Restricted service customer options (CS) 277-09080000

Background

This document outlines information to support Personalised Services (PS) staff in managing customers who demonstrate continued unreasonable conduct in their interactions with Child Support. It outlines specific processes to be followed in moving customers into a Restricted Service Arrangement. Links on this page may be unavailable to external audiences.

Work is ongoing to align work practises for Restricted Servicing Arrangements across the Department of Human Services. For information about the department's current framework refer to Restricted Servicing Arrangements.

On this Page:

Authorised representative

Authorisations and delegations

Contents

Related links

Authorised representative

The guidelines are also to be applied for authorised representatives who demonstrate continued unreasonable conduct in their interactions with Child Support. Where a representative is not acting in the best interest of the customer, Child Support are not bound to accept that person as an authorised representative.

For more information see the Child Support Guide 6.3.6: Customers authorised representatives.

Authorisations and delegations

National Manager, Quality and Customer Complaints

The approving officer for decisions to restrict a customer's service.

The approving officer for decisions to retain or update a restriction to a customer's service

Personalised Services Service Manager, Quality and Customer Complaints

The approving officer for decisions to remove a restriction to a customer's service.

For more information about authorisations and delegations, see Child Support Services, Delegations and Authorisations.

Contents

Restricted service for a Child Support customer

Reviewing a restricted service for a Child Support customer

Related links

Blueprint documents

Change of assessment in special circumstances (CS)

Contact with Child Support customers

Customer Management Approach (CMA) for Child Support

Documenting Child Support information in Cuba

Handling mail received in Child Support

Letters for Child Support customers

Online access to Child Support

Personalised Services (CS)

Proof of identity (POI) for Child Support customers

Process Helps

Letters Cuba Process Help

Personalised Services Cuba Process Help

Sensitive issue management Cuba Process Help

Window Helps

Client Profile Window Help

Communication Window Help

Customer Management Plan Overview Window Help

Letter Details Window Help

Process Summary

This page contains a summary of the process for managing customers who demonstrate continued unreasonable conduct in their interactions with Child Support.

Flowchart

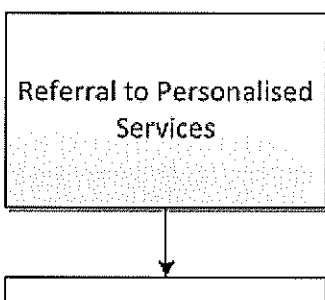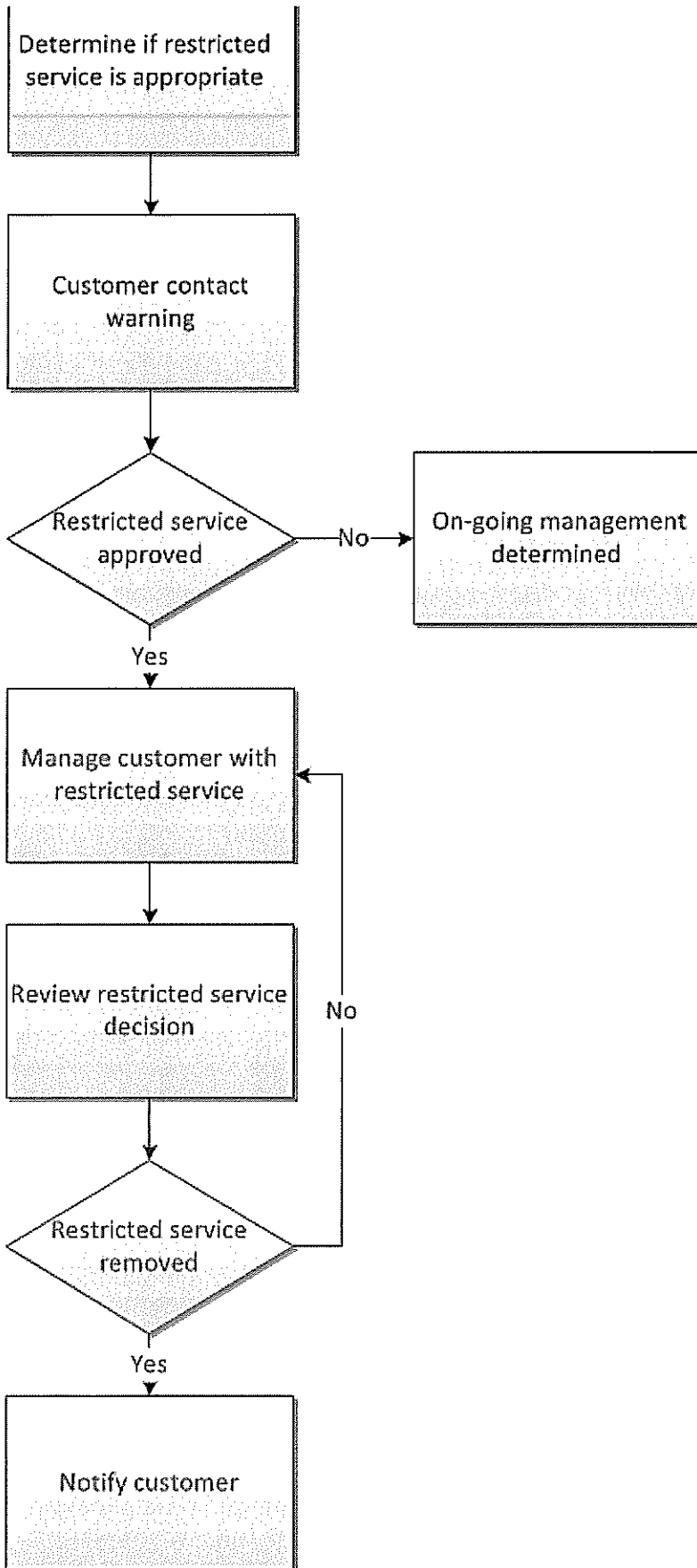## Restricted service customer options (CS)

This image provides a summary of the process for dealing with customers who demonstrate continued unreasonable conduct in their interactions with Child Support.

Note: a text based version of this process is located within the Procedures listed in the Contents here.

Referral to Personalised Services

```
┌─────────────────────────┐
│  Determine if restricted │
│  service is appropriate  │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│    Customer contact      │
│       warning            │
└─────────────────────────┘
             │
             ▼
        ◇ Restricted service ◇ ──No──▶ ┌──────────────────────┐
        ◇    approved       ◇          │ On-going management  │
                                       │     determined       │
             │                         └──────────────────────┘
            Yes
             ▼
┌─────────────────────────┐
│  Manage customer with   │◀───┐
│   restricted service     │    │
└─────────────────────────┘    │
             │                  │
             ▼                  │
┌─────────────────────────┐    │
│ Review restricted service│   No
│        decision          │    │
└─────────────────────────┘    │
             │                  │
             ▼                  │
        ◇ Restricted service ◇─┘
        ◇     removed        ◇
             │
            Yes
             ▼
┌─────────────────────────┐
│     Notify customer      │
└─────────────────────────┘
```

References

This page contains policy and legislation.

Policy

The Child Support Guide 6.3.6: Customers authorised representatives

Legislation

> Links to the Comlaw site now point to a 'Series' page which lists all available historical versions. Select 'Current' and then navigate to the appropriate legislative reference(s) listed below.

Child Support (Registration and Collection) Act 1988

Resources

This page contains links and tools relating to Child Support restricted service customer options. Some links on this page are unavailable to external audiences.

Macros

Restricted Servicing Arrangement customer reporting

Letters

Personalised Services Confirmation of first call

Restricting your service options

Service options no longer restricted

Restricted Services Final Warning Letter

Restricted Services Appointment Letter

Checklist

 Review Interview Checklist

Templates

 Restricted Services Recommendation Submission template