



Representative Authority

Note: You can end this authority at any time over the phone, in writing, or in person.

Purpose of this form

You can complete this form if you would like to permit another person or organisation to enquire or act on your behalf when dealing with the Child Support Agency (CSA). The person you nominate can be anyone above the age of 18 such as a relative, a friend or an employer. This form allows you to limit the details your representative can access and discuss about your case. You can also specify the date this authorisation will expire. Your representative will be able to make enquiries and provide information on your behalf, but they will not be able to sign documents and negotiate for you.

If your solicitor or Power of Attorney is acting for you in relation to child support, they can represent you in more complex matters.

You can send or fax CSA a copy of their authority. You do not need to complete this form for them.

If you need help to complete this form, please phone us between 8.30am and 4.45pm on **131 272***

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

Tick where applicable. Please write clearly in **BLOCK LETTERS**.

Please ensure that you and your representative sign this form.

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?

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(as shown on your CSA letters)

3. What are your representative's 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
@

4. What is your representative's relationship with you?

eg. father, mother, friend, employer, etc.

5. Is there any information you do not want CSA to discuss with your representative?

No **Go to 6.**

Yes Please specify.

6. Do you want this authority to end on a set date?

No **Go to next question.**

Yes Please state the end date.

7. Statement

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.

Your signature

I declare I have read and understood the information provided including the terms of revocation of this authority.

Date

Your representative's signature

I declare that I have read the above and undertake to act as representative for the person named.

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