



Notifying the Child Support Agency about Court Orders and Registered Agreements

Purpose of this form

You should complete this form if you have a Court Order or a Registered Agreement (dated from 1 June 1988) for child support or spousal maintenance **and** you are unable to phone Child Support Agency (CSA) to lodge your details.



CSA will require a copy of your Court Order or Registered Agreement within 14 days of its registration.

- You can complete this form over the phone. Simply call **131 272*** between 8.30am and 4.45pm. Interpreters are available on **131 450***. Customers are offered a receipt number at the end of each phone call with CSA, as part of our customer service guarantee.

This form is available online at www.csa.gov.au

Tick where applicable. Please write clearly in BLOCK LETTERS.

1. What are your personal details?

Title Mr Mrs Miss Ms Other

Family name

First given name

Other given names

Date of birth

 / /

Postal address

 Postcode

Home phone ()

Work phone ()

Mobile phone

Email

@

2. What is your Child Support Reference Number?

 - - -

(as shown on your CSA letters)

If you do not have a Child Support Reference Number, please quote your Tax File Number (TFN).

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CSA uses your tax information to calculate your child support assessment. You are not breaking the law if you do not give us your Tax File Number. CSA will obtain this information from the Australian Tax Office if you do not provide it.

3. What are the personal details of the other party to the Court Order or Registered Agreement?

Title Mr Mrs Miss Ms Other

Family name

First given name

Other given names

Date of birth

 / /

Postal address

 Postcode

Home phone ()

Work phone ()

Mobile phone

Email
@

4. Have any payments already been made under the Court Order or the Registered Agreement?

No **Go to next question.**

Yes Please specify the amounts paid and the periods they cover (eg \$100 child support for the period 1 January 2008 to 7 January 2008).



Please attach information about any payments already made.

5. Are you the person required to pay maintenance?

No **Go to Question 6.**

Yes **Go to Question 7.**

6. How will the payments be made?

Would you like CSA to collect these payments on your behalf?

No **Go to next question.**

Yes Payments must be made to a bank, building society or credit union account held in your name. A joint account is acceptable.

Bank/credit union/building society name

Branch name

Branch number (BSB)

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Account number

Account name

7. Statement

I understand that Section 119(1) of the *Child Support (Registration and Collection) Act 1988* provides that a person commits an offence if the person makes a statement to a CSA officer that is false or misleading in a material particular. Penalty: fine not exceeding \$2000.

I declare that the information provided in this form is complete and correct.

Your signature

Date

IMPORTANT:

Your registration with CSA cannot be finalised until we receive a copy of your Court Order or Registered Agreement. **Please attach a copy before sending this form.**

Additional information

Where do I send this form?

Please send this form to the address shown on your CSA letters, or to your nearest CSA office:

NSW/ACT:	GPO Box 9815	Sydney	2001
WA:	GPO Box 9815	Perth	6848
Vic/Tas:	GPO Box 9815	Melbourne	3001
SA/NT:	GPO Box 9815	Adelaide	5001
Qld:	GPO Box 9815	Brisbane	4001
International cases:	GPO Box 480	Hobart	7001

Where can I find more information?

If you need more information, or you would like help to complete this form, please phone us on **131 272***. You can also read more about CSA and your options in our fact sheets available on the CSA website at www.csa.gov.au

What about customer privacy?

The information requested by CSA is needed for child support purposes and is required by child support law. We don't pass your personal information on to the other parent, unless this is required by law or necessary to make a decision that would affect the other parent. Some information may be passed to Centrelink, the Australian Taxation Office, the Family Assistance Office or the Social Security Appeals Tribunal. CSA may provide your contact details to people contracted by us to deliver services to separated parents, or to carry out research to help improve our services. You are not obliged to participate in any programs or research.

Our guidelines on privacy are in accordance with the *Privacy Act 1988*. For more information about how we treat your personal information, see the Guide on the CSA's website at www.csa.gov.au For more information about the Privacy Act and privacy generally, see the Privacy Commissioner's website at www.privacy.gov.au

What if I have a complaint?

Step One: Contact CSA and speak to your Customer Service Officer who will try to solve the problem.

Step Two: If you are not satisfied with the outcome, ask to speak to their manager.

Step Three: If you are still not satisfied, call CSA's Complaints Service on **132 919*** and speak to a complaints officer.

If you feel that CSA has been unable to successfully resolve your complaint, you can escalate your concerns by contacting the Commonwealth Ombudsman.

How can I report suspected fraud?

If you have information about someone who is misusing government services, please phone the Australian Government Services Tip-off Line on **131 524***. The tip-off line allows you to confidentially report fraud against Centrelink, Medicare, the Pharmaceutical Benefits Scheme, or Child Support Agency.

***Call charges apply.**

Are you online?

Sign up to CSAonline: www.csa.gov.au