

Child support system is a real mess. It would be one of the hardest and ruthless government organisations to deal with. Although i cant quote specific numbers but the CSA has indirectly caused many male suicides. The pressure they place on (mostly the paying parent) is enormous. The system relies on and extremely complex, rigid, difficult to understand and inflexible formula.

It needs to be more realistic with how it is worked out. The suggested cost of raising the child is unrealistic also. yes that maybe the paper cost, but many cant afford the cost to start with due to the high cost of living.

The system does not allow the parent without the child to move on in his / her life. and example is i moved on, re married yet my expenses for living, trying to purchase a house, loans, raising my other child not of the marriage are not factors in the equation. Paying 33% of my income to the other parent is fine, but not if that cost directly impacts the life and needs of my new family. They suffer as a direct result through no fault of their own.

The system does not allow for a parent who has moved on, in my case my ex wife, re married, chooses not to work because of her new husbands high paying job. This allows her to show little to no earnings, forcing the scales of "justice" in the formula to swing her way.

Accountability of monies paid. There is none. In fact there are many stories where receiving parents simply spend the money on whatever they like. Some even boast about a new hair do each week, new shoes, new car, holidays etc. All at the expense of the other parent. The system needs to introduce a Basics Card system to account for the monies to ensure it goes where it is meant to. Or some other checks and balances. You will find that many of those that purposely try to avoid paying are doing so simply because the other party enjoys the income for their own pleasures and not the intended purpose of the money.

Access to bank accounts, tax returns, pay etc. I find this is a massive invasion on ones civil liberties. No other agency in Aust has the authority to simply access other peoples accounts, tax returns etc and take whatever they want without a court order. This is so very wrong and a ruthless approach to fair and equitable dealings.

phone callcentre. an absolute joke. every time i have had to call, i have been on hold for as long as an hour. This is a regular occurrence and not a one off situation. Customer care, there isnt any, the case worker is often aggressive and in one instance i was accused of purposely not working in order to avoid paying. At the time i was suffering from post traumatic stress and the extra pressure this agency put me under at the time had me suicidal. I have since improved but they really are ruthless.

Case worker, there should be one allocated directly to your case and a local person, not someone sitting in an office in Tasmania.

Some of the suggested improvements going around such as taking on an American style of child support is also wrong. threats of jail, credit rating defaults etc are extreme measure and should only be used as an absolute last resort. My fear is with all the power CSA hold now, arming them with even more is only going to make the whole situation worse.

The hyped up media reports of monies owing is all well and good but in a lot of those cases, the amounts outstanding are based on an unfair and unbalanced system in the first place. Should the amounts to be paid be more in line with actual everyday living taking into account all the high costs of living, the amounts would be nowhere near as ridiculous.