



## I have a maintenance order or court registered agreement and I choose not to have the Child Support Agency (CSA) collect the payments

### Centrelink Use Only

Customer Reference Number

Date of Receipt

### Purpose of this form

You should use this form if you have a maintenance order or maintenance agreement registered with a court and you do not want CSA to collect your child support payments.

### Do not use this form if:

- you want to tell CSA of the order or agreement and you want CSA to collect payments for you (Use Form 1)
- you have already told CSA of the order or agreement and now you want CSA to collect payments for you (use Form AFC)
- you have already registered the order or agreement and your personal details have changed or there is a change that affects the amount of child support payable (use Form CMD).

You do not have to complete this form. You can tell CSA about the changes by phoning us on **131 272\***.

This form is available online at [www.csa.gov.au](http://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

  


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Postcode

Home phone

 (  ) 

Work phone

 (  ) 

Mobile phone

Email

  


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 @ 

### 2. What is your Child Support Reference Number?

    -     -     -    

(as shown on your CSA letters)

### 3. Details of the person who has to pay you the maintenance

Title Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

Date of birth

Postal address

  

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Home phone

Work phone

Mobile phone

Email

  

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### 4. Details of the children named in the order or agreement whose maintenance you do *not* want CSA to collect for you

**Child one:**

Family name

First given name

Other given names

Date of birth

Amount payable as shown in order or agreement

**Child two:**

Family name

First given name

Other given names

Date of birth

Amount payable as shown in order or agreement

**Child three:**

Family name

First given name

Other given names

Date of birth

Amount payable as shown in order or agreement



If there are more than three children, please attach a separate sheet with details

**5. Spouse maintenance in the order or agreement you do not want collected for you (Write N/A if not applicable)**

\$ \_\_\_\_\_ per \_\_\_\_\_

**6. Details of the court where the order was made or the agreement was registered**

Location of the court

\_\_\_\_\_  
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\_\_\_\_\_

Date of the order or agreement

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Type of court (e.g. Family, Magistrates)

\_\_\_\_\_

Order

Consent order

Agreement

**7. Statement**

I choose not to have the above maintenance collected for me by CSA.

**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:

<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)