



NT NEWS 05.03.11



## Letters

LETTER OF THE DAY

# Enraged with dealings over child support

LAST year I changed jobs.

I pay child support through Child Support Agency (CSA) and contacted them before I left my old job to inform them of this change, so it would be organised for when I started my new job.

It took CSA an unbelievable four weeks to process this, and as a result my payments were in arrears.

Three weeks before Christmas, CSA contact me by letter, stating they will be deducting an extra \$70 per week to amend my failure to keep up to date on my payments. As we were doing it really tough then, and it was also Christmas and power bill time, I rang to ask them to defer this until January.

I spoke to a rude woman.

I explained our problem, but she wasn't at all interested in helping us (and supporting the four children who do live with me).

She didn't care that it was their fault I was in arrears or that it was Christmas, or that

we were honestly struggling, and I found myself getting frustrated and asking if they had any compassion or were they heartless?

She replied: "Well if you're going to put it like that, we can simply deduct any money we choose from your account and then sit back and watch you suffer!"

As you can imagine, I was livid. Enraged.

I cannot express my horror and disgust that this person would say such a terrible thing. I went off my head and she eventually did apologise.

But, the damage was done. We have had numerous terrible dealings with CSA over the years.

Their system, and staff, need a complete overhaul.

I LOATHE dealing with CSA.

Please tell me we are not the only ones to suffer such callous treatment at the hands of CSA?

**Disgusted, hard-working dad, Farrar**