



### Purpose of this form

Are your payments up to date?


- If YES, we will accept your request if we are satisfied that you will continue to make the payments by the due dates.
- If NO, we are unlikely to accept your request except in special circumstances.


Have you asked us to stop employer deductions in the past and been refused?

- If YES, you can ask us to stop deductions again if the last time you asked was more than 2 months ago.
- If NO, you can apply now.

Have you had a pay direct to Child Support Agency (CSA) arrangement cancelled in the past?

- If YES, you can ask us to stop deductions again if we cancelled your last arrangement more than 6 months ago.
- If NO, there is no waiting period to apply.

 You do not have to complete this form. You can tell the 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)

### To complete this form

- Fill in your name, address, occupation and date of birth details using BLOCK LETTERS
- Tick where applicable
- Sign the form.

### 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

### For 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/fact](http://www.csa.gov.au/fact)

**1** What is your Child Support Reference Number?

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(as shown on your CSA letters)

**2** What are your personal details?

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

**3** Date of birth

**4** Postal address

**5** Home phone

**6** Work phone

**7** Mobile phone

**8** Email

**9** What are your employer details?

I am employed by:

Name of employer

Address of employer

Postcode

I am a contractor to:

Name of employer

Address of employer

Postcode

**10** 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

**What about customer privacy?**

The information requested by CSA is needed for child support purposes and is required by child support law. We do not pass your personal information on to the other parent/carer unless this is required by law or necessary to make a decision that would affect the other parent/carer.

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 the Child Support Agency.

**\*Call charges may apply.**