

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Child Support - complaints

Question reference number: 76 (HS 80)

Senator: Watt

Type of question: Written

Date set by the committee for the return of answer: 21 April 2017

Number of pages: 1

Question:

- a) How many complaints did CSA receive in 2016? What were the most common types of complaint? In what number were they received?
- b) Of the complaints received in 2016, how many were resolved?
- c) Please provide the average amount of time it takes for a complaint to be resolved.

Answer:

- a) Child Support received 19,370 complaints in the 2016 calendar year. The most common types of complaints were regarding lack of collection (2,216), and the income used for assessments (1,697).
- b) All complaints were resolved.
- c) In the 2016 calendar year, the average days taken to finalise complaints was 7.6 working days.