

A parentage dispute is where an alleged parent does not agree that they are the parent of the child/ren named in the application or case. An alleged parent may raise a parentage dispute at any time during the lifecycle of the case and can do so by phone or post.

The purpose of this procedure is to instruct caseworkers to determine how the alleged parent wishes to proceed once it has been determined that the parentage dispute can only be resolved through DNA testing. The alleged parent is provided with information about the DNA test options available. If they choose a Child Maintenance Group (CMG) DNA test but cannot afford to pay, payment assistance is considered. The results of the DNA test are updated on the 2012 system.

Parentage disputes are dealt with by caseworkers where the case is located at the time the dispute is raised.

Use the following procedures to cover the parentage process. Work through them in the following order:

1. Parentage Dispute - Log
2. Parentage Dispute - Evidence
3. Parentage Dispute - DNA Testing
4. Parentage Dispute - Record Outcome
5. Parentage Dispute - Alleged Parent Is Not The Parent

In the final procedure complete the following:

- Confirm if the Paying Parent wants a private DNA test or a Commission DNA test
- Discuss payment assistance with the Paying Parent when a Commission test is requested
- Transfer the Paying Parent call through to Cellmark
- Set the case to wait for a response



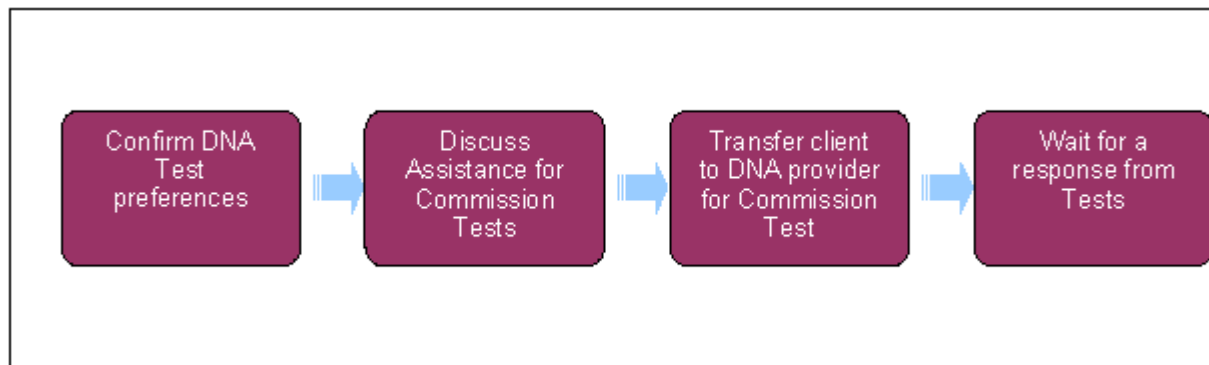
Parentage ambassadors are now available to provide you with support. You should contact your local ambassador whenever you are dealing with a parentage dispute and they will coach and support you to help you handle any sensitive discussions and progress the case swiftly.


Details of who your local parentage ambassadors are can be found on the intranet here: [2012 Scheme parentage ambassadors](#).




When speaking to either client at any point during a parentage dispute give consideration to the nature of the dispute, recognise that some clients might be unhappy with the situation and treat them with appropriate sensitivity. Always respond positively to the client even if they challenge the result or feel negative. Your tone should be supportive and sensitive but confident.

For more information refer to the Policy, Law and Decision Making Guidance. 



 When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#).

 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.