

Restricted service for a Child Support customer 277-09080010

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.

Authorised representative

The guidelines are also to be applied for authorised representatives who demonstrate continued unreasonable conduct in their interactions with us. Where a representative is not acting in the best interest of the customer, we 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

See the [Background](#) page in Child Support restricted Service customer options for information about authorisations and delegations.

Related links

[Restricted service customer options \(CS\)](#)

[Reviewing a restricted service for a Child Support customer](#)

Process Summary

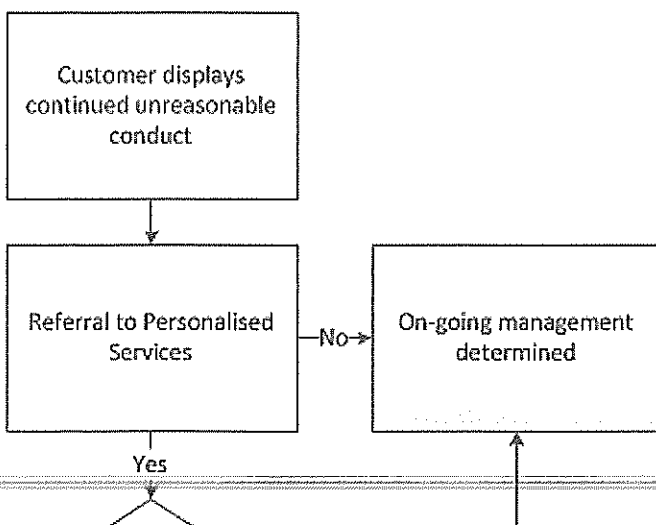
This page contains a summary of the process for managing customers who demonstrate continued unreasonable conduct in their interactions with Child Support.

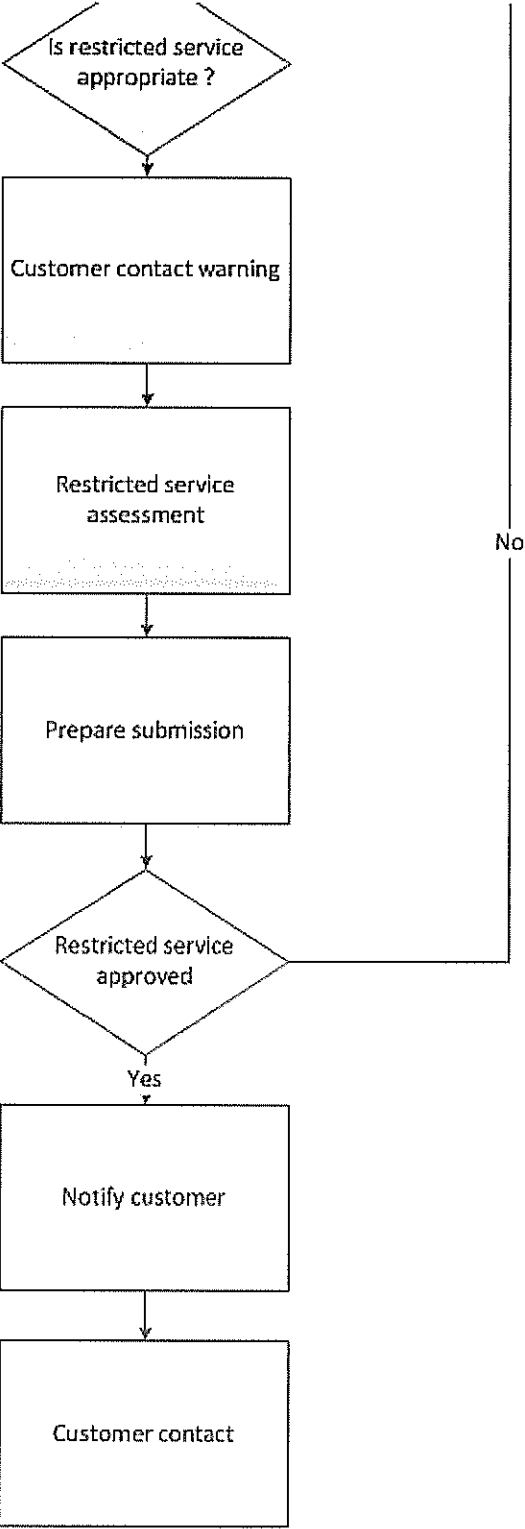
Flowchart

Restricted service for a Child Support customer

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 [here](#) .





Process

This page contains information to support Personalised Services (PS) staff in managing restricted service customers.

When restricted service is appropriate

Determining if the restricted service option is appropriate

This table describes the process of determining whether the option of restricted service is appropriate for a customer.

Item	Description
1	<p>The restricted service option + Read more ...</p> <p>Where a customer has displayed continued <u>unreasonable conduct</u> , limiting the customer's contact with the department may be appropriate. This may include the withdrawal of face to face and/or phone interactions.</p> <p>A customer's challenging conduct may not be unreasonable given their individual circumstances. For conduct to be unreasonable, it must clearly exceed the normal stress of the situation demonstrated by a customer when they bring a complaint to the department.</p>
2	<p>Ongoing Personalised Services management + Read more ...</p> <p>A customer must be managed by PS prior to restricting a customer's service options. If the customer is not managed by PS see Customer referral guidelines for Child Support staff .</p> <p>If a customer continues to contact Child Support inappropriately and we have exhausted all resolution options identified within the CMP, it may be appropriate to restrict the customer's service options.</p> <p>Discuss any incident of inappropriate or aggressive behaviour with the PS Service Support Manager. The PS Service Support Manager will:</p> <ul style="list-style-type: none"> • refer to Local Response Guidelines , Security incident reporting , Emergency Event Procedures or any other relevant guidelines for an immediate course of action • ensure all staff involved in the incident are supported and details of the incident are recorded <p>Refer to the customer aggression landing page for guidance on support tools and reporting requirements.</p>
3	<p>Determine if restricting service is appropriate + Read more ...</p> <p>Restricting a customer's access to any of Child Support's service delivery options should be made only where the customer continues to display conduct such as:</p> <ul style="list-style-type: none"> • unreasonable persistence, i.e. makes repeated unnecessary contact • unreasonable demands • unreasonable lack of co-operation • unreasonable arguments, or • unreasonable behaviour i.e. is consistently abusive or threatening, makes comments of an overt sexual or personal nature or causes damage or threatens to cause damage to the property of the Department of Human Services <p>Note: conduct may be verbal, in writing or in person (counter).</p> <p>Some challenging customer conduct may not be unreasonable given the individual circumstances of the case. Consider:</p> <ul style="list-style-type: none"> • the merits of the case • the circumstances of the case, including: • does the customer have the health, intellect, education, language, financial and social resources required to cooperate and meet the requirements of the complaint process? • any legislative issues that may limit our responses to a customer's issues

- if the customer's conduct is in proportion to the level of their issue or concern, or
- the customer's responsiveness to our attempts to manage their behaviour

Note: the decision to restrict a customer's interaction with Child Support should only be made after **all** other reasonable avenues of service and administrative review options have been exhausted and the customer continues to display unreasonable conduct.

Some conduct is unreasonable and unacceptable under any circumstances. This includes conduct that involves:

- overt anger
- aggression
- violence, or
- assault

Consideration about restricting services to these customer's needs to be made swiftly after consultation with a PS Service Support Manager.

Where an immediate threat of violence is apparent, see the Security Incident Management Guideline .

Note: restricting a customer to written contact is not appropriate for customers with:

- literacy issues
- the vision impaired, or
- those unable to prepare and/or send written material

Restricted customer contact warning (PS Service Officer)

Providing a verbal warning and sending a warning letter

This table describes the process of verbally warning a customer and sending a warning letter, prior to restricting service.

Step	Action
1	<p>Restricted customer contact warning (PS Service Officer) + Read more ...</p> <p>Before restricting the customers, provide a verbal warning and manually send a Warning letter to the customer.</p> <ul style="list-style-type: none"> • First ask the customer to refrain from displaying unreasonable behaviour. Remind them that we ask customers to be respectful and courteous to staff and other customers. • If the unreasonable behaviour continues provide a verbal warning that the department may impose service restrictions. Explain to the customer the impact of their behaviour. For example, if they are shouting and using offensive language, it is difficult to focus on their concerns and provide a response. Advise the customer of the Department's service commitments. • When documenting the conversation, record that a verbal warning was provided. • Issue a warning letter if the customer's inappropriate behaviour continues in subsequent calls; or the customer indicates they will not moderate their behaviour. • A warning letter can also be issued when a verbal warning cannot be provided due to the customer's behaviour or the customer is self-imposed write only.

Create a MX-01 Unique letter using text from the [UQ170.02 - Restricted Services Final Warning](#) letter via the [Letter Details](#) window. See [Letters Cuba Process Help](#) :

- select **print local**
- ensure the front page is printed on letter head
- insert sufficient spaces between the end of the letter text and the General Manager's signature so the signature block prints on a new page, and
- dispose of the last page with the General Manager's signature

Note: do **not** send the **Warning** letter through Cuba as the General Manager's signature cannot be replaced with the PS Service Support Manager's signature.

The PS Service Support Manager **must** approve and sign the **Warning** letter.

Prior to sending the letter:

- the PS Service Manager **must** :
 - approve the warning letter and document their approval in the letter notepad
- the PS Service Support Manager then pastes a copy of the letter in the PS stacking document in the [Communication](#) window. See [Personalised Services Cuba Process Help, create a PS stacking document](#)
- send an email titled 'CSID xxxxxxxx Warning letter issued on dd-mm-yyyy' to [QCC National Mailbox](#)

If the customer no longer demonstrates the unreasonable behaviour continue to manage them in accordance with Personalised Services. If all issues included in the Personalised Services Plan are resolved, the customer can be transferred out of Personalised Services.

Restricted access options (PS Service Officer)

Options for restricting customer contact

This table describes information regarding the various options for limiting customer contact with Child Support.

Step	Action
1	<p>Options for restricting customer contact (PS Service Officer) + Read more ...</p> <p>Customer contact may be limited in the following ways:</p> <ul style="list-style-type: none"> • specifying the time a customer can make contact • limiting contact to new issues only • limiting contact to specific staff and/or • limiting a customer's method of contact <ul style="list-style-type: none"> ◦ contact through a representative only ◦ withdrawal of face to face interactions ◦ contact via CSAOnline services only, or ◦ contact restricted to written correspondence only (not to contact staff by telephone) <p>Note : for exemption considerations see A reprieve during a service restriction period table.</p>
2	<p>Specifying the time a customer can make contact + Read more ...</p>

Specifying the time a customer can contact Child Support is a service delivery restriction used in response to customers exhibiting unreasonable persistent contact. It limits phone interaction to specific times of the day and/or specific days of the week.

3

Limiting contact to new issues only + [Read more ...](#)

Restricting contact to new issues only is a service delivery restriction used in response to customers repeatedly re-raising issues which have been comprehensively addressed. Prior to considering this option:

- comprehensively examine the issues, and
- ensure that the Personalised Services Confirmation of first call letter has been issued to the customer outlining all the issues raised, the outcomes and all available options.

4

Limiting contact to specific staff + [Read more ...](#)

Limiting customer's contact to specific staff is a service delivery restriction used for customers who demonstrate unreasonable persistence and demands with multiple staff.

Customers who wish to have a face to face interaction may contact their single point of contact before attending a counter service.

5

Limiting a customer's method of contact + [Read more ...](#)

Contact through a representative only

A customer may be required to contact Child Support through a representative, except in the course of the Change of Assessment (COA) process. For more information see A reprieve during a service restriction period table.

Contact by telephone only

The withdrawal of face to face services is an imposed service delivery restriction used in response to ongoing unreasonable customer conduct during face to face interactions. This restriction removes the option of all face to face interactions with the department.

Contact via Child Support Online account only

Customer contact via Child Support Online account only is a service delivery restriction used to limit the customer's written interactions with Child Support to online services. This may be used in response to customers demonstrating unreasonable persistence and/ or unreasonable demands. See Online access to Child Support .

This service restriction may be used in conjunction with other service restrictions and may be restricted if used inappropriately for example, numerous pieces of online correspondence, inappropriate content, unrealistic response demands etc.

Contact restricted to written correspondence only

Customer contact via written correspondence only is a service delivery restriction used in response to ongoing unreasonable customer conduct. It limits all customer interaction to written correspondence only, except in the course of the COA process or other specialist action. For more information, see the exemption consideration at Determine if restricting service is appropriate and A reprieve during a service restriction period table.

An additional service restriction can be imposed to immediately transfer a customer's call to an IVR message on 02 8633 4020 (extension 404020). This is used when customers repeatedly make phone contact despite restrictions and their behaviour is highly offensive, aggressive or unreasonable. This message reminds them of their service restriction and appropriate methods of contact. No further explanation is required prior to transferring the customer to the IVR message.

Customers who **request** special contact arrangements differ from those with imposed restricted service options. If a customer has requested all communication with Child Support is to be in writing, and they are **not** a customer with a service restriction, update the **Special Contact Field** in the Client Profile window to 'Cust. Requests comms to be in writing'. Do **not** use the words 'write only' for customers who request special contact arrangements.

Customer restricted service assessment (PS Service Officer)

Imposing a service restriction

This table describes information regarding the considerations when determining if a service restriction will be imposed on a customer.

Step	Action
1	<p>Customer restricted service assessment (PS Service Officer) + Read more ...</p> <p>If a customer continues to display unreasonable behaviour after receiving the Warning letter, a service restriction may be imposed.</p> <p>Use the <u>Restricted Services Recommendation Submission</u> template to record a comprehensive appraisal of the case using information in the PS stacking document in the <u>Communication</u> window and the <u>Customer Management Plan Overview</u> window. See <u>Personalised Services Cuba Process Help, create a PS stacking document</u></p> <p>Save the draft Restricted Services Recommendation Submission template in the Restricted Service folder in the QCC share drive. (QCC share drive/personalised services/restricted services/draft RS submissions and decision letters) titled 'CSID xxxxxx Recommendation Submission dd-mm-yyyy'.</p> <p>Consider:</p> <ul style="list-style-type: none"> • reasons for proposing customer service restrictions • details of the customer's behaviour • the reason for considering customer conduct to be unreasonable • impacts of this behaviour on staff and the department • outstanding or sensitive issues and prior options provided to the customer (including any impacts the restriction may have) • impacts on internal and external customers • type of restriction to be imposed • contact arrangements while restrictions are in place, and • timeframe for service restriction (usually 6 months, if the case is ended the restriction may be in place for up to 12 months) <p>Restrictions greater than six months</p>

There may be exceptional circumstances when the National Manager may approve a service restriction for a period greater than six months.

Note: Department of Human Services security must be consulted by the PS Service Support Manager during the Restricted Service submission and approval process when the recommendation is to extend the duration of the restricted service for customers who are deemed to be a risk to Human Services staff or Commonwealth property.

2

Discuss with Service Support Manager + [Read more ...](#)

Discuss the following:

- effect of the customer's behaviour, including:
- staff safety
- disruption to services
- case workload, and
 - any impact on the other customer/s in the case, and
 - previous action taken on the case to address the issues

Note : restrictions are Department of Human Services wide and the impacts to the customer of the restrictions across the programs need to be considered.

Document in the Personalised Services Cuba Process Help, create a PS stacking document in the Communication window the:

- process for restricting the customer's service has commenced
- Restricted Services Recommendation Submission template has been saved in the QCC share drive, and
- Service Support Manager's advice on the restricted service recommendation

3

Update submission and write draft decision letter + [Read more ...](#)

After discussion with the Service Support Manager:

- update the Restricted Services Recommendation Submission template, if required
- save the updated Restricted Services Recommendation Submission in the QCC share drive titled 'CSID xxxxxx Recommendation Submission dd-mm-yyyy'
- save the Restricting your service options letter to the QCC share drive as document titled 'CSID xxxxxx CS Impose Extend Restriction letter dd-mm-yyyy'
- when drafting the letter, if the decision is to impose a ' contact restricted to writing correspondence only ' restriction, ensure any references made for the customer to call Child Support are removed.

Note : the Restricted Services Recommendation Submission and CS Impose Extend Restriction letter if required is pasted into Cuba once the decision is made by the National Manager (NM) Quality and Customer Complaints.

4

Prepare the restricted service submission email for approval + [Read more ...](#)

Attach the:

- Restricted Services Recommendation Submission template
- draft Restricting your service options letter, and
- **Warning** letter issued to the customer

Email the Restricted Services Recommendation Submission and Restricting your service options letter to the Team Leader.

Update the Personalised Services Cuba Process Help, create a PS stacking document in the [Communication](#) window to record the restricted service submission has been sent to the team leader for approval.

Note: in exceptional circumstances, a Restricting your service options letter may not be sent to a customer. The reason for not sending the letter must be included in the Restricted Services Recommendation Submission by the PS Service Officer along with evidence to support the recommendation prior to seeking approval from the National Manager Quality and Customer Complaints.

A reprieve during a service restriction period

Considering a reprieve during a service restriction period

This table describes information regarding the considerations when determining if a service restriction should be lifted.

Step	Action
1	<p>A reprieve during a service restriction period + Read more ...</p> <p>In managing a customer with a restricted service consideration must be given to any impact on providing those customers with procedural fairness, particularly customers subject to Change of Assessment.</p> <p>The 'contact restricted to writing correspondence only' restriction and the 'contact via an authorised representative only' restriction will not apply when the customer is involved in the COA process. For COA applications, the PS Service Officer should:</p> <ul style="list-style-type: none"> • liaise with the COA team and /or COA Service Officer when an application is received • consult their team leader to establish clear parameters and expectations • advise the customer of these parameters and expectations in writing via a MX0-1 Unique Letter, see Letters Cuba Process Help, create a unique letter , and • ensure all other information relevant to the COA process is sent in the usual manner <p>For more information see Change of assessment in special circumstances (CS) .</p> <p>Consideration for a reprieve may also be necessary in the following:</p> <ul style="list-style-type: none"> • income reconciliation • Capacity to Pay • lodging verbal objections, or • other high impact decision making processes

Restricted service recommendation approval

Approvals required for approval of restricted service recommendation

This table describes information regarding the approvals required for imposing service restrictions on a customer.

Step	Action
1	<p>PS Service Support Manager approval + Read more ...</p>

PS Service Support Manager must:

- check, amend where appropriate and approve the [Restricted Services Recommendation Submission](#) and the draft [UQ170.00 - Restricting your service options letter](#)
- if required, replace the existing copy with an updated copy of the Restricted Services Recommendation Submission and/or letter in the QCC share drive
- email the approved Restricted Services Recommendation Submission to the PS Service Manager, copy the PS Service Officer, and
- update the PS stacking document in the [Communication](#) window to record that the restricted service submission has been approved by the team leader and forwarded to the Operations Manager for approval. See [Personalised Services Cuba Process Help, create a PS stacking document](#)

2

PS Service Manager approval + [Read more ...](#)

The PS Service Manager will discuss the recommendation with the PS Service Support Manager and:

- email the [Zone RSA Contact Network](#) to notify the details of the proposed RSA
- check, amend where appropriate and approve the Restricted Services Recommendation Submission and draft CS Impose Extend Restriction letter, and
- email the approved Restricted Services Recommendation Submission and CS Impose Extend Restriction letter to the National Manager Quality and Customer Complaints, via the [Customer Review Approvals](#) mailbox, and send a copy to the PS Service Support Manager and PS Service Officer

The PS Service Officer must:

- update the PS stacking document in the [Communication](#) window to record the date the restricted service submission was approved by the PS Service Support Manager and forwarded to the NM for approval

If the PS Service Manager has changed the [Restricted Services Recommendation Submission template](#) and/or the draft CS Impose Extend Restriction letter, paste a copy of the updated submission and/or letter in the QCC share drive.

3

National Manager approval + [Read more ...](#)

The National Manager, Quality and Customer Complaints is authorised to impose customer contact restrictions.

The National Manager will:

- check and approve the Restricted Services Recommendation Submission and the draft [UQ170.00 - Restricting your service options letter](#) (CS Impose Extend Restriction), or
- discuss the matter with the PS Service Manager if further information is required or the decision is to not impose a service restriction.

If the National Manager's decision is to:

- not restrict the customers service, see [Step 2 of the Restricted service decision table](#), or
- restrict the customers service, see [Step 3 of the Restricted service decision table](#)

Restricted service decision

National Manager decision and authorisation

This table describes information regarding National Manager authorisation for all service delivery restrictions.

Step	Action
1	<p>Restricted service decision (National Manager) + Read more ...</p> <p>The National Manager, Quality and Customer Complaints, must authorise all decisions to impose customer service delivery restrictions.</p>
2	<p>No restriction of service placed on customer + Read more ...</p> <p>If the decision is to not impose a service restriction, the National Manager will:</p> <ul style="list-style-type: none"> • discuss the ongoing contact arrangements with the PS Service Manager • email the PS Service Manager, PS Service Support Manager and PS Service Officer with their refusal to impose a service restriction providing • the details of the decision including the reasons for their decision, and • the ongoing contact arrangements for the customer <p>The PS Service Officer will:</p> <ul style="list-style-type: none"> • paste a copy of the decision, Restricted Services Recommendation Submission template and ongoing contact arrangements in the PS stacking document in the Communication window. See Personalised Services Cuba Process Help, create a PS stacking document • delete the draft Restricted Services Recommendation Submission template and CS Impose Extend Restriction letters from the QCC share drive <p>The customer will continue to be managed by a PS Service Officer. If the customer's unacceptable behaviour continues the PS Service Officer should review the case again for reconsideration of the restricted service option.</p> <p>Return to The restricted service option table.</p>
3	<p>Restriction of service placed on customer (National Manager) + Read more ...</p> <p>If the decision is to impose a service restriction, the National Manager will:</p> <ul style="list-style-type: none"> • email the PS Service Manager, PS Service Support Manager and PS Service Officer the approved service restriction including the: • date of review of this decision (usually 6 months from date of decision with an informal review to be conducted at 90 days) • Restricted Services Recommendation Submission template, and • CS Impose Extend Restriction letter, including any changes if required
4	<p>Record restricted service conditions in Cuba (PS Service Officer) + Read more ...</p> <p>The PS Service Officer will:</p> <ul style="list-style-type: none"> • paste the Restricted Services Recommendation Submission template and the emailed NM approved decision, including specific contact arrangements and/or

conditions, in the Personalised Services Cuba Process Help, create a PS stacking document in the Communication window

- document a summary of the decision to restrict the customer's service in the Client Profile window in a new notepad headed 'Special contact Arrangement', see Documenting child support information in Cuba , including
 - the details of the decision
 - the specific contact restriction
 - the review date as determined by the National Manager, and
 - reference to the location of the Personalised Services Cuba Process Help, create a PS stacking document where the approved Restricted Services Recommendation Submission has been pasted
- update the Client Profile window including:
 - the sensitive issues indicator to **PS Ongoing Mgt**
 - the **Special Contact details** to one of the following
- Restricted Service-times of contact, or
- Restricted Service-CM/team leader contact only, or
- Restricted Service-written comms only, or
- Restricted Service-no F2F service, or
- Restricted Service-must use rep only, or
- Restricted Service-new issues only, or
- Restricted Service-Trf ALL calls 404020, 02 8633 4020
- update the customer's CMP
- update the PS customer segment to Segment 3R and record customer segment in the **Trigger details** in the Customer Management Plan Overview window included RSA category and review date
- update the PS database including the customer's segment
- email the details of the decision to CSA CRQI National using the Restricted Servicing Arrangement customer reporting macro
- check the residential address of the customer, considering any impact the restricted service may impose on face to face services in the customer's location, and if required
- notify the PS Program Manager to liaise with the Department of Human Services restricted service contact person to determine department wide restrictions

A Sensitive Issue Indicator intray will auto generate with a due date of 6 months when a sensitive issue is selected in the Client Profile window. If the National Manager has approved the restriction for greater or less than 6 months, update the sensitive issue indicator to the approved date.

5

Update the register (PS Program Manager) + Read more ...

The PS Program Manager will:

- send an email to the relevant Service Zone customer conduct management contact and the Customer Conduct Management Team to notify them of the service restriction
- update the restricted service register.

Notify customer (PS Service Officer)

Notifying the customer of the service restriction decision

This table describes information regarding the process when notifying the customer of the decision to impose a service delivery restriction.

Step	Action
1	<p>Notify customer (PSCM) + Read more ...</p> <p>Cuba will not automatically generate letters to advise the customer of the decision to restrict their service options.</p> <p>Manually send a copy of the approved UQ170.00 - Restricting your service options (CS Impose Extend Restriction) letter with the National Manager's signature. See Letters for Child Support customers .</p> <p>Create a MX-01 Unique Letter via the Letter Details window, see Letters Cuba Process Help :</p> <ul style="list-style-type: none"> • attach a copy of the UQ170.00 - Restricting your service options (CS Impose Extend Restriction) letter • insert sufficient spaces between the end of the letter text and the General Managers signature so the signature block prints on a new page • select central printing and set to deleted status • record in the unique letter notepad "Unique letter sent central by PS Service Officer xxx" recording the Service Officers name • ensure the front page is printed on letter head, and • dispose of the last page with the General Managers signature <p>Note: do not send the CS Impose Extend Restriction letter through Cuba as the General Manager's signature cannot be replaced with the National Manager's signature.</p> <p>Paste a copy of the CS Impose Extend Restriction letter in the Personalised Services Cuba Process Help, create a PS stacking document in the Communication window.</p> <p>Delete all draft CS Impose Extend Restriction letters and Restricted Services Recommendation Submission template from the QSRRCR share drive.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Where a customer has a restricted customer service option limiting them to written correspondence only, remove any reference requesting the customer to contact us. For example, 'please call us on 131272 to discuss'.</p> </div>
2	<p>Notify external stakeholder + Read more ...</p> <p>Where there are sensitivities relevant to Ombudsman, Ministerial or Office of Parliamentary Council escalations, a copy of the decision must be forwarded to that business area for information.</p> <p>Email to:</p> <ul style="list-style-type: none"> • Complaints • Central Ombudsman • Compensation • Ministerial

Restricted services customers who contact Child Support

Customer contacts Child Support outside the service restriction arrangements

This table describes information regarding the process when a restricted services customer contacts Child Support outside the service restriction arrangements.

Step	Action
1	<p>Restricted services customers who contact us + Read more ...</p> <p>It is not illegal for the customer to pursue communication with Child Support against the terms of their service restriction arrangements e.g. presenting at a counter when face to face contact has been restricted.</p>
2	<p>Restricted services customers who attend the counter + Read more ...</p> <p>When a customer attends a DHS Service Centre and they have an RSA in place such as 'withdrawal of face to face interactions', the customer will be reminded they are on a restricted servicing arrangement and will be asked to vacate the office.</p> <p>Service Centre counter staff must not provide the PS Service Officer's full name or direct telephone number to the customer.</p> <p>If the customer refuses to leave the premises refer to Local Response Guidelines .</p> <p>Where any immediate threat of violence is apparent staff must refer to Security incident reporting .</p>
3	<p>Written correspondence restricted service customers who contact Child Support by telephone - When the customer enters their CSID + Read more ...</p> <p>Customers with a services restriction are only managed by PS. If a customer with a service restriction telephones and enters their CSID, they will be routed to the PS queue to their PS Service Officer or to another PS Service Officer if the case manager is unavailable.</p> <p>The PS Service Officer will:</p> <ul style="list-style-type: none"> • establish POI, Note: do not enter into further conversation with the customer until POI is established, see Proof of identity (POI) for Child Support customers, and • check the Special Contact details to confirm the type of restricted service and check the client profile window for more information on the service restriction in place <p>Note: if the service restriction states - Restricted Service-Trf ALL calls x404020, 02 8633 4020:</p> <ul style="list-style-type: none"> • do not engage the customer • transfer the call immediately to this extension number, and • if necessary email the PS Service Officer and their PS Service Support Manager to notify of the customer's contact <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>No explanation to the customer is required. Consistency in this approach is important to the success of the restricted service and to manage customer expectations.</p> </div> <p>With all other restricted service customers:</p>

- ask if the customer has received the CS Impose Extend Restriction letter. If not, check their contact details and resend the letter:
- locate a copy of the letter saved in the Letter List window, see Letters Cuba Process Help
- select **print local**
- dispose of the last page with the General Manager's signature, and
- send to the customer
- remind the customer they were advised in writing of the decision to restrict their service interactions
- advise the customer any communication they wish to have with Child Support must be made as per the service restriction arrangement
- remind the customer they have the option to write to the GM if they want the service restriction decision reviewed
- advise the customer Child Support is unable to assist them further via telephone
- professionally end the call unless the customer threatens harm to them self or others
- document the call in the PS stacking document in the Communication window, and
- email the PS Service Officer and their PS Service Support Manager to notify them of the customer's contact

If the customer makes a threat of self-harm or threat to others this must be dealt with in accordance with security procedures. If the customer continues to be dissatisfied, upset or angry, the PS Service Officer is to remain on the call and escalate to the PS Service Support Manager for assistance, particularly where attempts to calm the customer have failed.

Staff must not remove their headset prior to ending a phone call. If a threat is made do not end the call, instead escalate to the PS Service Support Manager for assistance in accordance. See Contact with Child Support customers .

4

Written correspondence restricted services customers who contact Child Support by telephone - When the customer does not enter their CSID + Read more ...

Customers with an RSA are **only** managed by PS. If a restricted services customer telephones Child Support and does not enter their CSID, they will be routed to the next available Mainstream Customer Service Officer.

Note: the Customer window of a PS customer is greyed out, a PS customer indicator and a Sensitive issue indicator will be visible on this window.

The CSO will:

- identify the customer by name and CSID
- if the customer is a Personalised Services customer check the Special Contact field details to confirm the service restriction

Note: if the service restriction states - **Restricted Service-Trf ALL calls x404020, 02 8633 4020:**

- **do not** engage the customer
- **transfer the call immediately to this extension number , and**

- email the PS Service Officer and their PS Service Support Manager to notify of the customer's contact

No explanation to the customer is required. Consistency in this approach is important to the success of the Restricted Service and to manage customer expectations.

With all other restriction service customers, the CSO will proceed as follows:

- **do not** take steps to establish POI
- advise the customer the call will be routed to their case manager or, another officer if their case manager is unavailable
- **do not** engage in any further conversation with the customer
- use CSA desk and select the routing tab to enable Genesys to **route** (not transfer) the customer to the PS queue by selecting 'with data' on the selection box. The case manager or another PS Service Officer will accept the call and perform POI, and
- document the customer's call in the customer Communication window. See Documenting Child support information in Cuba

The PS Service Officer will:

- establish POI, see Proof of identity (POI) for Child Support customers
- check the sensitive issue indicator to identify if the customer is service restricted. If so, access the Client Profile window to determine what service restrictions apply
- ask if the customer has received the CS Impose Extend Restriction letter. If not, check their contact details and resend the letter
- locate a copy of the letter saved in the Letter List window, see Letters Cuba Process Help
- select **print local**
- dispose of the last page with the General Manager's signature, and
- send to the customer
- remind the customer that they were advised in writing of the decision to restrict their service interactions
- advise the customer all communication with the Child Support must be made as per the service restriction arrangement
- advise the customer that they are unable to assist them further via telephone
- professionally end the call unless the customer threatens harm to them self or others
- document the call in the PS stacking document, in the Communication window and if required email the PS Service Officer and the PS Service Support Manager to advise of the outcome of the customer's call

Deal with threats of self-harm or threats to others in accordance with security procedures. If the customer continues to be dissatisfied, upset or angry, the PS Service Officer is to remain on the call and escalate to the PS Service Support Manager for assistance, particularly where attempts to calm the customer have failed.

Staff must not remove their headset prior to ending a phone call. If a threat is made do not end the call, instead escalate to the PS Service Support Manager for assistance.

Restricted service customers who send inappropriate written correspondence [+ Read more ...](#)

Customers who are restricted to written correspondence may send correspondence (including emails) deemed inappropriate or unreasonable.

This correspondence is documented and batch filed in accordance with [Handling mail received in Child Support](#).

Note: check all correspondence received for any new clearly identified issues. For example a change of care, or income that needs to be actioned. Discuss management of the correspondence with the PS Service Support Manager.

When inappropriate or unreasonable correspondence is received, create a MX-01 Unique letter, see Letters Cuba Process Help to:

- address any new issues that may be relevant to the customer or children, and
- remind the customer of their restricted service arrangement. For example stating if they have any further issues, to write to Child Support in an appropriate manner, and
- advise the customer
- that the correspondence received dd/mm/yyyy was inappropriate, and
- while we have responded on this occasion, future inappropriate correspondence will not be responded to **unless** new issues are presented

If the correspondence contains threats, see the Security incident management guideline.

Document this action in the Personalised Services Cuba Process Help, create a PS stacking document in the [Communication](#) window.

Effect of decision and objection rights

Decision and objection rights under Child Support legislation

This table describes information regarding a customer request for a review of the decision to impose service restrictions.

Item	Description
1	<p>Effect of decision and objection rights + Read more ...</p> <p>A decision to restrict a customer's service is a decision about the method of service delivery, it is not a decision about which a customer can lodge an objection under the Child Support legislation.</p> <p>A customer subject to service restrictions may seek a review of the decision or arrangements at any time. A request should be made in writing to the General Manager, Department of Human Services - Service Performance and Coordination. However, the customer may request a review during a phone conversation or through other communication channels.</p> <p>When a customer requests the RSA be reviewed, the PS Service Officer:</p> <ul style="list-style-type: none"> • emails the customer's request to the National Manager, Quality and Customer Complaints • sends a copy of the email to the PS Service Manager and PS Service Support Manager <p>The National Manager forwards the customer's request to the General Manager for an independent investigation.</p>

The review will be conducted in the same way as any other review of a decision or action. The General Manager:

- considers the request and assigns a delegate who is independent to the original decision to investigate the decision
- the delegated review officer conducts the review and makes a recommendation
- the General Manager considers the recommendation and signs off on the decision
- the customer is notified in writing using either the UQ170.00 - Restricting your service options or UQ170.01 - Service options no longer restricted letter

References

This page contains policy and legislation.

Policy

See the [References](#) page in Child Support restricted service customer options for information about the relevant policy.

Legislation

See the [References](#) page in Child Support restricted service customer options for information about the relevant legislation.

Resources

This page contains links to resources relating to Child Support restricted service customers.

Child Support restricted service resources

See the [Resources](#) page in Child Support restricted service customer options for information about supporting resources.

Update

Version 0.2: Released on 4 August 2014

Updated to reflect an overall change to the process of administering restrictions to a customer's service options.

Version 0.1: Released on 26 June 2014

Updated to remove a reference to customers who request communications to be in writing only from the Background page and to add this information as an alert in step 5 of Restricted access options.

Release date: 16 June 2014

Initial release - Blueprint.