

Child Support – Proposed Service Delivery Model

1. The Customer Journey

A central aspect of the model is the incorporation of the desired customer experience at its core. The diagram above illustrates the journey parents embark on when they commence their relationship with the Child Support Program, following separation or the birth of a child. A central tenet of the model is that the majority of Child Support customers are able, and should be encouraged, to make and manage their own arrangements for the financial and emotional support of their children post separation. The role of the Program then is to help facilitate and support this, in partnership with relevant Family Law service providers, with the goal of establishing long term, sustainable arrangements that are appropriate to customers' circumstances, and cost effective for the Program to administer.

The three key elements to a satisfactory and cost effective customer experience are:

- **Assessment** – that an *accurate* assessment of Child Support, based on *both* parents' circumstances and capacity to pay, is in place
- **Payment** – that a mechanism for the payment of child support between the parents is in place. All payment methods should be *appropriate and sustainable* for the parents' circumstances - and as cost effective as possible. The preferred approach is for parents to pay their child support privately; the overriding factor is that the mechanism be suitable and sustainable from the customers' perspective.
- **Relationship** – that as far as possible parents have an effective, constructive relationship with each other, and with the Program. The absence of such a relationship is a key factor in the degree and number of disputes that arise between parents, and between a parent and the Program, with regard to their child support arrangements, and is a significant contributing factor to parents failing to pay child support.

A significant majority of customers successfully establish and maintain all three of these elements, and so experience the *mainstream* customer journey. The model provides for services that support customers as they progress along the mainstream path, but also for tailored services for customers who experience difficulties or issues that impact or interrupt any or all of the three elements above.

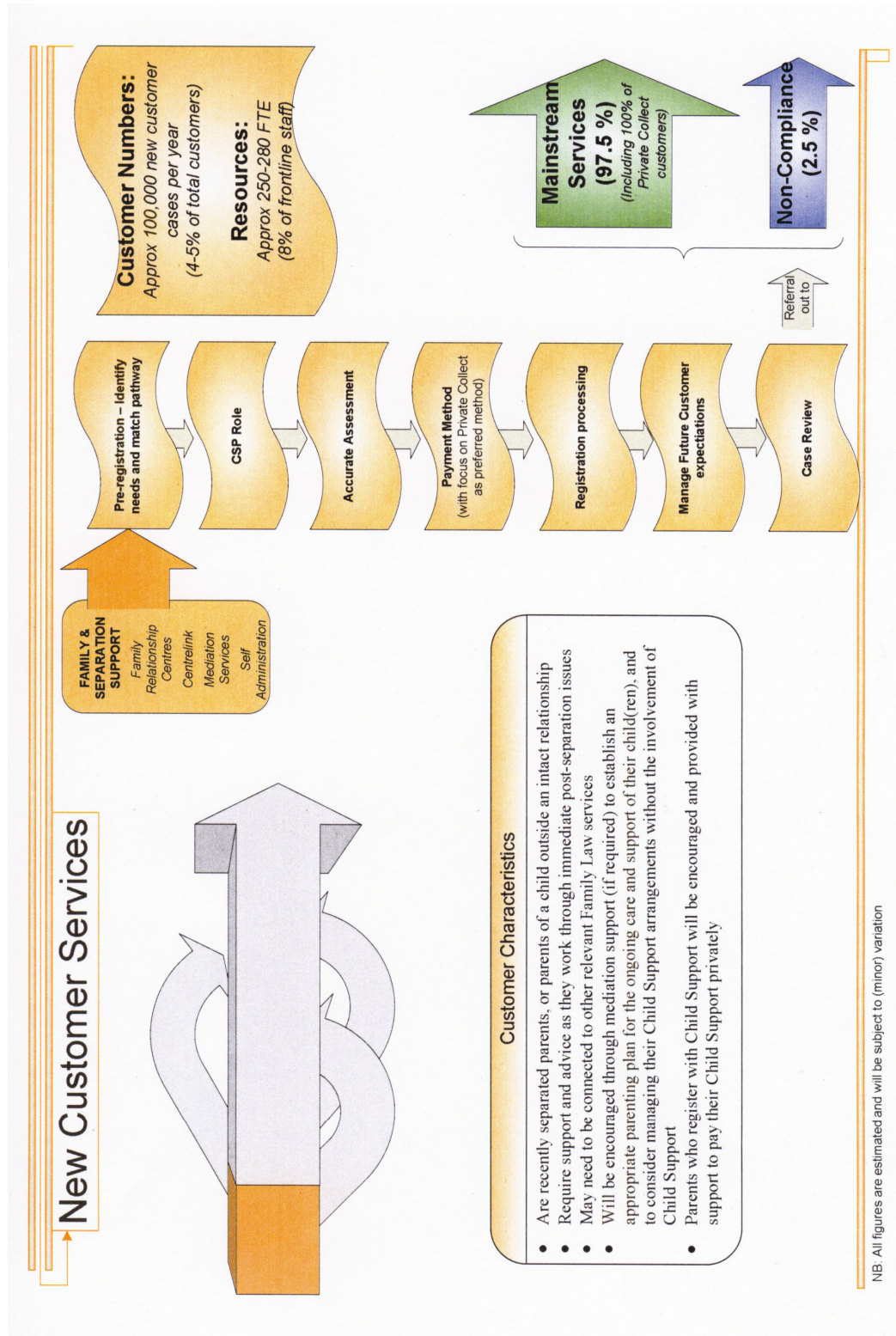
Customers will have their needs and issues assessed at each interaction, with customers with particular needs or meeting specific criteria escalated to the appropriate internal service area early so as to maximise the probability of resolving their issues and returning them to mainstream as quickly as possible. However only customers with particular needs or meeting explicit escalation criteria will be referred in this manner; most customers will receive ongoing real time support throughout the life of their case.

2. Proposed Service Delivery Model

The Proposed Service Delivery Model is based on a series of National Business Lines around each service offer, each of which would provide specific services in response to particular needs and life events.

The following section contains a series of diagrams and summaries that describe each business line in more detail.

NEW CUSTOMER SERVICES



Core Philosophy

The core philosophy of the New Customer Services business line is that newly separated parents need support and advice in establishing appropriate and sustainable arrangements for the financial support of their children following separation. The assumption in the model is that the early investment of time in ensuring that both parents have a good understanding of the basis of the child support assessment and that they have access to appropriate referral services will prevent future confusion and potential non compliance. It is premised on the notion that an investment in supporting customers negotiate post-separation arrangements with each other – through connections with and referrals to appropriate Family Law service providers – will result in improved, more sustainable long term child support arrangements, and in better outcomes for children. A key focus of the business line is the encouragement and support of customers establishing private arrangements for the payment of child support wherever possible.

Service(s) being offered

- Essential Services
 - An initial assessment of customer circumstances and needs, and connection/referral to an appropriate Family Law service provider
 - Advice and support in understanding of child support responsibilities and options
 - Preparation and registration of an initial assessment of child support
 - Establishment of appropriate mechanism for collection and payment of child support between the parents, with a focus on private collect as the preferred option wherever possible, and
 - Referral of customer to appropriate internal services.

Business Functions required within Business Line


New customer registration teams

Customer/Business Outcomes

- Customers engaged and informed of their Child Support responsibilities and options
- An appropriate, cost effective and sustainable arrangements for the collection and payment of Child Support in place
- Customers referred to appropriate internal services as / when required
- Customers connected to relevant Family Law service providers and receiving support in negotiating their post separation affairs
- Customers referred to appropriate internal services as / when required

Key Strategies

- Customer Needs Assessment Model to provide an upfront assessment of customer needs and match appropriate products/services to support customer 'readiness' for child support. This includes: self-support, care arrangements, post separation relationship support
- Stronger emphasis on parental self reliance by encouraging parents to work through post separation issues prior to registering for child support and to utilise the 'reasonable maintenance action' period before Family Tax Benefit entitlements are impacted

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- Private collection as the preferred collection option where appropriate, or salary deductions as the preferred payment option for Program collect customers
 - Increasing self service through CSAonline, and
 - Quickly identifying at risk compliance customers and streamlining their referral to debt/enforcement business lines.