



## Purpose of this form

If you have a child support assessment, court order, court registered assessment, maintenance order or an agreement, and there has been either a change in personal details or changes which affect the amount of child support or maintenance payable, you must tell the Child Support Agency (CSA).

### Do not use this form to apply for a child support assessment.

- 1 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 the Child Support Agency (CSA), as part of our customer service guarantee.

 This form is available online at [www.csa.gov.au](http://www.csa.gov.au)

## To complete this form

- Fill in your name, address, occupation and date of birth details using BLOCK LETTERS
- Tick where applicable
- Sign the form.

## Where do I send this form?

Please send this form to the address shown on your CSA letters, or to your nearest CSA office:

**NSW/ACT:** GPO Box 9815 Sydney 2001

**WA:** GPO Box 9815 Perth 6848

**VIC/TAS:** GPO Box 9815 Melbourne 3001

**SA/NT:** GPO Box 9815 Adelaide 5001

**QLD:** GPO Box 9815 Brisbane 4001

**International cases:** GPO Box 480 Hobart 7001

## For 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/fact](http://www.csa.gov.au/fact)

## Help in other languages

If you do not speak English and need help from the Child Support Agency, ring the Translating and Interpreting Service (TIS) on **13 14 50**. Ask them to set up a three-way conversation between you, an interpreter and a Child Support officer.

**ARABIC** إذا كنت لا تتحدث اللغة الإنكليزية واحتجت إلى مساعدة من Child Support Agency اتصل بخدمة الترجمة الخطية والشفهية (TIS) على الرقم 13 14 50.

**CHINESE** 如果您不說英語，但需要Child Support Agency的協助，請致電翻譯及傳譯服務處(TIS)，電話13 14 50。

**CROATIAN** Ako ne govorite engleski i trebate pomoć Child Support Agency, nazovite Službu prevoditelja i tumača (TIS) na 13 14 50.

**FARSI** اگر انگلیسی نمی‌دانید و به کمک Child Support Agency نیاز دارید به سرویس ترجمه کتبی و شفاهی (TIS)، شماره 13 14 50 تلفن بزنید.

**GREEK** Αν δεν μιλάτε Αγγλικά και χρειάζεστε βοήθεια από το Child Support Agency, τηλεφωνήστε στη Μεταφραστική και Τηλεφωνική Υπηρεσία (TIS) στο 13 14 50.

**INDONESIAN** Jika Anda tidak berbahasa Inggris dan memerlukan bantuan dari Child Support Agency, silakan menelepon Jasa Penerjemahan dan Juru Bahasa (TIS) pada nomor 13 14 50.

**ITALIAN** Se non parli inglese e ti serve assistenza da parte della Child Support Agency, chiama il Servizio traduzioni e interpreti (TIS) al 13 14 50.

**KHMER** បើលោកអ្នកមិននិយាយអង់គ្លេសទេ បើយូអ្នកត្រូវការជំនួយពី Child Support Agency សូមទូរស័ព្ទទៅកាន់សេវាបកប្រែភាសា (TIS) តាមលេខ 13 14 50 ។

**KOREAN** 당신이 영어를 못하고 Child Support Agency의 도움이 필요하시면 전화통역 서비스(TIS) 13 14 50 으로 전화하십시오.

**MACEDONIAN** Ако не зборувате англиски јазик и ви треба помош од Child Support Agency, телефонирајте во Службата за преведување и толкување (TIS) на 13 14 50.

**MALTESE** Jekk inti ma titkellimx bl-Ingliż, u trid ghajnuna miċ-Child Support Agency, ċempel lis-Servizz ta' Interpreti bit-Telefon (TIS) fuq 13 14 50.

**POLISH** Jeśli nie mówisz po angielsku a potrzebujesz pomocy Child Support Agency, zadzwoń do Biura Tłumaczy (TIS) pod numer 13 14 50.

**PORTUGUESE** Se não fala inglês e precisa da ajuda da Child Support Agency, ligue para o Serviço de Tradutores e Intérpretes (TIS) no 13 14 50.

**RUSSIAN** Если вы не говорите по-английски и нуждаетесь в помощи Child Support Agency, звоните в Службу устного и письменного перевода (TIS) по телефону 13 14 50.

**SERBIAN** Ако не говорите енглески и треба вам помоћ од Child Support Agency назовите Службу преводилаца и тумача (TIS) на 13 14 50.

**SPANISH** Si no habla inglés y desea ayuda de Child Support Agency, llame al Servicio de Traducción e Interpretación (TIS) al 13 14 50.

**TURKISH** Eğer Child Support Agency'den yardım istiyorsanız ve İngilizce konuşamıyorsanız 13 14 50'den Yazılı ve Sözlü Tercümanlık Servisi'ni (TIS) arayınız.

**VIETNAMESE** Nếu không nói được tiếng Anh, mà cần Child Support Agency giúp, xin gọi điện thoại cho Dịch Vụ Thông Phiên Dịch (TIS), số 13 14 50.







**Child three**

Family name


First given name

New amount now payable for this child

\$  per

Date from which the new amount applies

*DD / MM / YYYY*

 Please attach a separate sheet if you need to list additional children.

Person for whom new amount of maintenance is payable

New amount now payable for this person

\$  per

Date from which the new amount applies

*DD / MM / YYYY*

**22** The amount payable has changed because a special condition in the court order, court registered agreement or child support agreement now applies

Please answer the following questions

Date the change in circumstances began or will apply?

*DD / MM / YYYY*

Do the circumstances still apply?

No   
Yes

Date circumstances ceased to apply

*DD / MM / YYYY*

Please attach a copy of the order or agreement or complete the following details:

Date of the order or agreement?

*DD / MM / YYYY*

Describe the change in circumstances or special condition


If you have a court order or court registered agreement you must complete the following details:

Location of the court where the order or agreement was made

Type of court (e.g. Family, Magistrates)

**23** Change in residence — child no longer lives with the receiving parent named in the court order or court registered agreement.

**Please read Note B on page 12**

Do you wish to suspend collection?

Paying parent

Yes   
No

Receiving parent

Yes   
No

**Child one**

Family name

First given name

Date of birth

*DD / MM / YYYY*

**Child two**

Family name

First given name

Date of birth

**Child three**

Family name

First given name

Date of birth



If you need additional space, attach a separate sheet with details.

For a change in care, both the receiving parent and the paying parent must sign and date

I agree to suspend collection of the maintenance payable for the child(ren) shown above.

Paying parent's signature

Date

Receiving parent's signature

Date

- 24** Change in residence – child has resumed living with the receiving parent named in the court order or court registered agreement.

**Please read Note B on page 12**

List the child(ren) that have returned to the care of the receiving parent that you want CSA to once again collect child support for.

**Child one**

Family name

First given name

Date of birth

Date of change

**Child two**

Family name

First given name

Date of birth

Date of change

**Child three**

Family name

First given name

Date of birth

Date of change

**Change in care because of a child support assessment or CSA agreement**

**25** Child(ren) no longer in the care of either parent (only if you have an assessment or CSA agreement)

**Child one**

Family name

First given name

Date of birth

Date of change

**Child two**

Family name

First given name

Date of birth

Date of change

**Child three**

Family name

First given name

Date of birth

Date of change



If you need additional space, attach a separate sheet with details.

Name of the person who now has the care of the child

Family name

First given name

Home phone

Work phone

Mobile phone

**26** Change in percentage of care between parents

**Please read note C on page 12**

A. Has the percentage of care for the child(ren) that you receive or pay child support for changed?

- Yes  Complete details below  
No  Do not complete this question **Go to 27**

B. Do you have a parenting plan or court order concerning the child(ren) for whom you receive or pay child support?

- Yes  please attach a copy  
No

C. Will this care change continue for the next 12 months?

- Yes   
No

D. When did the percentage of care change?

Date change occurred

**Child one**

Family name

First given name

Date of birth

How much care do you estimate you will have for the 12 months following the change in care? Specify either percentage or number of nights.

Percentage  %

or

nights per

- week   
fortnight   
year

Other parent's name

**Child two**

Family name

First given name

Date of birth

How much care do you estimate you will have for the 12 months following the change in care? Specify either percentage or number of nights.

Percentage  %

or

nights per

- week   
fortnight   
year

Other parent's name

**Child three**

Family name

First given name

Date of birth

How much care do you estimate you will have for the 12 months following the change in care? Specify either percentage or number of nights.

Percentage  %

or

nights per

week   
fortnight   
year

Other parent's name



Please attach a separate sheet if you need to list additional children.

**27** You have care of child(ren) from another relationship?

**Please read Note D on page 12**

**Child one**

Name of new relevant dependent child

Family name

First given name

Date of birth

Natural parent   
Legally adopted   
Legal duty to maintain

Date the child became your relevant dependent child

**Child two**

Name of new relevant dependent child

Family name

First given name

Date of birth

Natural parent   
Legally adopted   
Legal duty to maintain

Date the child became your relevant dependent child

**Child three**

Name of new relevant dependent child

Family name

First given name

Date of birth

Natural parent   
Legally adopted   
Legal duty to maintain

Date the child became your relevant dependent child



Please attach a separate sheet if you need to list additional children.

**28** You had care of child(ren) from another relationship and they are no longer in your care?

**Please read Note D on page 12**

Child's family name

Child's first given name

Date your child ceased to be a relevant dependent child

**29** Child now married

Child's family name

Child's first given name

Date married

**30** Death of a parent

Which parent died?

Mother

Father

Name of parent

Family name

First given name

Other given names

Date of death

If the receiving parent died, who has the daily care of the child(ren)

Family name

First given name

Other given names

Postal address

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Phone number of the executor or either new carer

If the paying parent died, give the name of the person who is the executor of the estate

Family name

First given name

Other given names

Postal address

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Phone number of the executor or either new carer

**31** Death of a child

Family name

First given name

Date of death

**32** Statement

The penalty for deliberately giving false and misleading information, in accordance with the **Child Support (Assessment) Act 1989**, upon conviction, is imprisonment for up to six months.

I declare that the particulars set out in this statement are correct.

Your signature

Date

### **What about customer privacy?**

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

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.

If you are a mutual customer of the CSA and the Family Assistance Office (FAO), we may disclose to the FAO details of determinations about the percentage of care provided to a child to enable FAO to apply the same care percentage when assessing Family Tax Benefit amounts in relation to that child.

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](http://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](http://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\***.

## Information Notes

### Note A

#### **Suspension of collection of payments by CSA where there is a court order or court registered agreement, and the paying parent receives Social Security payments**

If you are receiving a social security pension or benefit and are paying child support under a court order or court registered agreement that does not make allowances for when you are unemployed, you can ask CSA to suspend collection of child support.

Many court orders and court registered agreements do not allow for amounts of child support to change with changes in the circumstances of the parents. They often do not make provision for the paying parent becoming unemployed, or suffering a substantial drop in income.

If you request that CSA suspend collection, CSA will ask Centrelink to verify that you receive a Social Security Pension or a Social Security Benefit. Centrelink will also check that your Social Security payment plus your ordinary income is not greater than the maximum basic rate of pension. CSA can only suspend collection of your child support if your income is less than or equal to this amount. When CSA suspends collection of child support, the period of suspension is called a 'low income non-enforcement period'.

**Please note:** If you are paying child support under a child support assessment this option is not available to you. You should contact CSA to find out what your options are.

#### **When does a non-enforcement period end?**

A low income non-enforcement period ends either when you no longer receive a Social Security payment or your income is more than the maximum basic rate of pension.

#### **When is a paying parent not able to have collection suspended?**

Suspension of the payments cannot occur if the court order or court registered agreement already makes provision for the periods of unemployment or low income. The collection of spousal maintenance payments cannot be suspended.

### Note B

#### **Suspension of collection of payments by CSA when there is a court order or a court registered agreement and the receiving parent ceases to be the main provider of daily care.**

Currently, many court orders and court registered agreements do not make provision for a change in the circumstances of the parents, for example, changes in the percentage of care for the child.

You can ask CSA to suspend collection of child support payments whenever the receiving parent ceases to be the main provider of daily care for one or more children.

#### **Suspension of collection of payments by CSA when daily care changes**

Both the paying parent and the receiving parent must make a joint election to have the collection of the maintenance by CSA suspended for the child/ren.

The period the collection is suspended for is called the 'overall non-care period'.

During the 'overall non-care period', the terms of the court order or court registered agreement are still enforceable. While the amounts are not being collected by CSA, the receiving parent may take action to collect through the courts.

#### **When does suspension of collection during an overall non-care period end?**

The suspension of collection may be ended by the receiving parent or the paying parent making an election for CSA collection of the maintenance for the child to restart. Collection by CSA will resume on the day the non-care period ended if you lodged the application within 28 days of that date. Otherwise, it resumes on the day you make the application.

### Note C

#### **How the percentage of care affects the assessment**

##### **Care in future assessments**

The figure you give in this form for the percentage of care or for the number of nights the children stay with a parent will be used in assessments for the current child support period and future child support periods unless you tell CSA about a change.

##### **Disputed Care**

If you advise CSA that the actual care of a child is not taking place in accordance with a court order, written agreement or parenting plan, CSA will make a care determination as necessary and appropriate in the circumstances. For example, if the parent with reduced care is taking reasonable action to ensure that the order/agreement/plan is complied with, CSA will make a new care determination that enables that parent to continue to have a care percentage based on the order/agreement/plan for an interim period before actual care is used as the new percentage of care.

### Note D

#### **How children from another relationship affect an assessment.**

If you are caring for children who are not included in your child support assessment, your children can be included in your assessment as relevant dependent children. The children must be under 18 and unmarried, you must be their parent (either natural, by adoption or a step-child whom you have a legal duty to maintain) and have at least 35% care of the children. When you have a relevant dependent child, an amount will be excluded from your adjusted taxable income to take your care of that child into account.

#### **When do I have a legal duty to maintain a step child?**

You only have a legal duty to maintain a step child when a court makes an order under section 66M of the **Family Law Act 1975** or the equivalent provision of Western Australia's **Family Court Act 1997**.



**IMPORTANT:** Always keep records of your child support payments as you may need to supply this information to CSA at a later date.