

RECOMMENDATIONS

CHAPTER TWO AUDIT REPORT NO. 35, 1997-98, DEETYA INTERNATIONAL SERVICES,

Recommendation 1

The Committee recommends a follow-up audit of the international operations of the Department of Education, Training and Youth Affairs (current title) in order to assess the effectiveness of the cost recovery operational model. (Paragraph 2.56)

CHAPTER FOUR AUDIT REPORT NO. 39, 1997-98, SELECTED FUNCTIONS OF THE CHILD SUPPORT AGENCY

Recommendation 2

In order to ensure that all the Child Support Agency's clients are able to understand their letters and forms, the Agency should take immediate action to simplify the language and style used in its publications and should employ an outside consultant to undertake the task. (Paragraph 4.41)

Recommendation 3

The Child Support Agency should commission an expert consultant to undertake comprehensive and regular client surveys in order to determine the level of client awareness of the Charter and complaints service. (Paragraph 4.60)

Recommendation 4

To ensure that equitable outcomes are delivered, the CSA should take prompt action to ensure that the setting of levels of Employer Withholding of Arrears reflect the annual income of the client. (Paragraph 4.99)