

Senate Finance and Public Administration Legislation Committee

ADDITIONAL ESTIMATES – 9 FEBRUARY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: CSP staff working in investigations

Question reference number: HS3

Senator: KROGER

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Question:

Ms Godwin—Clearly one of the things we need to do in any compliance environment is to try to identify what our risk factors are and how we might then address those. It is an area that we are putting a fair bit more work into to work out what sort of risk factors we should be trying to address, because as you point out we have a big case load and it is not possible to pursue every single individual with the same intensity. So making some sort of careful decisions about which cases are most likely to be the ones that we need to pursue rigorously is obviously something we need to do in our risk profiling and case selection work. I think the audit pointed to the fact that that was an area where we need to do more and we have accepted that recommendation and are putting in place arrangements to pick up our risk identification, risk profiling case selection processes.

Senator KROGER—So how many people do you have working in this area? I guess it is determining what the classifications are. I am not sure how you classify them in terms of investigative area or what.

Ms Godwin—If you wanted it broken down into investigators and so forth, I would need to take that on notice.

Answer:

The Child Support Program (CSP) has allocated additional resources to work on non-compliant customers. As at 4 March 2010, 499 staff were working in the following areas of Non-Compliance:

- Capacity to Pay (Income Minimisers) – 53;
- Departure Prohibition Orders – 20;
- Non-Compliance (including early intervention teams) – 377;
- Litigation – 30;
- Specialised Investigations – 12; and
- Risk assessment and case selection – 7.