



# Ending a child support assessment

## Purpose of this form

When you end an assessment you are asking the Child Support Agency (CSA) to stop calculating how much child support the paying parent should pay to support your child/ren.

You can still receive child support under a private arrangement or agreement. If your circumstances change, you can reapply to CSA to calculate and collect child support.

**Note: Both parents need to sign this form.**

- 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](http://www.csa.gov.au)

Please write clearly in BLOCK LETTERS. Tick where applicable.

## 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

  

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Postcode

Home phone

Work phone

Mobile phone

Email

  

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## 10. Statement

I understand that Section 159A(1) of the *Child Support (Assessment) Act 1989* 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.

### Signature of Paying Parent

A rectangular box containing a stylized icon of a hand holding a pen, indicating where the paying parent should sign.

Date

### Signature of Receiving Parent

A rectangular box containing a stylized icon of a hand holding a pen, indicating where the receiving parent should sign.

Date

## 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:

<b>NSW/ACT:</b>	GPO Box 9815	<b>Sydney</b>	2001
<b>WA:</b>	GPO Box 9815	<b>Perth</b>	6848
<b>Vic/Tas:</b>	GPO Box 9815	<b>Melbourne</b>	3001
<b>SA/NT:</b>	GPO Box 9815	<b>Adelaide</b>	5001
<b>Qld:</b>	GPO Box 9815	<b>Brisbane</b>	4001
<b>International cases:</b>	GPO Box 480	<b>Hobart</b>	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](http://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](http://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](http://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](http://www.csa.gov.au)