



Joint election to stop Child Support Agency (CSA) initiating a change to the child support assessment

If the election is accepted

CSA will notify both parties that the election has been accepted and stop the CSA initiated change to the assessment.

If the election is not accepted

CSA will notify both parties that the election has not been accepted. A Senior Case Officer will then decide whether a change to the assessment should be made.

When CSA can't accept the election

CSA will not be able to accept your election if the receiving parent receives a Centrelink income tested pension, allowance or benefit. If you are unsure about whether your payments are income tested or not, please contact your local Centrelink Customer Service Centre.

If you want to withdraw the election

Once CSA has formally accepted the election it cannot be withdrawn. Usually we will make a decision on the election within a few days of receiving it. However, if the election has not yet been accepted either party may withdraw it. If you want to withdraw your election, and wish to find out whether or not it has been accepted, please contact CSA on **131 141***.

- 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. Details of the person liable to pay the child support (the paying parent)

Title Mr Mrs Miss Ms Other

Family name

First given name

Other given names

Date of birth

 / /

Postal address

Postcode

Home phone

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Work phone

 ()

Mobile phone

Email

 @

2. What is your Child Support Reference Number (the paying parent)?

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(as shown on your CSA letters)

3. Details of the person entitled to receive the child support for the child/ren

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. Child Support Reference Number (the receiving parent)

(as shown on your CSA letters)

5. Paying parent's Election

I elect to stop the Child Support Agency from initiating a change to the child support assessment.

I understand that:

- the Child Support Agency will not accept the election if the receiving parent is receiving a Centrelink income tested pension, benefit or allowance.

Your signature

Date

6. Receiving parent's Election

I elect to stop the Child Support Agency from initiating a change to the child support assessment.

I declare that:

- I am not receiving a Centrelink income tested pension, benefit or allowance.

Your signature

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:

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