

26/8/03

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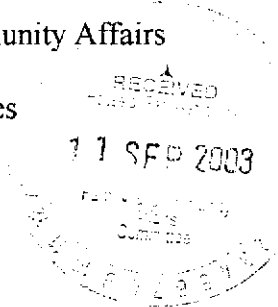
House of Representatives Standing Committee
on Family and Community Affairs

Submission No: 1299

Date Received: 11-9-03

Secretary:

Committee Secretary
Standing Committee on Family and Community Affairs
Child Custody Arrangements Inquiry
Department of the House of Representatives
Parliament House
Canberra ACT 2600



To Whom It May Concern:

Thank you for taking the time to read my submission, it is a general view, yet if you require me to forward specific details relating to my case I would be more than happy to do so. As I don't regularly write letters I do apologise if I jump from one topic to another then back again.

- 1, The CSA act is to complicated, i.e. even CSA operators have given me information that I have later found to be incorrect, and CSA officers have stated the act is to complicated for 1 person to know it all.
- 2, Other than the website it is difficult to obtain information on what you can and can't claim, it is impossible if you don't have regular internet access or knowledge.
- 3, Why do I have to pay tax on money I can't keep. My after tax income is \$480/ week, this is prior to paying child support, I have calculated my ex-wife receives from work centerlink and CSA \$520 after tax. I have the children 102 Nights/ year, yet she receives a health care card and legal aid I do not because I earn to much money.
- 4, I believe that the CSA should inform people if the act changes so individuals can make a decision on how the changes would affect them. I believe this could be achieved by simply adding the list of changes to the act, when they take effect from with your monthly statement, yet when I suggested this to Cathy Argall the reply was "it would be to difficult and to costly". In my particular case the fact that you could no longer back date has appeared to have cost me thousands yet had I known of the change it would of saved me thousands.
- 5, In general the CSA aren't interested whether or not you pay a fair amount, they are just interested in extracting the maximum amount of cash possible, they don't seem to be forthcoming with information that would help you reduce your child support legally.
- 6, Optus Telsta & Vodaphone all have a system in place that allows you to track down the last person you spoke to irrespective whether or not you can recall the



operators name. On the other hand the CSA even if you know the persons name & team they're from, you still can't locate them. The technology the phone companies use has been available for some four to five years. Why doesn't the CSA have it?

7, Why do the CSA calculate my exempt income amount and my exwives exempt amount using a different formula? Surely if it was to be a fair system, the same formula should be used for both parties.

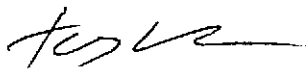
8, I personally would have been financially better of on the dole rather than paying child support and working, I think that's why you'll find the CSA has such a large number of unemployed to deal with.

9, My home costs me the same amount whether my children reside with me 50 nights/ year or 150 nights/ year.

In brief the CSA is a inflexible uncaring and difficult organisation to deal with that have a complicated set of rules. The rules need to be simplified as well as fairer in conjunction with the CSA learning some customer service skills and informing clients what there obligations are even if this would reduce the amount of child support they are required to pay.

Should you require any further information please do not hesitate to contact me 


Yours Faithfully



Tomas Vrevc