



## Purpose of this form

You can complete this form to request that your assessment be reduced to nil if:

1. You are assessed to pay the minimum annual rate during all or part of a child support period; and
2. You are applying for your assessment to be reduced to nil for all or part of a child support period for which you are assessed to pay the minimum annual rate; and
3. Your application applies to a minimum period of 2 months; and
4. Your total income for the period of your application will be less than the minimum assessment amount for that period.

If your assessment is based on a court order or an agreement, you may not be able to apply. Please contact CSA if you think this might apply to you.

This form is available for printing online at [www.csa.gov.au/forms](http://www.csa.gov.au/forms) or call us on **131 272** (call charges may apply).

## To complete this form

- Print using **BLOCK LETTERS**
- Use blue or black pen
- Tick where applicable
- Sign the form

## Where do I send this form?

Send the completed form to:

The Child Support Agency

**GPO Box 9815**

**MELBOURNE VIC 3001** or

Fax: **1300 309 949**

## For more information

If you would like assistance or further information to complete this form please call us on **131 272** (call charges may apply).

Information is also available at [www.csa.gov.au](http://www.csa.gov.au)

## Help in other languages

If you do not speak English and need help from the CSA, call the Translating and Interpreting Service (TIS) on **131 450** (call charges may apply). 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 131 450.

**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131 450。

**CROATIAN** Ako ne govorite engleski i trebate pomoć Child Support Agency, nazovite Službu prevoditelja i tumača (TIS) na 131 450.

**FARSI** اگر انگلیسی نمی‌دانید و به کمک Child Support Agency نیاز دارید به سرویس ترجمه کتبی و شفاهی (TIS)، شماره 131 450 تلفن بزنید.

**GREEK** Αν δεν μιλάτε Αγγλικά και χρειάζεστε βοήθεια από το Child Support Agency, τηλεφωνήστε στη Μεταφραστική και Τηλεφωνική Υπηρεσία (TIS) στο 131 450.

**INDONESIAN** Jika Anda tidak berbahasa Inggris dan memerlukan bantuan dari Child Support Agency, silakan menelepon Jasa Penerjemahan dan Juru Bahasa (TIS) pada nomor 131 450.

**ITALIAN** Se non parli inglese e ti serve assistenza da parte della Child Support Agency, chiama il Servizio traduzioni e interpreti (TIS) al 131 450.

**KHMER** បើលោកអ្នកមិននិយាយភាសាអង់គ្លេសទេ ហើយត្រូវការជំនួយពី Child Support Agency សូមទូរស័ព្ទទៅកាន់សេវាបកប្រែភាសា (TIS) តាមលេខ 131 450 ។

**KOREAN** 당신이 영어를 못하고 Child Support Agency의 도움이 필요하시면 전화통역 서비스(TIS) 131 450 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 131 450.

**MALTESE** Jekk inti ma titkellimx bl-Ingliż, u trid għajnuna miċ-Child Support Agency, ċempel lis-Servizz ta' Interpreti bit-Telefon (TIS) fuq 131 450.

**POLISH** Jeśli nie mówisz po angielsku a potrzebujesz pomocy Child Support Agency, zadzwoń do Biura Tłumaczy (TIS) pod numer 131 450.

**PORTUGUESE** Se não fala inglês e precisa da ajuda da Child Support Agency, ligue para o Serviço de Tradutores e Intérpretes (TIS) no 131 450.

**RUSSIAN** Если вы не говорите по-английски и нуждаетесь в помощи Child Support Agency, звоните в Службу устного и письменного перевода (TIS) по телефону 131 450.

**SERBIAN** Ако не говорите енглески и треба вам помоћ од Child Support Agency назовите Службу преводилаца и тумача (TIS) на 131 450.

**SPANISH** Si no habla inglés y desea ayuda de Child Support Agency, llame al Servicio de Traducción e Interpretación (TIS) al 131 450.

**TURKISH** Eğer Child Support Agency'den yardım istiyorsanız ve İngilizce konuşamıyorsanız 131 450'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 131 450.

**1** What is your Child Support Reference Number

(as shown on your CSA letters)

**2** What are your personal details?

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

**3** Date of birth

**4** Postal address

  
  
 Postcode

**5** Home phone

**6** Work phone

**7** Mobile phone

**8** Email

  
 @

**9** For what period are you applying for your assessment to be reduced to nil?

 DD / MM / YYYY to  DD / MM / YYYY

**10** What are your income details?

To complete the following income table, you will need to:

- Provide all income details for the nominated period for which you are making the application. 'Income' is not restricted to taxable income and includes:
  - any money received, earned or derived for personal use or benefit, or
  - any periodic payment by way of gift or allowance.

Please note that some incomes are excluded. You do not need to quote the following types of income:

- basic prisoner allowance for personal items and basic expenses. (Prisoner allowance does not include payments for work or study-these payments must be included as income in the table over page.)
- disability support pensions, pensions paid to veterans who are totally and permanently incapacitated and Special Rate Disability Pension for veterans, where at least 85% of the pension is paid to another person for the provision of ongoing care to the pension recipient.

**11** Salary or wages (including allowances)

 \$

**12** Termination payments (including superannuation payments)

 \$

**13** Interest and dividends

 \$

**14** Business

 \$

**15** Trust distribution

 \$

**16** Partnership distribution

 \$

**17** Rental

 \$

**18** Sale of property

**19** Compensation or rehabilitation payments (including lump-sum payments)

**20** Centrelink payments, or any other government pension, allowance or benefit including superannuation payments

**21** Periodical payments by way of gift

**22** Any other income



Please attach any additional information.

**23** Statement

**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

**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.

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 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** (call charges may apply). 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** (call charges may apply).

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