

Reviewing a restricted service for a Child Support customer 277-09080020

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 when reviewing customers who are subject to 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 \(CS\)](#)

[Restricted service for a Child Support customer](#)

Process Summary

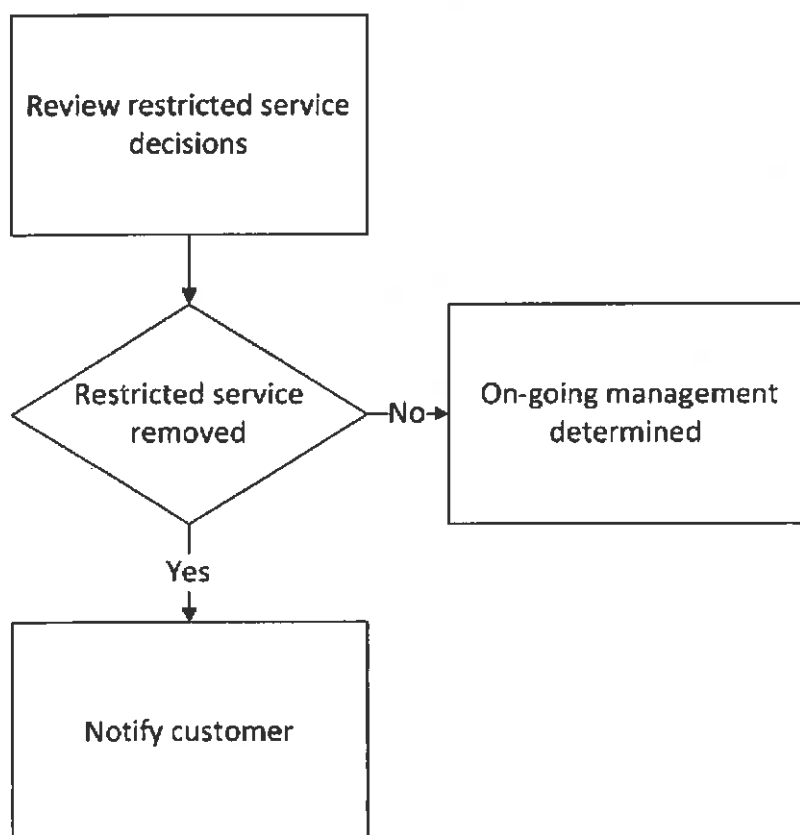
This page contains a summary of the process for managing customers who demonstrate continued unreasonable conduct in their interactions with Child Support.

Flowchart

Reviewing a 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 staff when reviewing restricted service customers. Some links on this page are unavailable to external audiences.

Review restricted service decision

Reviewing the service restriction decision

This table describes information regarding the review process when determining if a service restriction should be removed, amended or retained.

Step	Action
1	<p>Review restricted service decision + Read more ...</p> <p>To determine if the service restriction is to be removed, amended or retained, review the decision:</p> <ul style="list-style-type: none"> • at any time, but at a minimum: <ul style="list-style-type: none"> ◦ with an initial evidence based review after 90 days ◦ a formal review no later than 6 months from date of decision. <p>The formal review is usually conducted in consultation with the customer; however there may be occasions where it is appropriate to conduct a 'paper only' evidence based review.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>If the text in the Special Contact Detail box is altered at any time during the 6 months the intray will not auto generate 6 months from the decision date. Therefore as a precaution, the review date is also recorded in the Restricted Services database saved in the QCC share drive for reference.</p> </div>

The PS Program Manager will issue a reminder 6 weeks ahead of the review date to the PS Service Support Manager of the Service Officer who manages the customer.

2

Review RSA (Customer's request) + Read more ...

The [CS Impose Extend Restriction letter \(UQ170.00\)](#) advises the customer they can ask for a review of the decision by writing to the General Manager, Service Performance and Coordination. If the customer requests such a review the steps for the General Manager review are the same as those for any review of a decision or action. The General Manager:

- considers the request and assigns a delegate 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, and
- the customer is notified in writing using either the CS Impose Extend Restriction or CS Lift Restrictions Decisions letters

Note : if the customer requests a review during a phone conversation or through other communication channels, the PS Service Officer should forward this request to the General Manager. See [Effect of decision and objection right](#) .

3

Review circumstances and existing restriction decision + Read more ...

Using the [Restricted Services Recommendation Submission template](#) , record a comprehensive review of the case using information recorded in the:

- [PS stacking document](#)
- [Communication window](#)
- [Client Profile window](#), and
- [CMP window](#)

Save the draft [Restricted Services Recommendation Submission template](#) in the Restricted Service folder in the QCC share drive.

Consider:

- reasons for imposing the previous customer service restrictions
- specific details of the customer's behaviour, prior and post the service restriction being imposed
- the customer's compliance with the restricted services decision over the restricted service period, for example dates of any escalation, incident reports, persistent contact etc
- outstanding or sensitive issues and the options provided to the customer (including any impacts the restriction has had)
- impacts on internal and external customers
- Department wide considerations if restrictions are continued
- type of restriction currently imposed
- contact arrangements while the restriction has been in place
- timeframe for service restriction (usually 6 months), see [Step 4](#)
- the current status of the case, e.g. has the case now ended, and
- the method of reviewing the service restriction via a phone or face to face appointment or paper based

4

Reviewed service restriction to be extended for greater than six months + [Read more ...](#)

There may be exceptional circumstances when the QCC National Manager may approve the extension of a service restriction for a period greater than six months. The duration may be extended up to 12 months for situations including:

- where the customer has indicated they do not want further contact with Child Support
- where the customer's pattern of behaviour has been consistent and the restrictions imposed have not improved the customer's interactions with Child Support

Note: if the case has ended and there has been no contact from the customer for more than 12 months, consideration should be given to remove the restriction.

5

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

Discuss:

- effect of the customer's behaviour, including:
 - staff safety
 - disruption to services
 - case workload
 - behaviour displayed department wide and pattern of accessing services and the impact of the restriction on the customer's ability to access to services
- any impact on the other customer/s in the case
- details of the customers behaviour since the service restriction was imposed and
- action that has been taken on the case to address the issues
- restrictions are department wide and the impacts to the customer of the restrictions across the programs need to be considered, including the behaviour displayed across programs and the customer's pattern of accessing service options.

After discussing:

- update the [Restricted Services Recommendation Submission template](#) , if required
- paste the updated [Restricted Services Recommendation Submission template](#) in the QCC share drive, and
- create a new document in the [PS stacking document](#) to advise the service restriction review process has commenced

If a review appointment with the customer is required, go to Step 6.

If the review is to be paper based, go to Step 7.

6

Arrange appointment with customer + [Read more ...](#)

Determine the most appropriate option to discuss the suitability of removing, amending or continuing the customer's service restriction, being either a:

- telephone conference, or
- face to face meeting

Create an MX0-1 Unique letter using the text from the [Restricted Services Appointment letter](#) .

Contact as per appointment

Contact the customer as per the arranged appointment. The conference should address all issues relevant to the service restriction, including:

- the customer's compliance with the restricted services decision since the restriction was imposed
- the impact the restriction has had on the customer, and
- any supporting evidence if claiming a change in behaviour (e.g. counselling, change in circumstances, etc)
- see the [interview checklist](#) when conducting the interview. Document the details of the interview in the [PS stacking document](#) in the [Communication](#) window.

If contact with the customer was unsuccessful or the interview had to be terminated due to unreasonable behaviour, go to Step 7.

If contact with the customer was successful, go to Step 8.

7

Complete evidence based review + [Read more ...](#)

Consider an **evidence only** based review in situations where:

- a 90 day information review is required
- there is an established pattern of escalations within the department, to external stakeholders or the media on occasions when the customer is contacted about matters concerning child support services
- the customer is deemed to be a risk to department staff members or Commonwealth property. Department of Human Services security must be consulted by the PS Service Support Manager in preparing the submission for the approval process
- the customer has indicated they do not want further contact with us, or where their pattern of behaviour has been consistent and the restrictions imposed has not improved the customer's interactions with us
- the case has ended, there are no outstanding matters and there has been no contact from the customer for more than 12 months, consideration should be given to remove the restriction

Note: in exceptional circumstances, a CS Impose Extend Restriction letter may not be sent to a customer. The reason for not sending the CS Impose Extend Restriction letter must be included in the [Restricted Services Recommendation Submission](#) by the PS Support Officer along with evidence to support the recommendation prior to seeking approval from the QCC National Manager. The QCC National Manager may also authorise the CS Impose Extend Restriction letter not to be sent to the customer irrespective of whether it is recommended in the submission.

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Update restricted service recommendation submission and write draft letter + [Read more ...](#)

PS Service Officer will:

- update the [Restricted Services Recommendation Submission template](#) by adding evidence to support the recommendation. For example. paper based review or relevant information discussed during the interview
- paste the updated [Restricted Services Recommendation Submission template](#) in the QCC share drive
- draft a [Restricting your service options](#) (CS Impose Extend Restriction) or [Service options no longer restricted](#) (CS Lift Restrictions Decisions) letter using the template and paste a copy in the QCC share drive
- email the [Restricted Services Recommendation Submission template](#) to the PS Service Manager for approval; include the relevant draft letter in the email, and
- update the [PS stacking document](#) in the [Communication](#) window to record the [Restricted Services Recommendation Submission template](#) and relevant letter (if required) has been sent to your PS Service Support Manager for approval

When drafting the CS Impose Extend Restriction letter, if the recommendation is to impose/reimpose a ' contact restricted to writing correspondence only ' restriction, ensure any references made for the customer to call Child Support are removed.

Reviewed restricted service recommendation approval

Required approvals when reviewing restricted service recommendations

This table describes information regarding the approvals required when restricted service has been reviewed.

Step	Action
1	<p>PS Service Support Manager approval + Read more ...</p> <p>PS Service Support Managers must:</p> <ul style="list-style-type: none"> • check and approve the reviewed <u>Restricted Services Recommendation Submission template</u> and draft letter (either the <u>Restricting your service options</u> (CS Impose Extend Restriction) or <u>Service options no longer restricted</u> (CS Lift Restrictions Decision) letter) prior to forwarding the email submission to the PS Service Manager • if changes are made, paste a copy of the updated <u>Restricted Services Recommendation Submission</u> and letter in the QCC share drive • email the PS Program Manager draft documents so the Zone contacts have an opportunity to include any relevant information/impacts of the restriction for their programs. • update the drafts to include any new information from Zone contacts and email the approved <u>Restricted Services Recommendation Submission template</u> and draft letter to the PS Service Manager and copy the PS Service Officer, and • update the <u>PS stacking document</u> in the <u>Communication</u> window to record the <u>Recommendation Submission template</u> and letter has been approved by the PS Service Support Manager and forwarded to the PS Service Manager for approval <p>PS Service Manager will discuss the recommendation with the PS Service Support Manager if further information is required or the PS Service Manager's decision differs from the recommendation in the submission</p> <p>Recommendation to remove restriction</p> <p>PS Service Manager authorisation is required to make the decision to remove all customer contact restrictions.</p> <p>If the PS Service Manager approves the recommendation that the restricted service status is to be removed see <u>Step 2</u> in the Restricted Services review decision table.</p> <p>Recommendation to retain or amend restriction</p> <p>QCC National Manager authorisation is required to retain or amend customer contact restrictions.</p> <p>If the recommendation is to retain or amend service the restriction the PS Service Manager will forward the submission and draft letter to the QCC National Manager</p> <p>Go to Step 3.</p>
2	<p>QCC National Manager approval + Read more ...</p>

The QCC National Manager authorisation is required to make the decision to retain or alter customer contact restrictions.

The PS Service manager will

- check and approve the reviewed [Restricted Services Recommendation Submission](#) and draft letter ([Restricting your service options](#) (CS Impose Extend Restriction) prior to forwarding the email submission to the QCC National Manager via the [Customer Review Approvals Mailbox](#)
- email the approved Restricted Services Recommendation Submission template and draft letter to the PS Service Support Manager and copy the PS Service Officer, and PS Program Manager

Restricted services review decision

PS Service Manager decision regarding review of restricted services

This table describes information regarding QCC National Manager authorisation for the review of service delivery restrictions.

Step	Action
1	<p>Restricted services review decision (PS Service Manager) + Read more ...</p> <p>If the decision is to:</p> <ul style="list-style-type: none"> • remove the restricted service status, go to Step 2 • retain or alter the restricted service e status, go to Step 3
2	<p>Customers restricted service status removed on review + Read more ...</p> <p>The PS Service Manager will:</p> <ul style="list-style-type: none"> • email the PS Service Support Manager and PS Service Officer, the approval to remove the service restriction providing <ul style="list-style-type: none"> ◦ reasons for their decision, and ◦ ongoing contact arrangements for the customer <p>The customer will continue to be managed by a PS Service Officer</p> <p>Go to Step 4.</p>
3	<p>Customers restricted service status retained or altered on review + Read more ...</p> <p>The PS Service Manager will:</p> <ul style="list-style-type: none"> • email the PS Service Support Manager and PS Service Manager the QCC National Manager's approval including <ul style="list-style-type: none"> ◦ a copy of the approved restricted service recommendation, and ◦ the letter, including any changes if required <p>Go to Step 4.</p>
4	<p>Update restricted service condition in Cuba (PS Service Officer) + Read more ...</p>

	<p>The PS Service Officer will:</p> <ul style="list-style-type: none"> • paste the approved review decision, including specific contact arrangements and/or conditions in the <u>PS stacking document</u> , in the <u>Communication</u> window • document a summary of the decision, in the <u>Client Profile</u> window titled 'Special contact Arrangement', including: <ul style="list-style-type: none"> ◦ the details of the decision ◦ the specific contact restriction ◦ the next review date as determined by the PS Service Manager, and ◦ reference to the location of the <u>PS stacking document</u> where the approved <u>Restricted Services Recommendation Submission</u> has been pasted • update the <u>Client Profile</u> window including: • the sensitive issues indicator to PS Ongoing Mgt ; the special contact details to one of the following: <ul style="list-style-type: none"> ◦ Restricted Service-times of contact, or ◦ Restricted Service-CM/PS Service Support Manager 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 x404020, 02 8633 4020 • update the CMP • update the PS database including the customer segment • remove the draft decision letter from the QCC share drive • email the details of the decision to <u>CS QSRCR National</u> using the <u>Restricted Servicing Arrangement customer reporting</u> 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
5	<p>Update the register (PS Program Manager) + Read more ...</p> <p>The PS Program Manager will</p> <ul style="list-style-type: none"> • update the restricted service register • 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

Notify customer of outcome of review

Advising the customer of the outcome of the review

This table describes information regarding the notification of the customer of review outcome.

Step	Action
1	<p>Notify customer of outcome on review + Read more ...</p> <p>Cuba will not automatically generate letters to advise the customer of the decision of the review.</p>

	<p>Notifying the customer of the outcome of the review is the same process as when the initial service restriction was imposed. See Restricted Service for a Child Support Customer-Notify Customer .</p> <p>Note: if the QCC National Manager has decided the CS Impose Extend Restriction letter will not be sent to the customer, do not send the CS Impose Extend Restriction letter. See Step 6 in Review restricted services decision table, for situations when the QCC National Manager may authorise the notice of decision not to be sent.</p>
2	<p>Notify external stakeholders + 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 , or • Ministerial

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.

Release date: 16 June 2014

Initial release - Blueprint.