



Non-agency payment details

Purpose of this form

This form can be used to tell the Child Support Agency (CSA) about any payments made directly to the other parent or to a third party. If both parents agree that the payments were made instead of paying CSA directly for child support, then the amount can be credited against the child support liability.

Some non-agency payments may be credited as child support without the agreement of the person receiving child support if the paying parent has less than regular care (52 nights per year) of all the children. These payments are called Prescribed Non-Agency Payments and once made can be credited up to a maximum of 30 per cent of the current child support liability. The types of payments that can be credited in this way are specified in (or prescribed by) regulation in the *Child Support (Registration and Collection) Regulations 1988*. For more information about prescribed payments, go to the CSA website at www.csa.gov.au or call CSA on **131 272***.

Need help to complete this form?

You can complete this form over the phone. Simply call **131 272*** between 8.30am and 4.45pm. Interpreters are available on **131 450***. Customers are offered a receipt number at the end of each phone call with CSA, as part of our customer service guarantee.

This form is available online at www.csa.gov.au

Tick where applicable. Please write clearly in BLOCK LETTERS.

1 What are your personal details?

Title Mr Mrs Miss Ms Other

Family name

First given name

Other given names

Date of birth

Postal address

Postcode

Home phone

Work phone

Mobile phone

Email

@

2 What is your child support reference number?

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(as shown on your CSA letters)

3 What are the other parent's personal details?

Title Mr Mrs Miss Ms Other

Family name

First given name

Other given names

Date of birth

Postal address

Home phone

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Work phone

()

Mobile phone

Email

Complete question 4 and/or question 5 (as required).

4 Details of the non-agency payment

Cash payment 1

Who was it paid to?

Date paid

Amount

Period amount was intended to cover

 to

Receipts attached?

Yes No

Cash payment 2

Who was it paid to?

Date paid

Amount

Period amount was intended to cover

 to

Receipts attached?

Yes No

Non-cash transaction 1

Details of transaction

Who was it provided to?

Date provided

Amount/Value

Period amount was intended to cover

 to

Receipts attached?

Yes No

Non-cash transaction 2

Details of transaction

Who was it provided to?

Date provided

Amount/Value

Period amount was intended to cover

 to

Receipts attached?

Yes No

These payments can be credited at 100 per cent or less of the child support liability, if both parents agree. **Please note we will contact both parents to confirm this information.** If parents do not agree to a percentage, the payments will be credited at 100 per cent.

What is the percentage you have agreed to?

 %

Please attach extra pages if necessary.

5 Details of prescribed non-agency payments

Prescribed payment 1

Who was it paid to?

Date paid/provided

Amount

Receipts attached?

Yes No

Prescribed payment 2

Who was it paid to?

Date paid/provided

Amount

Receipts attached?

Yes No

Note: Either parent can notify CSA of the non-agency payment. CSA will then contact the other parent to advise the information received.

6 Statement

I request that the amounts shown above be credited towards the child support payable through the CSA.

I declare that:

- the information provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.

Your signature

Date

Additional information

Where do I send this form?

Please send this form to:

The Child Support Agency
GPO Box 9815 MELBOURNE
VICTORIA 3001

Where can I find more information?

If you need more information, or you would like help to complete this form, please phone us on **131 272***. You can also read more about CSA and your options in our fact sheets available on the CSA website at www.csa.gov.au

What about customer privacy?

The information requested by CSA is needed for child support purposes and is required by child support law. We don't pass your personal information on to the other parent, unless this is required by law or necessary to make a decision that would affect the other parent.

Some information may be passed to Centrelink, the Australian Taxation Office, the Family Assistance Office or the Social Security Appeals Tribunal. CSA may provide your contact details to people contracted by us to deliver services to separated parents, or to carry out research to help improve our services. You are not obliged to participate in any programs or research.

Our guidelines on privacy are in accordance with the *Privacy Act 1988*. For more information about how we treat your personal information, see the Guide on the CSA's website at www.csa.gov.au For more information about the Privacy Act and privacy generally, see the Privacy Commissioner's website at www.privacy.gov.au

What if I have a complaint?

Step One: Contact CSA and speak to your Customer Service Officer who will try to solve the problem.

Step Two: If you are not satisfied with the outcome, ask to speak to their manager.

Step Three: If you are still not satisfied, call CSA's Complaints Service on **132 919*** and speak to a complaints officer.

If you feel that CSA has been unable to successfully resolve your complaint, you can escalate your concerns by contacting the Commonwealth Ombudsman.

How can I report suspected fraud?

If you have information about someone who is misusing government services, please phone the Australian Government Services Tip-off Line on **131 524***.

The tip-off line allows you to confidentially report fraud against Centrelink, Medicare, the Pharmaceutical Benefits Scheme, or Child Support Agency.

***Call charges apply.**

Are you online?

Sign up to CSAonline: www.csa.gov.au