

Analysis of closed Child Support complaints, 2013-14

Table 1: Child Support complaints¹ closed during 2013-14

Response	Number	Percentage
Complaints investigated:	265 complaints	18.4% of total
Complaints not investigated	1179 complaints	81.6% of total
Child Support complaints closed in 2013-14	1444 complaints in total	

Table 2: Issues in closed complaints

NB a complaint can have more than one recorded issue

Issue	Total	%	Payee	%	Payer	%	Other ²	%
Collection/Enforcement	532	30.2	205	11.7	327	18.6	-	-
Assessment	273	15.5	68	3.9	205	11.6	-	-
Customer service	134	7.6	45	2.6	89	5.0	-	-
Change of Assessment	126	7.2	29	1.6	97	5.5	-	-
Objection	59	3.4	14	0.8	45	2.6	-	-
Other	51	2.9	-	-	-	-	51	2.9
Cross-agency issue	35	2.0	27	1.5	8	0.4	-	-
CDDA ³	20	1.1	11	0.6	9	0.5	-	-
Court order	16	0.9	4	0.2	12	0.7	-	-
SSAT decision	12	0.7	2	0.1	10	0.6	-	-
Agreement – binding	12	0.7	-	-	12	0.7	-	-
Agreement – limited	6	0.3	1	0.1	5	0.3	-	-
Agreement	4	0.2	-	-	4	0.2	-	-
Not recorded ⁴	481	27.3	115	6.5	366	20.8	-	-
TOTAL	1761	100.0	521	29.6	1189	67.5	51	2.9

Table 3: Complainant's state of residence

	Total	Percentage
New South Wales	338	23.4
Queensland	295	20.4
Victoria	277	19.2
No address provided	175	12.1
Western Australia	133	9.2
South Australia	101	7.0
Australian Capital Territory	57	4.0
Tasmania	37	2.6
Northern Territory	16	1.1
Overseas	15	1.0
TOTAL	1444	100.0

¹ Refers to the number of complaints closed during 2013-14. Each complaint may contain more than one issue – analysis of these issues is provided in Tables 2 and 3.

² Includes employment, Freedom of Information and out of jurisdiction matters.

³ Scheme for Compensation for Detriment arising from Defective Administration.

⁴ Complaints closed at Category 1 are recorded with only the customer's role (or issue if unrelated to customer role), meaning that the substantive issue is recorded as 'not determined'.

Table 4: Outcome of issues closed during 2013-14

Response	Outcome	No. of issues	%		
Not investigated	Investigation declined ⁵	314	24.4	Approach lapsed	61
				Considered by Court/Tribunal	5
				Considered by Minister	9
				Insufficient interest	11
				Not warranted	205
				Over 12 months old	6
				Written request not received	17
					1.3
	Approach withdrawn	31	2.4		
	Advised to pursue with agency	692	53.7		
Investigated	No further investigation	236	50.0	Advice body	46
				Court/Tribunal	103
				MP/Minister	15
				Other oversight body	15
				Transfer to OALC	1
				Transfer to agency	71
					5.5
	Advised to pursue with agency Advised to pursue elsewhere	1288	73.1	Approach lapsed	1
				Approach withdrawn	5
				Considered by Court/Tribunal	4
				Insufficient interest	2
				Not warranted	224
					47.4
Total	Appropriate remedy provided Administrative deficiency ⁶	473	26.9	Court/Tribunal	1
				Other oversight body	3
					0.6
	Sub-total	1761	100.0		

⁵ Including issues recorded as out of jurisdiction

⁶ From 1 July 2013, the Ombudsman's office no longer records 'administrative deficiency' as an outcome of an investigation. The recording of administrative deficiency in these matters would have been made in 2012-13, with the file subsequently closed in early 2013-14.