

Senate Finance and Public Administration Legislation Committee

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

Human Services Portfolio

Topic: Child Support review

Question reference number: HS61

Senator: SIEWERT

Type of question: Written

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

Number of pages: 2

Question:

- a) At what stage is the review of the changes to the Child Support arrangements?
- b) When is the report of the review likely to be completed?
- c) What aspects of child support is the review focussing on?

Answer:

- a) The independent review of the decision making and quality assurance processes of the Child Support Program (CSP) was undertaken by David Richmond AO between 7 September and 30 November 2009. During the review, Mr Richmond met with 433 staff and received 117 written submissions from staff. All of the views and submissions from staff were considered by the review and many are reflected in the Review's recommendations.
- b) The Delivering Quality Outcomes Review Report has been finalised and was posted on the Department of Human Services (DHS) intranet for staff in January 2010 and on the Child Support Agency website in February 2010 for customers and stakeholders.

c) The purpose of the review was to look at the appropriateness, effectiveness and efficiency of the Child Support Agency's service delivery model, business model and alignment with organisational strategy, structure and governance; and processes and procedures in supporting policy goals and the above alignment. The Report made 40 priority recommendations and 75 supporting recommendations in relation to:

- Organisation strategy, structure and governance;
- Workforce engagement and performance;
- Technology and Business Support Tools;
- Budget and Resource Management;
- Customer Service Improvements;
- Collection and Debt Management strategies;
- International services;
- Program Sustainability
- Stakeholder and Government Relations; and
- Policy Feedback and Research.

Planning and consultation processes are underway across CSP, DHS and portfolio agencies to ensure the implementation of recommendations aligns with the broader Service Delivery Reform agenda.