

To Committee Secretariat
Child Custody Arrangements Enquiry
Family & Community Services Committee
Dept House of Representatives
Parliament House
Canberra ACT 2600
August 2003
Submission 2 - "CSA"

Committee Secretariat Standing Committee on Family and Community Affairs	
Supp.	
Submission No:	1488
Date Received:	2-9-03
Secretary:	

Dear Sir,

I will keep this brief but note that the aim of the current enquiry is to look at the structure of existing arrangements, & it is this that I address my concerns.

I am separated & with one child, there are & have been disputes, & this concerns child support, not child support itself but the intervention of the Child Support Agency. I will not bore you with 10 years history & individual complaints other than the short list below followed by how I spent my day with CSA:-

- I have paid child support & had child support payments denigrated by the biased agency.
- The agency supports the recipients misappropriation of money.
- I end up paying double.
- Health insurance for the child is denigrated by CSA.
- Access costs
- Costs during access
- Education materials not even discussed with CSA. (won't waste my time)
- CSA is beurecratic, biased, complex, inefficient & inaccurate.
- CSA is biased in implementation
- I have no objections to paying child support, have done so in the past, present & future. I have objections to CSA rhetoric & involvement.

Currently today I spent 1 ½ hours on the phone to CSA.

They increase my payments each year in accordance to the CPI, no worries.

Last year they conducted an increase.

- 1- it was inaccurate.
- 2- CSA explained in March how the amount was arrived at, (they had no idea!).
- 3- I phone several times, they phone several times, I write two letters, I point out their errors, they ignore.
- 4- I complain further, they recognise their errors & are correcting them at last.

These increases are based on CPI increases.

What concerns me is I have no choice with regard to their involvement. I am involved not by choice, they CSA will hound me to the nth degree for any fabricated amount they claim is due or overdue, they CSA do nothing except create conflict & bungling. Despite 11 years of CSA involvement & listening to CSA the above error went past 4 CSA personnel & I am left to correct them. I can manage without them. 4 CSA staff.

- 1- the person that made the error.
- 2- the person that could not explain the error.
- 3- the person that ignored my complaint for 2 ½ months.