

Question: HS135

Outcome 1, Output 2

Topic: Child Support Agency – Change Program

Hansard Page/Written Question on Notice: Written

SENATOR COONAN asked on 22/02/2008:

Are there other key risks or impediments to staff recruitment or training to ensure timely delivery of the reforms? If so, what are they?

Answer:

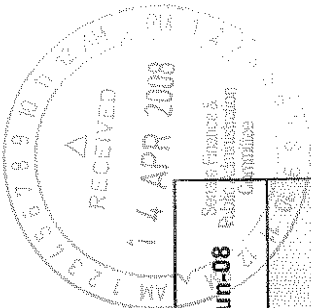
The Child Support Agency (CSA) completed a high volume of recruitment over the last calendar year and is now staffed to full affordability. In the event of a requirement for additional staff resources at short notice, CSA maintains a casual employment register from which additional staff may be quickly drawn.

The training to prepare staff for the implementation of the new Child Support Scheme (Scheme) is on schedule, and all risks or impediments are being managed carefully.

CSA has implemented a Learning Management System and an Enterprise Project Management system to ensure that scheduling, content management, assessment, reporting and e-learning components of the training program are managed carefully and in an integrated way, both now and into the future.

Between October 2007 and June 2008, CSA will have provided five and a half days of training to all customer service staff. Specialist staff (such as Technical Support Officers and Quality Advisers) will have been provided with at least one additional day of training. This training is run by full-time trainers in a formal training environment.

CSA is still assessing the level of learning support required for the post-implementation period, particularly July to December 2008.



Scheme Reform Training Journey Calendar

	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Operational Program	3.5 hours – Scheme Reforms Overview – Intro to Scheme Reforms training journey. Intro to Formula 1	Half day technical	3.5 hours - Formula 1 including Relevant Dependents, Overview of Information Booklet and Online Tool	3.5 hours – Recap Formula 1, Intro Formula 3, Income, Family Tax Benefits	1 day - In-depth 3, Introduce Formula 2, 4, 5, 6, Minimum and Fixed Assessments, Notices, Complex Care Continued, Objection Rights, Referral Rules	3.5 hours – Agreements, Complex Care Continued, Care Authorisations /Delegations Consolidation Activities	3.5 hours - Change of Assessment In-depth – (Internal SCOs Part 6a, PS, CTP, COA, TSOs,QAs) Topics In depth COA changes, Reconciliation and consolidation activities	½ day - Post Separation, Non Agency Payments, Estimates, Delegations	2 x ½ days - Structured Scenario, Consolidation, Legislation issues, Practical Application via Cuba processing
Specialist Program				1 day - Re Cap Formula 1, In-depth Formula 3, Income, Family Tax Benefits, Complex Care	1 day - In depth Formula 2, 4, 5, 6, Recap Formula 3, Minimum and Fixed Assessments, Notices, Objection Rights, Referral Rules		3.5 Hours - Overview of Change of Assessment and Consolidation Activities	½ day - Introduction to Cuba Change, Structured Activities in Training Database, Cuba Processing	
Progress to date									

Current as at 6 March 2008 – this calendar is subject to change