



Australian Government

Child Support Agency

Applicant Information Guide

for

Child Support Agency

Customer Service Officer

Thank you for your interest in a position with the 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 developed in 1988 to help parents manage their child support responsibilities. The Child Support Agency (CSA) consists of more than 3500 staff around the country assisting around 1,400,000 Australian parents.

Over the last 17 years the Child Support Agency has much to be proud of:

- Our child support system is recognised as being a world leader;
- \$19 billion in child support has been transferred between parents since the scheme started;
- CSA helps over 1.4 million parents to manage their child support responsibilities.

The Australian Government has now committed \$150 million over four years to improve the delivery of services to the 1.4 million separated parents who are customers of the Child Support Agency. This is in addition to the \$700 million for the Child Support Scheme reforms.

'Building a Better CSA' is a comprehensive package of reforms to the Child Support Agency designed to ensure that separated parents, their children and the broader Australian community receive better service. For more information on our reform package please go to our website www.csa.gov.au/bbcsa/overview.aspx.

CSA's Vision – 'Children can rely on their parents for the financial and emotional support necessary for their wellbeing'.

CSA's Mission – 'To support separated parents to transfer payments for the benefit of their children'.

CSA's Goals – The Child Support Agency have five major goals to achieve based on fifteen key strategies:

Goal 1:

Improved Collection – More money for more kids

- Implement comprehensive compliance strategies that ensure the right amount of child support is paid on time;
- Implement reforms to the Child Support Scheme that better reflect current community standards;
- Provide support programs that encourage parents to meet their child support responsibilities.

Goal 2:

Customer Service Excellence – Transform our customers' experience

- Respond to every customer with empathy and provide prompt, accessible, accurate, complete and unbiased support;
- Provide tailored service options and referral systems to customer with complex child support issues;
- Broaden staff accountability to achieve the best possible outcome for the customer.

Goal 3:

Effective stakeholder relations and engagement – From consultation to engagement

- Engage stakeholders to play an active role in support separated parents;
- Partner with government and community stakeholders to develop and deliver products and services;
- Collaborate with key stakeholders to provide more seamless services

Goal 4:

Informed customers and community – Aware and knowledgeable customers

- Increase customer understanding of child support, the broader Family Law System and the options available to them so they can make informed choices;
- Increase stakeholder understanding of CSA, our products and services and the inter-relationship between the Child Support Scheme and the Family Law Scheme.

Goal 5:

Excellence in service delivery capability – Our foundation for a better CSA

- Create a work environment that supports staff to deliver excellent service;
- Provide staff with development, support and leadership to build a culture that will shift customer service to a new level;
- Improve CSA's internal systems, financial management capability and governance processes;
- Gather customer feedback and use it to inform continuous improvement of our business.

Service Delivery Areas

CSA is divided into 3 service delivery areas and each has a particular role in meeting customer needs. These areas are:

- Customer Services
- Specialised Services
- Personalised Services

For more information about the Child Support Agency, please visit our 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.

Referee Comments

Referee comments are an integral part of the selection and assessment process.

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.

Terms and Conditions of Employment

Employees of the Child Support Agency 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 website 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 the 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 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 on a six month probation period during which time your conduct and work performance will be assessed to determine your suitability for continued employment.

Confirmation of your employment 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 prior to commencing employment.

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 centre 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 coordinating the current activity and advise 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 used then you would be eligible to resit the assessment process.

If the same 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.

APS Code of Conduct

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

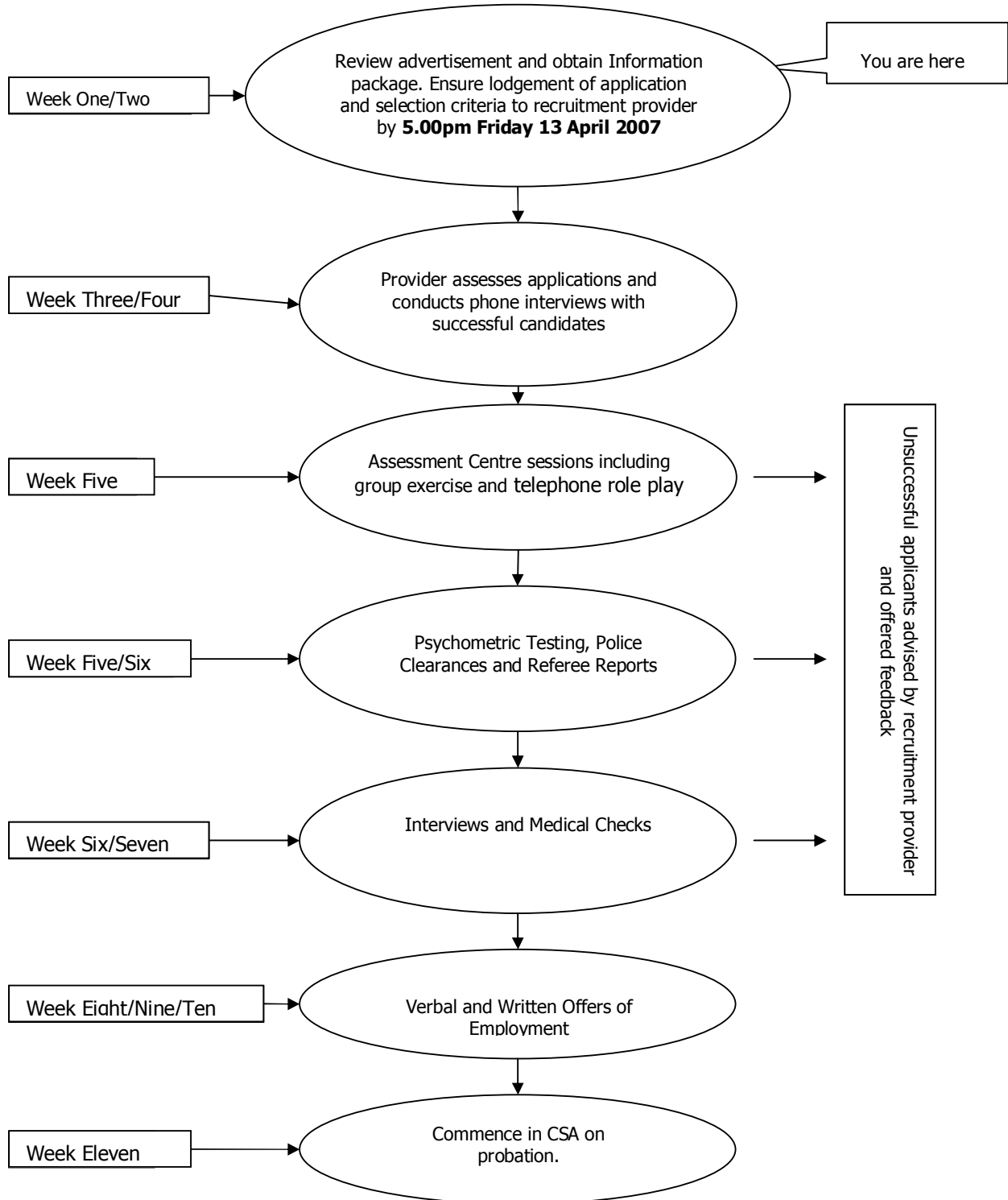
The Code of Conduct requires that an employee must:

1. behave honestly and with integrity in the course of APS employment;
2. act with care and diligence in the course of APS employment;
3. when acting in the course of APS employment, treat everyone with respect and courtesy, and without harassment;
4. when acting in the course of APS employment, comply with all applicable Australian laws.
5. comply with an lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction;
6. maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff;
7. disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment;
8. use Commonwealth resources in a proper manner;
9. 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. 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. at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS;
12. while on duty overseas, at all times behave in a way that upholds the good reputation of Australia;
13. comply with any other conduct requirement that is prescribed by the regulations⁽¹⁾.

(1) Regulation 2.1 imposes a duty on an APS employee not to disclose certain information without authority (eg information communicated in confidence or where disclosure could be prejudicial to the effective working of government). APS employees should familiarise themselves with the full text of PS Regulation 2.1.

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.



Recruitment Timeline

Recruitment Activity and Task Associated	W/C 26 Mar	W/C 2- Apr	W/C 9- Apr	W/C 16- Apr	W/C 23- Apr	W/C 30- Apr	W/C 7- May	W/C 14- May	W/C 21- May	W/C 28- May	W/C 4- Jun	W/C 11- Jun
Advertisement Placed												
Information Session Held												
Advertisement Placed again												
Applications Close												
Phone Interviews												
Conduct Assessment Centres												
Psychometric Testing												
Police Clearances												
Referee Reports												
Interviews												
Medicals												
Verbal Offer of Employment												
Written Confirmation of Offer and Acceptance												
Commence Employment												