</p> <p>s47E(d)</p>

	<p>Use s47E(d) - select s47E(d)</p> <p>Tell the customer:</p> <p>s47E(d) . Once your claim has been finalised, we will send you a letter advising the outcome'.</p>
14	<p>Suspected fraudulent claim lodged + Read more ...</p> <p>A customer may contact to:</p> <ul style="list-style-type: none"> ask about a claim they did not lodge (for example, they may have received a letter), or advise a claim has been submitted fraudulently using their online account <p>s47E(d)</p>

Customer options regarding claim outcome

Table 2

Item	Description
1	<p>Rejection/Not effective claim outcome + Read more ...</p> <p>Using information in the s47E(d) on the customer's record, discuss the reasons for the claim outcome.</p>

2	<p>Reviews and appeals + Read more ...</p> <p>After discussing the decision, if the customer requests a further explanation or wants to apply for a formal review of the decision, see:</p> <ul style="list-style-type: none"> • Not effective, rejection or withdrawal of claim for Parental Leave Pay (PPL) • Not effective, rejection or withdrawal of claim for Dad and Partner Pay (DAP) • Not effective, rejection, or withdrawal of claim for Family Tax Benefit or Stillborn Baby Payment • Request for an explanation or application for a formal review.
3	<p>Complaints + Read more ...</p> <p>If a complaint is received, see Managing complaints and feedback.</p>

References

Policy

[Family Assistance Guide, 4.2.4, FTB claim actions](#)

[Paid Parental Leave Guide, 4.1, Claims for PLP](#)

Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999, section 154, General power to obtain information](#)

[Paid Parental Leave Act 2010, section 56, Requirements of the claim](#)

Resources

Services Australia Website

[Payments for families](#)

Examples of s47E(d)

Example	Description
1	<p>Family Tax Benefit (FTB) online claim (OLC) - claim progress + Read more ...</p> <p>Customer contacted Centrelink on dd/mm/yyyy regarding claim for Family Tax Benefit. Information was obtained via Online Claim using Internet. Document created by CRN 111 111 111A on dd/mm/yyyy.</p> <p>Claim ID: 00000000</p> <p>Customer has been requested to return:</p> <p>For customer:</p> <p>Lease or tenancy agreement for 1 XXXX Street</p> <p>Proof of birth for <child name>.</p>
2	<p>Claim lodged: 01 March 2022 + Read more ...</p> <p>Customer was not contacted for the following reason: No answer when attempting to contact cus</p> <p>Notes: further information was requested on 1 March 2022</p> <p>Information requested from customer is due back on 15 March 2022</p> <p>Cus has not provided, s47E(d) sent to request information</p> <p>Claim on hold until 18/03/22 then claim progress will be reviewed.</p>

Training & Support

Add the course number to the s47E(d) field in the s47E(d) in s47E(d)

- s47E(d) Progress of claims Family Assistance