

Senate Finance and Public Administration Legislation Committee

**ADDITIONAL ESTIMATES – 9 FEBRUARY 2010
ANSWER TO QUESTION ON NOTICE**

Human Services Portfolio

Topic: Improving Compliance program

Question reference number: HS58

Senator: KROGER

Type of question: Written

Date set by the committee for the return of answer: 26 March 2010

Number of pages: 1

Question:

- a) What was the total cost of implementing the Improving Compliance program?
- b) Has the Child Support Agency received any feedback from customers about the Improving Compliance program? If so has the feedback been favourable or unfavourable?
- c) How is compliance measured by the Child Support Agency?
- d) What has been the improvement in compliance since the introduction of the Improving Compliance program, if any?

Answer:

- a) The total cost of the Improving Compliance Program was \$162.2 million over four years.
- b) The Child Support Program (CSP) has not collected customer feedback specifically in relation to the Improving Compliance Program.
- c) The CSP measures the achievement of each element of the Improving Compliance Program on a monthly basis against established performance targets.
- d) As at 31 January 2010, the Improving Compliance Program was estimated to have reduced debt by \$314.6 million. That is \$42.94 million ahead of the program target to date of \$271.63 million.