
**CSA IS THERE TO
SUPPORT PARENTS**

I REFER to recent letters to the Editor about the Child Support Scheme and the Child Support Agency (CSA).

I'd like to put the situation in context.

CSA's role is to support separated parents to transfer payments for the benefit of their children. It's always looking for ways to make it easier for parents to meet their responsibilities and to ensure child support is paid in full and on time. As a result, fewer parents are falling into debt and more children get their child support.

While individual customers may not always accept their outcomes, the CSA has a strong service ethos that strives to understand

customers' concerns. We encourage customers to tell us as soon as possible if their circumstances change so we can ensure their child support assessments reflect their circumstances.

If a CSA customer is unhappy with CSA service they can call the CSA on 131 272.

They can also call the CSA Complaints Line on 132 919.

Customers unable to resolve their complaint with the CSA can contact the Commonwealth Ombudsman or apply for a review to the Social Security Appeals Tribunal (SSAT), an independent statutory body.

For more details visit: www.csa.gov.au.

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Child Support Agency

NT NEWS

19-03-11