| **Table 78:** Results of discrepancies released for action in 2010–13 | | | |
| --- | --- | --- | --- |
|  | **Number and percentage (where applicable)** | | |
| **Discrepancies/cases** | **2010–11** | **2011–12** | **2012–13** |
| Discrepancies which resulted in a notice under section 11 of the Act being sent1 | 22,258 (111.6%)8 | 26,730 (60.7%) | 48,722 (78.8%) |
| Discrepancies which resulted in action being taken2 | 22,596 (113.3%)8 | 14,876 (33.8%) | 17,521 (28.3%) |
| Cases in which action proceeded despite a dispute about the accuracy of the data3 | 101 | 103 | 162 |
| Discrepancies which did not proceed to action after the individual was contacted4 | 14,313 (71.8%) | 10,792 (24.5%) | 13,497 (21.8%) |
| Cases where an overpayment was identified5 | 26,085 | 17,760 | 19,658 |
| Cases where recovery action was initiated6 | 23,357 | 17,363 | 17,923 |
| Cases where the debt was fully recovered7 | 22,721 | 21,695 | 19,469 |

1. Section 11 of the Act requires that people must be given written notice of any proposed action as a result of information gained through the program. People have 28 days to respond.

2. Following the completion of a cycle, departments undertake further refinements before releasing the discrepancies for follow-up action. These refinements are designed to reduce the number of unproductive discrepancies that are released.

3. In any year a small number of people challenge the accuracy of the information on which the proposed action is based—usually because they do not fully understand conditions of eligibility for payment.

4. There will always be a number of cases where people are sent a notice of proposed action but the action does not proceed. In these cases people or a third party such as an employer are able to provide details to show that the payments received were correct.

5. The statistics show the number of overpayment cases identified, including the number of debts waived.

6. The statistics show the number of cases where recovery action was commenced on a debt. The department recovers debts in two ways, either through withholding part of a customer’s entitlement or through cash repayments.

7. Recovery of a debt can take place over a number of years and the number and value of debts raised in a year does not necessarily correspond to the number and value of recoveries.

8. Some percentages may be over 100 per cent because more cases were completed than were started. Cases may be counted as started in one year and completed in the next.