



Appendix E

Data from the Questionnaire

Demographic data

Table Gender of survey respondents

Gender	Total
Female	6432
Male	4806
Unspecified	78
Total	11316

Table Age of questionnaire respondents

Age range	Responses	Percentage
18 – 25	296	2.62%
26 – 35	2307	20.39%
36 – 45	4976	43.97%
46 – 55	2965	26.20%
56 – 65	620	5.48%
66 – 75	136	1.20%
76 – 85	7	0.06%
86 or older	9	0.08%
Total	11316	100.00%

Table Relationship status of questionnaire respondents

Relationship Status	Responses	Percentage
In a relationship	5854	51.73%
Single	5462	48.27%
Grand Total	11316	100.00%

Table Aboriginal/Torres Strait Islander status

Are you of Aboriginal or Torres Strait Islander descent?	Total
Aboriginal	320
Torres Strait Islander	31
Neither	10883

Table Regional/remote status of questionnaire respondents

Kind of community lived in	Percentage
Regional	25.73%
Remote	1.96%
Suburban	61.81%
Urban	10.50%

Table Linguistic background of questionnaire respondents

Is English your first language?	Responses
Yes	10792
No	418
Total	11210

Table Employment Status of respondents

Do you do paid work?	Responses	Percentage
No	2376	21.25%
Yes	8807	78.75%
Total	11183	100.00%

Table Job status of employed questionnaire respondents

Are you employed:	Full time or part time	Percentage
Casual	Full time	3.37%
	Part time	12.61%
Company owner	Full time	1.43%
	Part time	0.19%
Permanent	Full time	57.88%
	Part time	15.62%
Self-employed	Full time	5.73%
	Part time	3.16%

Data on perceived quality of parental relationships

Table Quality of parental relationship

How would you describe your relationship with the other parent(s) of your children?	Responses	Percentage
High conflict	3496	33.59%
Difficult	3054	29.35%
Poor	1597	15.35%
Reasonable	1689	16.23%
Very good	571	5.49%
Total responses	10407	100.00%

Table Perceived risk from other parent

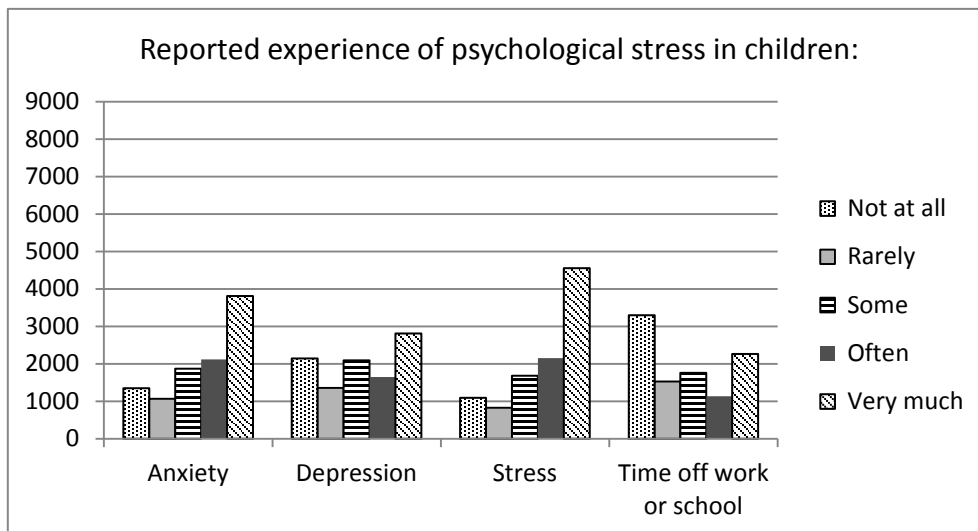
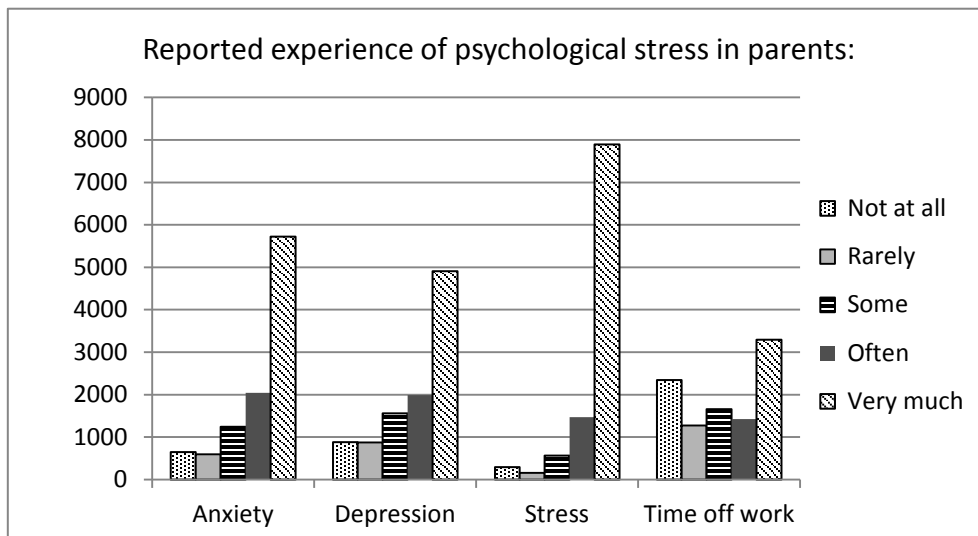
Have you ever felt that your children were at risk from their other parent?	Total
No	3824
Yes	5651
Total responses	9475

Table Past family violence orders

Have you had any court order relating to domestic or family violence?	Responses
No	7116
Yes	2065
Total responses	9181

Table Current legal matters before the courts

Do you have any family law, child support or domestic violence matters currently pending before a court?	totals
No	8382
Yes	799
Total responses	9181



Child support and income support data

Table Number of respondents who care for children with the assistance of child support payments

Do you care for children with the assistance of CS payments?	Responses	Percentage
No	5536	48.92%
Yes	5780	51.08%

Table Receipt of child support payments

Do you receive child support payments?	Responses	Percentage
No	6216	65.14%
Yes	3327	34.86%

Table Private vs child support collect - payees

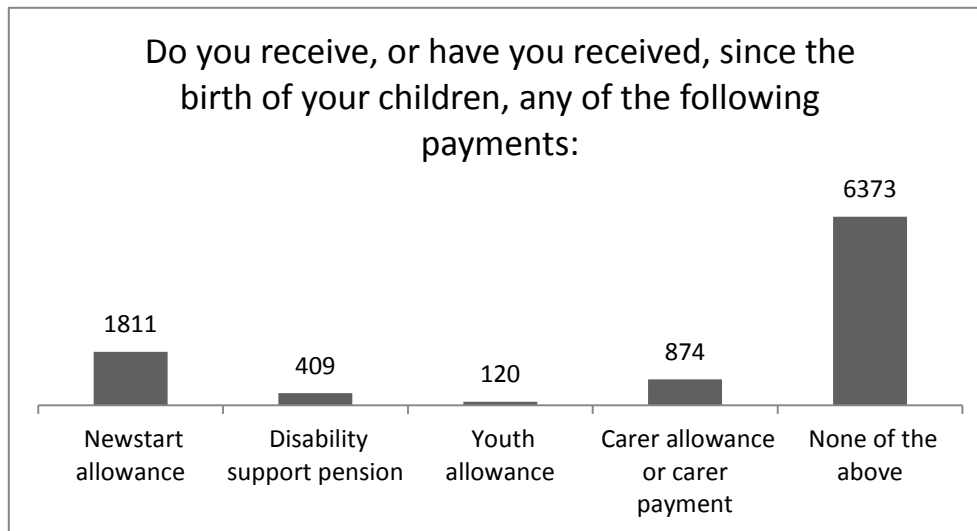
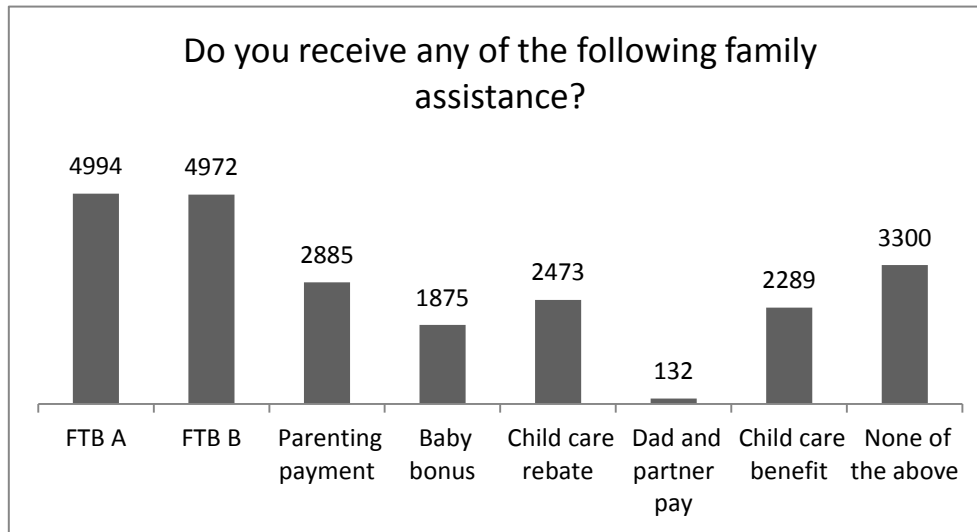
Are the child support payments you receive	Responses
CSA collect	2706
Private collect	580

Table Number of respondents who make child support payments

Do you make child support payments?	Responses	Percentage
No	5429	56.69%
Yes	4148	43.31%
Total	9577	100.00%

Table Private collect vs child support collect - payers

Are your payments:	Responses
CSA collect	3355
Private collect	774
Total	4129



Assessments

Table Assessments

Have you had a Child Support Assessment?	Responses
No	789
Yes	9157
Total	9946

Table Reason for Assessment

What was the primary reason for the Child Support Assessment?	Total
Dispute	2165
Eligibility for family tax benefit	1328
To formalize child support arrangements	5505
Total	8998

Table Understanding of the assessment process

Do you understand the basis on which the assessment was made?	Responses	Percentage
No	2273	26.30%
Yes	6371	73.70%
Total	8644	100%

Table Perceived fairness of assessments

Please rate the fairness of the Assessment	Responses	Percentage
Not at all fair	5197	57.76%
Somewhat unfair	1580	17.56%
Neutral	1181	13.13%
Somewhat fair	533	5.92%
Very fair	507	5.63%
Total	5704	100%

Objections/Change of Assessments

Table Objections to CSP decisions

Have you objected to any decisions of the Child Support Program?	Responses	Percentage
No	3874	41.69%
Yes	5419	58.31%
Total	9293	100.00%

Table Where the objection was heard

Where was the objection heard?	Responses
Internally at the CSP	4935
The AAT	241
The SSAT	710
At Court	370
Total	6256

Table Satisfaction with the objection process

Satisfaction with the objection process?	Responses	Percentage
Completely unsatisfied	3525	65.63%
Unsatisfied	889	16.55%
Neutral	596	11.10%
Satisfied	217	4.04%
Very satisfied	144	2.68%
Total	5371	100%

Mediation and Family Dispute Resolution

Table Family Dispute Resolution

Have you participated in Family Dispute Resolution?	Responses	Percentage
No	6344	68.48%
Yes	2920	31.52%
Total	9264	100%

Table FDR participation - voluntary or otherwise

Was it voluntary?	Responses	Percentage
No	655	22.39%
Yes	2270	77.61%
Total	2925	100%

Table Where Family Dispute Resolution occurred

Where did FDR take place?	Responses
Family relationship centre	2030
Private mediation	450
Other	445
Total	2925

Table Parenting orders

Have you ever had parenting orders or a parenting plan?	Responses	Percentage
Parenting plan	1780	18.23%
Consent parenting order	1803	18.47%
Imposed parenting order	994	10.18%
No	5185	53.11%
Total	9762	100%

Table Use of mediation in child support matters

Did you use mediation or counselling to assist in negotiating child support arrangements?	Responses	Percentage
No	7590	80.01%
Yes	1896	19.99%
Total	9486	100%

Table Perceived effectiveness of child support mediation

Please rate the effectiveness of this assistance:	Responses	Percentage
Not very useful	1291	67.98%
Of little use	236	12.43%
Neutral	225	11.85%
Somewhat useful	81	4.27%
Very useful	66	3.47%
Total	1899	100%