

Senate Standing Committee on Finance and Public Administration

BUDGET ESTIMATES – 27 MAY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Number of staff engaged in handling appeals

Question reference number: HS14

Senator: FIFIELD

Type of question: Hansard, F&PA page 98

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Question:

Senator FIFIELD—How many staff does the CSA directly engage in handling appeals, whether it be through the tribunal or through the organisation itself?

Ms Godwin—I will have to take that on notice. We have a group of people who manage the actual objections. If the case is going to the SSAT, obviously the SSAT processes those. The bulk of our staff would be in the objections area.

Answer:

Child Support Program (CSP) engaged 172 staff in:

- reviewing the original decision and any new information when a customer objects to a decision made by the CSP. There are 133 staff doing this work;
- supporting the SSAT's external review of objection decisions by preparing relevant documents that are in turn used by the SSAT to make decisions on appeals lodged with them. There are 28 staff doing this work; and
- managing the CSP's relationship with the SSAT at a national and state level, including conducting ongoing analysis of SSAT child support decisions to identify systemic service delivery and policy issues. There are 11 staff doing this work.