



Australian Government

Child Support Agency

Applicant Information Guide

for

Child Support Agency

Customer Service Officer

Location: Darwin

Thank you for your interest in a position with the Child Support Agency (CSA).

This guide has been compiled to assist you in developing an understanding of our operations and the conditions of service that may apply if you are successful in your application.

Please read it carefully and ensure you follow all the instructions before deciding whether to proceed with your application.

About the CSA

The CSA was created in 1988 to help parents manage their child support responsibilities. The CSA consists of more than 3300 staff around the country assisting around 1,000,000 Australian parents. Over the last 17 years the Child Support Agency has achieved much to be proud of:

- Our child support system is recognised as being a world leader;
- \$1.9 billion in child support has been transferred between parents since the scheme started;
- CSA helps over 1.3 million parents to manage their child support responsibilities.

Stream Structure

CSA is divided into 3 Customer streams and each has a particular role in meeting Customer needs. These streams are:

- New Customers
- Collections Support
- Debt Management Services

Non-Stream functions

There are also a number of functions which are performed outside of these streams. These include the handling of objections, complaints, ministerial, compensation, Freedom of Information and community relations by the Specialised Customer Services team. There is also a range of corporate responsibilities and internal support by National Office.

Go to our web site for more information at www.csa.gov.au

CSA's Vision -'That all Australian parents meet their child support responsibilities.'

CSA's Purpose -'Continue to shape and support delivery of Australia's Child Support System, by building strong government and community alliances and supporting parents to meet their responsibilities.'

CSA's Objectives -The Child Support Agency has a number of objectives:

- children of separated parents receive the financial support that both their parents are responsible for providing;
- payments of child support are made in a regular and timely manner;
- the level of financial support provided by parents is in accordance with their capacity to pay;
- those parents who regularly pay or receive child support through CSA assessment and collection are encouraged to move into private payment or self administration so that, over time, the bulk of child support within the community is transferred without CSA intervention;
- CSA continues to provide a safety net for people whose private or self-administration arrangements break down.
- As far as possible in the pursuit of these objectives, the privacy of all parties is maintained.

You can also find details about CSA Corporate Plans including the CSA Business Plan, CSA Workplace Diversity Plan, CSA Multicultural Plan and CSA Vision, Purpose and Objectives at the CSA website www.csa.gov.au

About the Customer Service Officer positions

The CSA is looking for people who enjoy working with the general public and get satisfaction out of resolving issues with Customers and collecting debt.

Customer contact is integral to all work in the CSA, most of which occurs via the phone. You need to be comfortable talking and negotiating payments and other arrangements with Customers, and be able to deal with sensitive and emotional issues in a tactful manner. In a proportion of our cases, the Customers do not agree with each other, and staff need to be able to manage the conflicting demands of our Customers within the framework of the scheme. To work effectively in the CSA, you need to work using a "whole case" approach, not just fix the most immediate problem while leaving the rest to someone else. You will also need to interpret and apply legislation when dealing with Customers. Child Support legislation is detailed and in some cases quite complex and it is important you have the ability to learn this legislation and be able to explain it to Customers. Team based structures exist to provide support for staff as well as improve service to Customers.

We seek staff that are able to work together to resolve team issues and create a highly productive, creative and supportive environment for all to enjoy.

Terms and Conditions of Employment

Employees of the Child Support Agency (CSA) are employed under the *Public Service Act 1999*, with the Child Support Agency Certified Agreement 2005 - 2007 governing terms and conditions for employment. This Agreement sets rates for salaries and allowances and also provides details of other CSA specific entitlements.

A copy of the Child Support Agency Certified Agreement 2005 - 2007 can be found at our web site at www.csa.gov.au

Citizenship

It is government policy that employees of the Child Support Agency are required to be Australian citizens. Please note that you will need to provide proof of your citizenship in the form of an Australian passport, Birth Certificate or Citizenship Certificate at time of interview.

Security and Character Clearances

Employment is subject to CSA being satisfied that you are of good character. This will require you to comply with the following:

- You must not have had previous employment with an Agency or a non APS Commonwealth employer terminated on the grounds of misconduct or inefficiency, or an annulment of a probationary process.
- You must inform us if there are any outstanding matters relating to misconduct or inefficiency during your employment with an Agency or a non APS Commonwealth employer.

Police Check

A police records check is mandatory for all people commencing in CSA. Your employment is subject to the result of the police record check conducted from information supplied by you.

Probation/Medical Fitness/Conduct

If you are successful in obtaining ongoing employment with the Child Support Agency, you will be engaged in six month probation period during which time your conduct and work performance will be assessed to determine your suitability for ongoing engagement.

Engagement as an ongoing employee is subject to satisfactory completion of the probation period, which includes an Entry Level Program of training. Ongoing employees will be required to undergo and successfully complete a Medical Fitness Assessment.

Limitations on the engagement of persons who have received a redundancy benefit

Public Service Commissioner Directions prohibit the engagement of any person who has received a redundancy benefit from an Agency or a non-APS Commonwealth employer within the last twelve (12) months.

Limitations on the engagement of persons who have applied for the same CSA position within the past 12 months

Candidates who have applied for the same CSA position within 12 months of the date of advertisement are able to apply but must use their previous assessment scores. Scores are accepted on the provision that the assessment methodology being used in the current process is the same as the previously advertised position. You should contact the agency co-ordinating the current activity and advise of the date of your last assessment. CSA will determine whether or not your previous score can be accepted.

If CSA determines that your previous score cannot be accepted then you would be eligible to resit the assessment process.

If the same assessment methodology has been used you will not be eligible to resit the assessment process. The merit score received from the first application process will be included on a list with the merit scores of all other candidates who have applied and if appropriate, you will be offered a position. Once 12 months has lapsed from the date the position originally applied for was advertised, you will be eligible to participate in the skills based assessment sessions.

Hours of Work

The commencing and finishing times of the hours of duty for a workplace must be set within the regular bandwidth. The current hours are 8.30am to 12.30pm, 1.30pm to 4.54pm.

Recreation Leave

Recreation leave provided is 148 hours per calendar year, which accrues by 12.33 hours each calendar month.

Other Leave

On becoming an ongoing employee, an employee is credited with 111 hours of paid sick leave. A further 111 hours will accrue on completion of each twelve month period of service thereafter. Employees may also access leave for carers and other miscellaneous leave purposes.

In accordance with the CSA Certified Agreement 2005 - 2007, leave may be granted to an employee:

- Who is ill, injured or has a medical condition;
- To care for ill or injured family members or other people for whom they have caring responsibilities;
- To attend to short term personal issues related to birth, adoption or fostering; or
- For other emergency reasons considered appropriate by a team leader/manager.

Each application for leave will be considered on its merits, taking into account personal and family needs and operational requirements.

All CSA employees must abide by the APS Values and APS Code of Conduct.

APS Code of Conduct

- (1) An APS employee must behave honestly and with integrity in the course of APS employment.
- (2) An APS employee must act with care and diligence in the course of APS employment.
- (3) An APS employee, when acting in the course of APS employment, must treat everyone with respect and courtesy, and without harassment.
- (4) An APS employee, when acting in the course of APS employment, must comply with all applicable Australian laws. For this purpose, Australian law means:
 - (a) any Act (including this Act), or any instrument made under an Act; or
 - (b) any law of a State or Territory, including any instrument made under such a law.
- (5) An APS employee must comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction.
- (6) An APS employee must maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff.
- (7) An APS employee must disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment.
- (8) An APS employee must use Commonwealth resources in a proper manner.
- (9) An APS employee must not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment.
- (10) An APS employee must not make improper use of:
 - (a) inside information; or
 - (b) the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- (11) An APS employee must at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS.
- (12) An APS employee on duty overseas must at all times behave in a way that upholds the good reputation of Australia.
- (13) An APS employee must comply with any other conduct requirement that is prescribed by the regulations.

How to Apply for a Customer Service Officer position

If after reading through this Applicant Information Guide you decide you would enjoy the type of work undertaken by the Customer Service Officer in CSA you should continue reading to find out what you need to do to apply for the position.

THE SELECTION CRITERIA

The selection criteria provides the basis for the initial assessment, followed by a telephone based behavioural interview, subsequent to short listing to attend the skills assessment element of the application process. Please address each selection criterion thoroughly and within the template provided.

It is important to provide the support to your claims sufficiently and only include information that is relevant to the position. Under each criterion you should outline your relevant skills and abilities and cite key examples of your work performance, qualifications and other relevant experience. Focus on quality not quantity.

If any criterion is not addressed, or insufficiently addressed, your application may receive no further consideration.

REFEREE COMMENTS

Referee comments are an integral part of the selection and assessment process. They are sought to provide information relevant to the selection criteria only.

You should choose referees who have been a direct supervisor and preferably within the last three years and who can comment effectively on your skills and abilities, experience or work performance as they relate specifically against the selection criteria.

Please ensure that you have informed your referees that that they will receive a call from Select Appointments.

Details for Application Submissions

Please utilise the application/selection criteria template supplied to write your application response. Address the criteria within the space provided **ONLY**. Please provide a copy of your current resume.

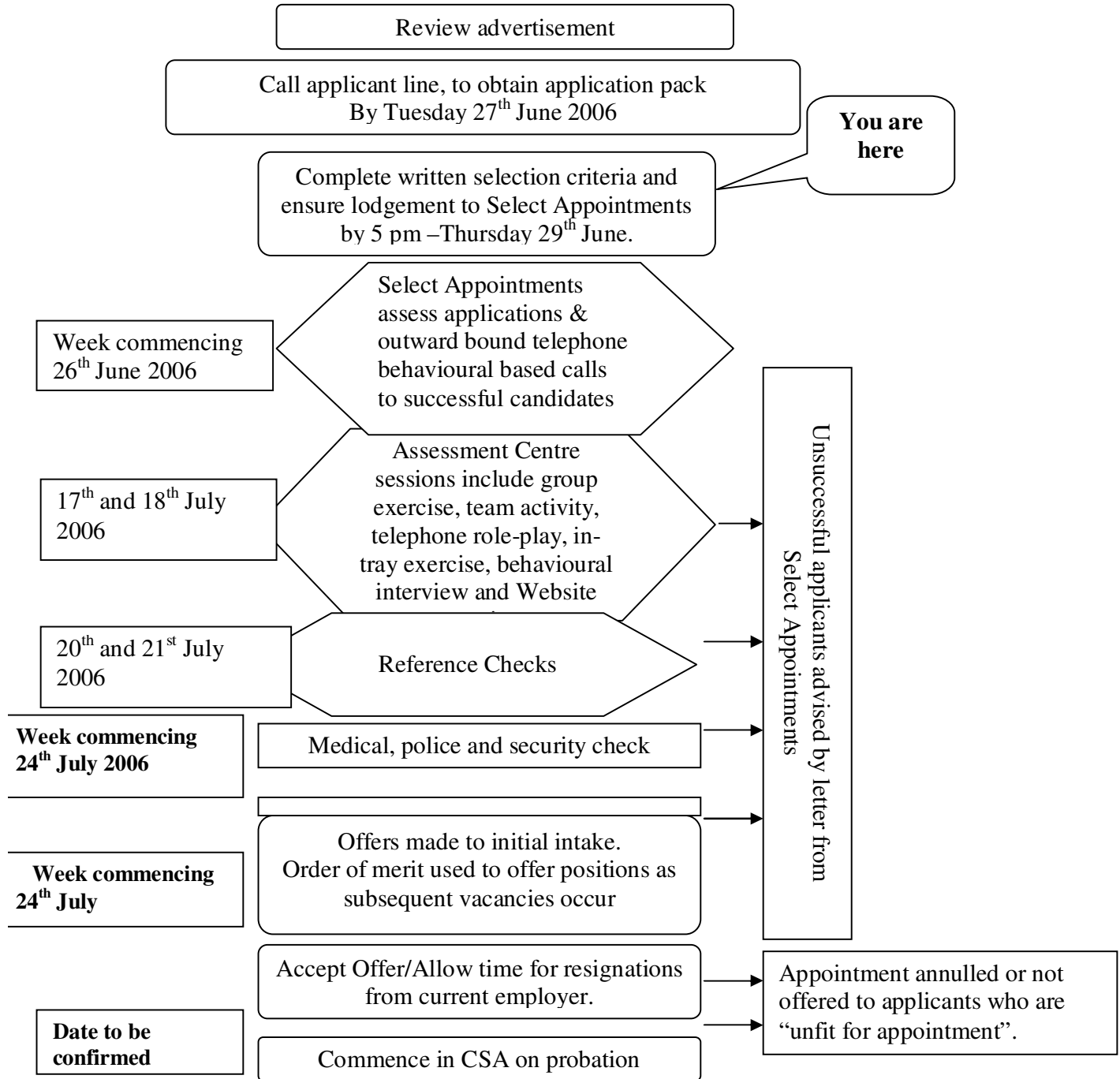
Qualifications and referee details will be requested at the skills assessment stage of the application process.

Written applications must be received at the address below by 5 pm on Thursday 29th June 2006

Late applications will not be accepted.

Address Mail Applications	Select Appointments "CSA Customer Service Officer"
Walk in applications	N/A
E-mail	childsupportsa@selectappointments.com.au
Fax	08 8468 8020

Application process for a Customer Service Officer position



This process is essential to ensure that the best possible applicants are selected for these very demanding but rewarding positions and that you the applicant, will enjoy your new position with CSA

*** 10 week process from Advertisement to Commencement***