

**House of Representatives Standing Committee on Social Policy  
and Legal Affairs**

**Child Support Programme**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Collection Rate

**Question reference number:** QoN 1

**Member:** Referred by Parliamentary Inquiry Secretariat

**Type of question:** Verbal

**Number of pages:** 1

**Question:**

On 23 December 2014 the Parliamentary Inquiry into the Child Support Programme requested information about the child support collection rate for 2013-14. On 20 January 2014 the Committee clarified they want the collection rate for child support collect cases only – that is, exclude private collect cases.

**Answer:**

In the 2013-14 financial year the total liabilities raised in Child Support Collect cases was \$1.52 billion. Total credits applied was \$1.45 billion. The department divides the total credits applied, by the total liabilities raised to determine the collection rate. The collection rate for 2013-14 was 95.4 per cent. This compares to a collection rate of 93 per cent since the inception of the Child Support Scheme in 1988.

## **House of Representatives Standing Committee on Social Policy and Legal Affairs**

### **Child Support Programme**

### **ANSWER TO QUESTION ON NOTICE**

### **Department of Human Services**

**Topic:** Customer Diversity

**Question reference number:** QoN 2

**Member:** Referred by Inquiry Researcher

**Type of question:** Written

**Number of pages:** 2

#### **Question:**

The Committee requested statistical information on the diversity of CSP clients and on how the department collects that information. Specifically, the committee sought information as follows:

- What proportion of CSP clients identify as the following:
  - Indigenous (including Aboriginal, Torres Strait Islander or South Sea Islander);
  - CSP clients from a CALD background;
  - CSP clients with hearing or visual impairments;
  - CSP clients with low literacy or numeracy;
  - CSP clients with ongoing mental illness;
  - CSP clients with permanent disabilities; and
  - CSP cases including same-sex parents.
- When and how does DHS collect this kind of information?
- How long has DHS been collecting this kind of information?
- Is such information collected from all CSP clients or only from certain categories of CSP clients?

#### **Answer:**

Since December 2013, the department has routinely collected diversity information as part of the registration process for a new child support case. The department relies on customers to self-identify their diversity indicators. This means that it is the customer's decision to provide this information voluntarily if they choose to, however the department does not require them to do so. As a result, the data provided below, is not representative of the complete child support population. The actual number of customers with diversity indicators is likely to be higher than reported.

As at 2 January 2015:

<b>Profile Type</b>	<b>Customers in Current Caseload</b>	<b>Percentage of Total Current Caseload Customers (1,440,399)</b>
Hearing Impairment	909	0.06%
Indigenous	73,393	5.10%
Interpreter Required	15,575	1.08%
Literacy Problems	1,971	0.14%
Mobility Problems	1,015	0.07%
Sight Impairment	285	0.02%
Speech Impairment	173	0.01%

The department does not hold any other information on diversity indicators.

## **House of Representatives Standing Committee on Social Policy and Legal Affairs**

### **Child Support Programme**

#### **ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** IT Systems

**Question reference number:** QoN 1

**Member:** Referred by Inquiry Researcher

**Type of question:** Written

**Number of pages:** 2

#### **Question:**

The Committee is seeking information on the project to upgrade CSP's Cuba IT system – in particular the status of the upgrade and the expected level of integration with other DHS systems.

#### **Answer:**

The Department of Human Services is currently developing a new Child Support information technology system. The new system will be delivered in two phases and is designed to improve functionality for staff and customers and allow for greater integration with the department's broader information technology systems.

Phase One will see current functions transitioned onto a new technology platform to provide a more stable and comprehensive system. Phase One is expected to be delivered in late 2015 and will enable improvements to:

- the data exchange between Child Support and Centrelink to include information about deceased customers, child support exemptions and other sensitive issues. The new system will also ensure Centrelink receives information about child support overpayments that have been recovered. This will help to ensure greater accuracy for child support assessments;
- customer data extraction and reporting capabilities;
- automated processes to allow for deductions from a broader range of government payments, and simpler interactions when parents reconcile or lodge appeals relating to care decisions; and
- provide Child Support staff with access to whole-of-department operational support tools relating to telephony, work management and complaints handling.

The department intends to use components of the new Child Support System in other areas of the organisation. For example, improvements made to the appeal lodgement function will be relevant to broader areas of the business. This approach allows for future integration opportunities across the department.

Phase Two will deliver enhancements to streamline Child Support service delivery with a particular focus on digital services. Phase Two is expected to be delivered by June 2018.

**House of Representatives Standing Committee on Social Policy  
and Legal Affairs**

**Child Support Programme**

**ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Lodgement Enforcement Program

**Question reference number:** QoN 1

**Member:** Referred by Inquiry Secretariat

**Type of question:** Written

**Number of pages:** 1

**Question:**

Could DHS provide the Committee with a copy of the Memorandum of Understanding (or Service Schedule) between DHS and the ATO in relation to the Lodgement Enforcement Program?

**Answer:**

A document pertaining to the Lodgement Enforcement Program, between the Department of Human Services and the Australian Taxation Office called “Services Schedule (Program Services) for Lodgement Enforcement Program” is attached.



Australian Government  
Department of Human Services



Australian Government  
Australian Taxation Office

# **SERVICES SCHEDULE (PROGRAM SERVICES)**

## **for Lodgement Enforcement Program**

**THIS SERVICES SCHEDULE** is made on 1 November 2012

**BETWEEN:**

**SECRETARY OF THE COMMONWEALTH DEPARTMENT OF HUMAN  
SERVICES (HUMAN SERVICES)**

and

**COMMISSIONER OF TAXATION**

**Services Schedule Reference No: ATO 12.013-01**

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## PART A - BACKGROUND

### 1. Background

- 1.1 On 27 September 2012, the Department of Human Services ("Human Services") and the Australian Taxation Office ("ATO") entered into a head agreement ("**Head Agreement**") to provide a framework for the parties to enter into service delivery arrangements for:
- (a) the delivery of services or programs by Human Services on behalf of the ATO;
  - (b) the delivery of services or programs by the ATO on behalf of Human Services; and/or
  - (c) the provision of corporate services (generally ICT services) between Human Services and the ATO.
- 1.2 This Services Schedule is a program services arrangement in relation to the engagement of the ATO to run a Lodgement Enforcement Program (LENF) of taxation returns for prioritised Child Support customers. The Department of Human Services (Human Services) requires the lodgement of taxation returns to obtain reliable taxable income information for use in customer assessments and to generate tax refunds which can be intercepted to satisfy Child Support debt.
- The objective of the LENS Program is to maximise debt collection opportunities and achieve more accurate assessments for child support customers through the enforced lodgement of income tax returns. This will be achieved through close collaboration between Human Services and the ATO in the targeting and processing of non compliant customers.
- 1.3 The terms applicable to this arrangement are:
- (a) the overarching terms of the Head Agreement; and
  - (b) this Services Schedule.

### 2. Application of Head Agreement

- 2.1 The parties acknowledge and agree that the terms and general principles of the Head Agreement apply to this Services Schedule.
- 2.2 This Services Schedule provides more specific and detailed requirements in relation to the particular Services to be delivered under this Services Schedule.

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This Services Schedule sets out the arrangements between Human Services and the ATO in relation to the LENS Program and identifies:

- the data the Commissioner and the Secretary are to provide each other, and
- the arrangements under which they are to provide that data to each other.

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## **PART B - TERM, CHANGE MANAGEMENT AND GOVERNANCE**

### **3. Term**

- 3.1 The term of this Services Schedule is 1 November 2012 to 30 June 2014, with an option to extend this Arrangement for a further period to 30 June 2015.

This Arrangement revokes and replaces the existing arrangements covered by MOU reference 07.014-03 which was signed by the parties in June 2011.

If further arrangements are to be considered beyond this date, a new Services Schedule will need to be considered and prepared.

### **4. Termination**

- 4.1 Either party can terminate this Services Schedule by giving 6 months written notice to the other (or a different notice period agreed by both parties).

### **5. Change Management**

- 5.1 This Services Schedule may only be amended or supplemented in writing in accordance with clause 10 (Change Management) in the Head Agreement.
- 5.2 Any change to the Program Scope must be agreed in writing between the parties' Operational Committee members.
- 5.3 Any change to the Financial Arrangements must be agreed in writing between the parties, with each party represented by either the person then holding the position of its signatory to this Arrangement or person in a more senior position.
- 5.4 The parties agree that, where a change to system specification or configuration is required as it relates to the ATO's provision of the Services:
- (a) Human Services will notify the ATO at the earliest point practicable of the proposed change;
  - (b) the ATO will endeavour to accommodate the proposed change within the parameters of its release schedule; and
  - (c) an agreed change, associated costs and timing for the change, will be incorporated in writing in accordance with clause 10 (Change Management) in the Head Agreement.

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## 6. Governance

### 6.1 Each party appoints the:

- (a) Services Schedule Contact Officer - as specified for that party in **Attachment 1** or as otherwise notified in writing by a party to the other party from time to time; and
- (b) Operational Committee Members - as specified for that party in **Attachment 1** or as otherwise notified in writing by a party to the other party from time to time.

### 6.2 All communications required or contemplated by this Services Schedule from one party to the other must be in writing (including email) and must be sent to, or copied to the Services Schedule Contact Officer for the receiving party.

### 6.3 A committee (known as the Operational Committee) will be established to assist the parties to monitor their performance and meet their obligations under this Services Schedule. The Operational Committee sits below and reports to the Governance Committee established under the Head Agreement.

### 6.4 The Operational Committee will meet regularly to discuss relevant, important and urgent matters relating to the LENF program. These meetings will be at intervals no more than two months apart (with a minimum of six each financial year).

### 6.5 The Operational Committee will also meet for each year of this agreement:

- (a) Quarterly strategy and governance meetings in October, January, April and July);
- (b) Annual meeting in April for endorsement of agreed categories, strategies and treatments to be employed by the ATO in support of the LENF intent for the following year.

### 6.6 The Operational Committee will keep minutes of its meetings.

### 6.7 The Operational Committee is intended to facilitate discussion, assessment, review and if necessary problem resolution on the following matters relating to the Services Schedule:

- (a) the implementation activities conducted by the parties to prepare for and transition into the ongoing Services under this Services Schedule, including a review of:
  - (i) aspects of the implementation activities that worked well;
  - (ii) issues or problems that arose during the implementation activities and how they were resolved;
  - (iii) lessons learnt that can be applied to other service delivery projects; and
  - (iv) whether it is necessary or desirable to amend any aspects of this Services Schedule following the experiences of the parties in the implementation activities;

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- (b) compliance by each party with their obligations and any relevant legislation;
- (c) reporting under the Services Schedule;
- (d) performance against agreed Service Levels;
- (e) opportunities to improve the efficiency and effectiveness of the program;
- (f) issues or problems experienced with performance;
- (g) emerging issues or risks with performance, including considering whether it is necessary or desirable for the parties to conduct risk assessments, privacy impact assessments or other assessments to mitigate identified risks;
- (h) implementation and delivery issues;
- (i) the quality of communications between the parties;
- (j) relevant audits, reviews or assessments;
- (k) feedback from the Governance Committee, Ministers or Secretaries;
- (l) feedback from customers or stakeholders;
- (m) the extent to which this Services Schedule remains complete and up to date and reflects any changes to business operations or governance informally agreed by the parties to be implemented in accordance with clause 10 (Change Management in the Head Agreement);
- (n) forthcoming changes to program specification, legislation, policy or funding affecting the Services; and
- (o) necessary or desirable amendments to this Services Schedule.

6.8 The Operational Committee will ensure that guidelines/procedures for the management of day to day work are kept up to date and are understood by both parties. These guidelines will be updated regularly to reflect improvements that support the intent of the LENF Program.

6.9 The Operational Committee must refer any unresolved issues to the Governance Committee under the Head Agreement

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## **PART C - SERVICES AND SERVICES FEES**

### **7. Implementation activities and deliverables**

7.1 Each party will cooperate to ensure that all implementation activities and deliverables required to be performed prior to the commencement of the ongoing Services are conducted and completed in accordance with any implementation plan or project plan agreed by the parties. Any implementation plan or project plan will be subject to the terms of this Services Schedule.

7.2 The parties commit to the following guiding principles to support the objective of the LENC Program:

#### **Principle 1 – Cooperation and Collaboration**

The agreement will be based on a culture of open and honest communication and cooperation between the parties and enable the parties to work collaboratively to identify opportunities for improvement from suggestions, feedback and learnings within existing legal limitations.

The agreement will produce enhanced targeting of cases based on collaborative analysis and assessment, including risk profiling to determine differentiated treatment strategies.

#### **Principle 2 – Outcomes Focus**

The agreement will focus on outcomes rather than inputs processes, incorporating the establishment of agreed mechanisms for regular review of treatment strategies.

#### **Principle 3 – Accuracy and Assurance**

The agreement will be based on an expectation that both parties take all opportunities to promote the successful achievement of its objectives and implement strategies that support a high standard of accuracy in outcomes. The agreement will include appropriate assurance mechanisms.

#### **Principle 4 – Information Sharing**

The agreement will enable both parties to share information to the maximum permissible under clearly articulated secrecy and information disclosure requirements for both parties including reporting of outcomes that will facilitate analysis against each of the agreed categories.

#### **Principle 5 – Resource Allocation**

The agreement will ensure that both parties will commit to the allocation of resources to meet its objectives within the allocated annual funding.

### **8. Services**

8.1 Human Services will provide the ATO with initial referral opportunity pools and prioritised categories of interest.

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- 8.2 The ATO will supply expertise and knowledge to shape, profile and provide risk treatment options to enhance LENF intent.
- 8.3 Both parties to reach an agreement on the target population and treatments.
- 8.4 The ATO will then action customers, giving consideration to the order and priority that Human Services has indicated when referred.
- 8.5 The ATO will provide Human Services with a process for Adhoc Referrals such as Complaint or Ministerial cases for action.
- 8.6 Human Services will arrange for the information identified in Attachment 2 Schedule 2 (Child Support data) to be supplied to the Commissioner in the manner outlined in that schedule.
- 8.7 ATO will provide the following services under this Services Schedule:
- (a) The finalisation of 105,000 income tax years from prioritised customers in the provided customer pools. These obligations will be finalised by 30 June of that financial year, or have made significant progress towards finalising these lodgement obligations.
  - (b) The volume of income tax years expected to be finalised from the prioritised customers in the opportunity pool are to be reviewed each year of the agreement. This amount can be varied if agreed to by both parties.

## 9. Service levels and fees

- 9.1 The following service levels and fees apply to ATO's performance of the Services ("Service Levels"):

Performance to	Payment by	Performance Target (Finalisations)	Amount (CST excl)
31 December 2012*	14 January 2013	42,000*	\$1,145,833
23 June 2013	30 June 2013	63,000	\$3,437,500
<b>ANNUAL TOTAL</b>		<b>105,000</b>	<b>\$4,583,333</b>
31 December 2013	14 January 2014	42,000	\$3,437,500
23 June 2014	30 June 2014	63,000	\$3,437,500
<b>ANNUAL TOTAL</b>		<b>105,000</b>	<b>\$6,875,000</b>

\*The performance target of 42,000 income tax periods finalised as at 31 December 2012, will consist of:

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- (a) Income tax periods finalised during 1 July 2012 to 31 October 2012 – being the period covered by the extension of the previous MOU (reference 07.014-03), and;
- (b) Actual finalised income tax periods for the period 1 November 2012 to 31 December 2012.

If the option to extend this arrangement to 30 June 2015 is undertaken, payments by Human Services for services provided by the ATO will be made by:

Performance to	Payment by	Performance Target (Finalisations)	Amount (GST excl)
31 December 2014	14 January 2015	42,000	\$3,437,500
23 June 2015	30 June 2015	63,000	\$3,437,500
<b>ANNUAL TOTAL</b>		<b>105,000</b>	<b>\$6,875,000</b>

9.2 Subject to satisfactory performance Human Services will pay the ATO an annual fee not exceeding \$6,875,000 (GST exclusive)

9.3 The ATO will:

- (a) exercise reasonable endeavours to satisfy the Service Levels;
- (b) measure its performance against the Service Levels and report against the Service Levels to Human Services on a monthly basis (unless otherwise agreed by the parties) within 7 business days after the end of each month.

9.4 As part of the Annual Review, the parties will discuss the operation of the Service Level framework over the previous 12 month period, and will negotiate in good faith any variations to the framework that are necessary or desirable to most effectively meet the objectives of this Services Schedule. Any variations will take effect when implemented as an amendment under clause 10 (Change Management) of the Head Agreement.

## 10. Role and responsibilities

10.1 To enable both parties to deliver upon the Services Schedule, both Human Services and the ATO must perform the following roles and responsibilities:

- (a) the provision of all documentation, guidelines, rules, prescribed forms and scripts necessary for the ATO to perform the Services;
- (b) the provision of all information and data necessary for the ATO to perform the Services, in the format reasonably requested by the ATO;
- (c) the prompt provision of policy advice, legal advice or guidance following a request from Human Services;

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- (d) the development of any instruments or delegated legislation required for the implementation or performance of the Program;
- (e) obtaining all FMA Act approvals, authorisations and drawing rights, and any other financial delegations and requirements that either Agency is required to obtain in order to perform the Services.

## 11. Quality Assurance

Where a party identifies a specific situation that impacts on the quality of the Program the other party will take appropriate steps to:

1. Provide full details in the applicable declaration;
2. Rectify the immediate and specific situation; and
3. Implement strategies that mitigate the risk of that situation recurring.

In addition both parties will meet as required to discuss relevant, important and urgent quality assurance matters relating to the LENF Program.

## 12. Additional services

12.1 The parties may agree from time to time that ATO will perform additional services under the terms of this Services Schedule by amending this Services Schedule in writing in accordance with clause 10 (Change Management) in the Head Agreement. Generally, the parties anticipate that the amendments will address:

- (a) the additional services to be provided by ATO and the fees payable by Human Services for those Services;
- (b) the role and responsibilities of the ATO; and
- (c) the timeframe for the services to commence and end.

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## PART D - PROVISION OF THE SERVICES

### 13. Management reporting

The ATO will provide monthly reports to Human Services detailing compliance with the Service Levels identified in 9.1 of this Services Schedule. These reports will be provided no later than close of business 7 working days after the end of each month. The information provided will be based on agreed categories and will be sufficient to measure the progress, quality and quantity of achievements of the LENF Program. The format is outlined below.

#### Service Levels – Human Services each year of this arrangement will:

- In accordance with the collaborative approach to case identification and selection outlined in Item 7, refer a sufficient population of non lodging Child Support customers to support the ATO in finalising the obligations identified in Item 9.1.

#### Service Levels – ATO each year of this arrangement will:

- Seek to enforce a minimum number of income tax year finalisations identified in Item 9.1.

#### Reporting Requirements

- The ATO will in each year of this Arrangement provide mid year progress reports on 15 December and final progress reports on 31 May summarising compliance against the agreed categories and performance standards.
- The final report in each year of this Arrangement will also include:
  - the volume of lodgement obligations in progress; and
  - estimate results that can be directly attributable to the LENF Program and that may be realised within a period of 60 days following 30 June.

### 14. Incident reporting

14.1 Upon becoming aware that an Issue has arisen, as defined in clause 18 (Issue notification and resolution) of the Head Agreement:

- (a) a party must promptly notify the other party; and
- (b) both parties must follow the process set out in clause 18 of the Head Agreement.

### 15. Complaints handling

15.1 If there is a complaint by a member of the public to a party in relation to the Program or the provision of the Services:

- (a) the party receiving the complaint will promptly notify (or as otherwise agreed through regular management reporting mechanisms) the other party in writing of the complaint;

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- (b) Human Services and the ATO agree to work cooperatively in order to pursue the timely resolution of the complaint;
- (c) the party receiving the complaint will be responsible for handling and addressing the complaint;
- (d) subject to any legislative restrictions, both parties will provide all relevant information in its possession or control which is necessary to enable the receiving party to handle and address the complaint in an agreed timeframe; and
- (e) subject to any legislative restrictions, both parties will keep the other informed about its progress in handling and addressing the complaint.

## **16. Internal review**

- 16.1 All internal reviews of decisions made under the Program requested by members of the public will be handled by the ATO and Human Services respectively.

## **17. Administrative review**

- 17.1 All appeals by members of the public of Program decisions will be handled by the ATO and Human Services respectively.

## **18. Excusable delay**

- 18.1 A party will be excused from performing its responsibilities under this Services Schedule to the extent it is prevented from doing so by circumstances beyond its reasonable control, including but not limited to system outages or failures, acts of God, natural disasters, acts of war, riots and strikes outside that party's agency.
- 18.2 Where circumstances described in clause 18.1 arise, the affected party must give notice to the other party as soon as possible, and the parties agree to negotiate in good faith to minimise the impact of any delay on the Services.

## **19. Changes to program and services**

- 19.1 Where either party proposes changes to the Program that will affect the Services, it agrees to consult with the other party in relation to those changes at the earliest point practicable and manage changes in accordance with clause 10 (Change Management) in the Head Agreement.

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## **PART E - INFORMATION MANAGEMENT AND RISK MANAGEMENT**

### **20. Information flows**

#### **20.1 Providing ATO Data**

The Commissioner will arrange for the information identified in Attachment 2: Schedule 1 (**ATO Data**) to be supplied to Human Services in the manner outlined in that schedule.

If – due to a change in circumstances or for any other reason the law no longer allows the Commissioner to disclose any ATO Data or detail/s in it to Human Services, the Commissioner will not make that disclosure.

#### **20.2 Using ATO Data**

Information in ATO Data provided to Human Services must only be used for the purpose of meeting the requirements of this Agreement.

Human Services is responsible for assessing the suitability of that information for those uses, and for immediately notifying the Commissioner if any such function does not or ceases to comply with those purposes.

#### **20.3 Providing Child Support Data**

Human Services will arrange for the information identified in Attachment 2: Schedule 2 (**Child Support Data**) to be supplied to the Commissioner in the manner outlined in that schedule:

#### **20.4 Using Child Support Data**

Child Support data provided to the Commissioner must only be used for the purpose of meeting the requirements of this Agreement.

The Commissioner is responsible for assessing the suitability of that information for those uses, and for immediately notifying Human Services if any such function does not or ceases to comply with those purposes.

### **21. Record keeping and retention**

The record keeping and retention requirements are outlined in clause 26 of the Head Agreement.

### **22. Risk planning**

~~23.1~~ Each party agrees – in carrying out its obligations under this Arrangement – to apply and comply with AS/NZS ISO 3100 -2009 'Risk - Management Principles and Guidelines'

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## PART F - INTERPRETATION

### 23. Definitions

23.1 In this Services Schedule, the following terms have the meaning given below unless the context otherwise requires:

**Annual Review** means the annual review to be conducted by the parties in accordance with the terms of the Head Agreement.

**Business Day** has the meaning provided in the Head Agreement.

**Governance Committee** has the meaning provided in the Head Agreement.

**Head Agreement** has the meaning provided in clause 1.1.

**Head Agreement Contact Officer** means a person specified as a Contact Officer for a party in the Head Agreement.

**Operational Committee** means the committee established under clause 6.3 of this Services Schedule.

**Senior Representative** means, in relation to a party, the person specified as a Senior Representative for that party in Attachment 1 or as otherwise notified by a party to the other party from time to time.

**Services** has the meaning provided in clause 8.

**Service Levels** has the meaning provided in clause 9.

**Services Schedule Contact Officer** means a person specified such for a party in Attachment 1 or as otherwise notified by a party to the other party from time to time.

**Term** has the meaning provided in clause 3.1.

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23-11-'12 08:51 FROM-ATO NATIONAL LSC

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## EXECUTION

SIGNED FOR AND ON BEHALF OF

THE DEPARTMENT OF HUMAN SERVICES BY:



GRANT TIDSWELL, DEPUTY SECRETARY

DATE: Twenty first of November 2012

SIGNED FOR AND ON BEHALF OF

AUSTRALIAN TAXATION OFFICE BY:



CHERYL-LEA FIELD, DEPUTY COMMISSIONER

DATE: Twenty Second of November 2012

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## ATTACHMENT 1 – CONTACT DETAILS

## KEY STAKEHOLDERS

At times other staff may be fulfilling these roles and will be responsible for carriage of this Project. Any changes will be communicated to necessary parties.

## Department of Human Services – Child Support

Function	Name	Contact Details
Deputy Secretary, Service Delivery Operations	Grant Tidswell	Ph: (02) 615 52948 Fax: (02) 615 52095 Mob: 0419 448 509
General Manager, Families and Child Support Smart Centres and MOU Manager	David Mole	Ph: (03) 621 60888 Fax: (03) 621 60898 Mob: 0418 551 078
National Manager • LENF Program Manager and Operational Committee Member	Bill Volkers	Ph: (08) 811 21877 Fax: (08) 811 21899 Mob: 0439 687 031
Business Manager Strategy • LENF Services Schedule Contact Officer and Operational Committee Member	Brenton Halliday	Ph: (08) 811 21879 Fax: (08) 811 21899 Mob: 0439 687 033
Improvement Manager • Alternate LENF Services Schedule Contact Officer and Operational Committee Member	Olga Dalkos	Ph: (08) 820 20306 Fax: (08) 811 21899 Mob: 0402 840 043

## Address for the service of notices

Notices should be addressed in confidence to **Brenton Halliday**

Department of Human Services – Child Support  
GPO Box 1867  
Adelaide SA 5001

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**Australian Taxation Office**

Function	Name	Contact Details
Deputy Commissioner TPALS  MOU Relationship Manager	Cheryl-Lea Field	Ph: (02) 6216 1716  Fax: (02) 6216 1339  Mob: 0419 310 153
Assistant Commissioner  • LENF Program Manager, MOU Manager and Operational Committee Member	Paul Kruspe	Ph: (03) 9275 4108  Fax: (02) 62014482  Mob: 0423 025 962
Project Director  • LENF Services Schedule Contact Officer and Operational Committee Member	Mark Chapman	Tel: (03) 29752929  Fax: (03) 9275 2722  Mob: 0415844388
Program Manager  • Alternate LENF Services Schedule Contact Officer and Operational Committee Member	Julie Wallis	Ph: (08) 742 22838  Fax: (08) 7422 2288  Mob: 0401 710 094

**Address for the service of notices**

Notices should be addressed in confidence to Mark Chapman      Australian Taxation Office  
990 Whitehorse Road  
Box Hill VIC 3128

*Note: Under clause 6, each party appoints the above representatives as its initial representatives. A party can update its representatives by written notice to the other party under clause 6 without having to propose a formal change proposal.*

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## ATTACHMENT 2: DATA EXCHANGE PROTOCOLS

## Schedule 1

Tax Office data will be provided to Human Services in accordance with the following table:

Information Flow	Data	Security classification	Volume	Frequency	Channel/Media
ATO to Human Services	Monthly Reports	For Official Use Only	1 report	Monthly Within 7 business days after the end of each month	Fedlink - secure email link
ATO to Human Services	Governance Report	For Official Use Only	1 report	Twice Yearly: 15 December and 31 May	Fedlink - secure email link
ATO to Human Services	Ad hoc email exchange - ATO to liaise for tracing and address verification at an individual customer level including name, address information as known to ATO	SENSITIVE	Ad hoc	Ad hoc - as required	Fedlink - secure email link
ATO to Human Services	ATO to analyse and categorise the referred population and return details to Human Services. Data includes CSID (Child Support identifier), name and address. Note - TFN NOT included.	SENSITIVE	Estimated volume less than 50,000.	Data transfer of all referred clients commencing week of 16/6/2012.	Fedlink - secure email link.
ATO to Human Services	ATO to analyse and categorise the referred population and return details to Human Services. Data includes CSID (Child Support identifier), name and address. Note - TFN NOT included.	SENSITIVE	Estimated volume less than 50,000.	Identified and accepted BINN data sent to Human Services for identifying Child Support customers. Data transfer is required in batches of less than 50,000 at any one time. Transfers to be an annual event but possibly a twice yearly process.	Fedlink - secure email link.

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## Schedule 2

Child Support data will be provided to ATO in accordance with the following table.

Information Flow	Data	Security classification	Volume	Frequency	Channel/Media
Human Services to ATO	Human Services to identify and refer an initial prioritised population of customers with outstanding income tax year obligations. Data will include TFN and, CSID (Child Support identifier).  Note – TFN IS included.	SENSITIVE	Estimated volume less than 500,000	Bulk should be an annual event, possibly once but not more than quarterly.  Initial population should be sent to ATO by 1 July each year.	Encrypted CD-ROM delivered in satchel by hand  Once satchel is received ATO send an e-mail confirming receipt and Human Services to turn provide the password separately to ATO by email  Or alternative method if agreed by both parties)
Human Services to ATO	Human Services to sort and refer a new prioritised opportunity pool of Child Support customers with outstanding income tax year obligations. Data will include full name, last known address and contact number, CSID (Child Support identifier). Note – TFN IS re-included.	SENSITIVE	Estimated volume less than 50,000 at a time	Ad hoc – as required	Edlink – secure email link.
Human Services to ATO	Ad hoc email exchange – Human Services to provide tracing and address verification at an individual customer level including name – using Child Support data.	SENSITIVE	Ad hoc	Ad hoc – as required	Edlink – secure email link

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