

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE**

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

**Topic:** Child Support

**Question reference number:** HS 33

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 17 April 2015

**Number of pages:** 1

#### **Question:**

- a) Have Intensive Collections Officers (ICO) been diverted from their normal management of debt duties to take mainstream phone calls?
- b) How many ICO staff have been diverted and what percentage of their weekly hours are now spent on mainstream calls?
- c) What impact has this diversion of resources had on the levels of debt collection and/or debt write off's?

#### **Answer:**

- a) and b) All Child Support Service Officers are responsible for answering customer enquiries received through the 13 12 72 phone line and addressing outstanding debt with customers on every call where debt exists on a case. On average, Child Support Intensive Collection Services Service Officers are rostered to answer inbound mainstream calls for about 2 hours per day.
- c) The department continues to meet all Child Support Programme Budget Statement Key Performance Indicator measures for collection and debt.