



Information and Privacy Section

Purpose of this form

When we have information that suggests the financial circumstances of parents are not accurately reflected in their child support income amount, we may decide to change the assessment.

We are considering changing your child support assessment to the amount shown in the attached letter. We have sent this form and the attached letter to both you and the other parent so you can give us information about your circumstances.

How do I respond?

Complete this form which will tell us your financial details and help us make a decision.

To complete this form

- Please use black or blue pen
- Print using **BLOCK LETTERS**
- Tick the appropriate box where applicable
- Sign the form
- Attach copies of supporting documentation where instructed.

This form is available for you to print at www.csa.gov.au/forms or call us on **131 272** (call charges may apply).

Where do I send this form?

Send the completed form and a copy of supporting documentation to:

The Child Support Agency
GPO Box 9815
MELBOURNE VIC 3001
or Fax: **1300 309 949**

What happens after you receive my response?

A copy of your completed Financial Information Section and all supporting documents will be sent to the other parent. Your personal and confidential information contained on page 2 of 2 of the Information and Privacy Section will not be given to the other parent.

If you have included information about or from third parties, make sure you have discussed disclosing this information with them.

If the other parent responds you will be sent a copy of their completed Financial Information Section and any supporting documents.

An open exchange of information means both parents have the opportunity to respond and comment on the information before it is used by the decision maker.

The Senior Case Officer will make a decision based on the information we already have and on any information provided by you, the other parent or a third party. We will send you a written copy of our decision.

Can I stop CSA from changing the assessment?

If you and the other parent agree (and the receiving parent is not receiving an income tested pension, benefit or allowance), together you can choose to stop the change of assessment. Call us on **131 141** (call charges may apply) for more information.

Where parents can agree on a fair amount of child support, we encourage you to make a *Child Support Agreement*. The Senior Case Officer may accept an agreement if it is fair based on the circumstances of the case. If parents cannot agree on a fair amount of child support, the Senior Case Officer will decide what the child support amount should be.

For more information

You can read more about Agreements and Change of Assessment at www.csa.gov.au

If you need more information or you would like help to complete this form please call us.



Note: The information on this page is **NOT** given to the other parent.

What about customer privacy?

The information requested by CSA is needed for child support purposes. We do not 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/carer.

Some information may be passed to Centrelink, the ATO, the Family Assistance Office or the Social Security Appeals Tribunal.

We 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 our 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 the Complaints Service on **132 919** (call charges may apply) and speak to a complaints officer.

If you feel that we have 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.

CONFIDENTIAL PERSONAL INFORMATION:

What is your Child Support Reference Number?

Your name

Mr Mrs Miss Ms Other

Family name

First given name

Other given name(s)

Date of birth

Your postal address

Your contact details

Home phone number

Work phone number

Mobile phone number

Email

Do you need an interpreter?

No

Yes what language



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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 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 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 បើលោកអ្នកត្រូវការជំនួយពី 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.

Financial Information Section

1 What are your personal details?

Mr Mrs Miss Ms Other

Family name

First given name

Other given names

2 What are the details of the other parent?

Mr Mrs Miss Ms Other

Family name

First given name

Other given names

3 Are you the natural or adoptive parent of the children in the assessment?

- No You are not legally obliged to supply information if you are a third party carer (e.g. grandparent) **Go to Question 8.**
- Yes Please complete your income and expense details over page.



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INCOME INFORMATION

4 Your current income details

Complete the gross amount for each item and if possible calculate totals. You can also add new income items. If an income type listed below does not apply to you, leave the space blank.

Tick the option (A, B, C or D) for how each expense item is shown **A Weekly** **B Fortnightly** **C Monthly** **D Annually**

Income type	Gross	A	B	C	D
Salary or wages (including allowances)	\$				
Termination payments (including superannuation payments)	\$				
Centrelink payments, or any other government pension, allowance or benefit	\$				
Interest and dividends	\$				
Business income	\$				
* Trust distribution	\$				
Partnership distribution	\$				
Rental property income	\$				
Sale of property	\$				
Compensation or rehabilitation payments (including lump sum payments)	\$				
Superannuation payments	\$				
Reportable superannuation contributions	\$				
Periodical payments by way of gift or allowances	\$				
Reportable fringe benefits	\$				
Target foreign income	\$				
Royalties	\$				
Other	\$				
Other	\$				
Total income	\$				

*If you receive a trust distribution, what is the name of the trust



Please attach current supporting documents



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EXPENSE INFORMATION

5 Your current expense details

Complete the amount for each item and if possible calculate totals. You can also add new expense items. If an expense type listed below does not apply to you, leave the space blank.

Tick the option (A, B, C or D) for how each expense item is shown **A Weekly** **B Fortnightly** **C Monthly** **D Annually**

Expense type		A	B	C	D
Mortgage repayments	\$				
Other loan repayments	\$				
Credit Card payments	\$				
Rent/board	\$				
Rates	\$				
Utilities					
Electricity	\$				
Phone	\$				
Gas	\$				
Other	\$				
Transport costs					
Fuel	\$				
Vehicle registration	\$				
Insurance	\$				
Other running expenses	\$				
Fares	\$				
Living costs					
Food	\$				
Clothing	\$				
Personal	\$				
Medical insurance/bills	\$				
Education expenses	\$				
Other	\$				
Other	\$				
Total expenses	\$				



Please attach current supporting documents



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ASSET INFORMATION

Cash assets

Cheque account

Savings account

Other accounts

BSB

Account number

Account held in the name(s) of



Please attach current supporting documents

Property assets

Address of family home

Postcode

Value of family home

Address of other property assets

Postcode

Value of other property

Motor vehicle 1 make/model

Value

Motor vehicle 2 make/model

Value

Value of household furniture/effects

Superannuation

Shares, bonds and investments etc.

Life insurance (surrender value)

Other (specify type and value)

Total present value of your assets



Please attach current supporting documents

Disposal of assets

Were any assets sold, disposed of or transferred to an associated person in the past 12 months? (Associated persons include new partners, children, relatives, friends and business partners.)

No go to next question

Yes please provide details



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LIABILITIES INFORMATION

6 Your current liability details

Home mortgage (current outstanding)

Investment loan (current outstanding)

Overdraft limit

Overdraft (current outstanding)

Credit cards limit

Credit cards (current outstanding)

Department store card limit

Department store card (current outstanding)

Taxation (current outstanding)

Other

Limit

Current outstanding

Other

Limit

Current outstanding

Total liabilities



Please attach current supporting documents

7 Change to assessment

Do you agree or disagree with the change of assessment suggested by us in the accompanying letter?

Agree

Disagree

Do you want to make an application to have any other reasons considered?

Yes

No

Where appropriate you should provide supporting documentation to assist your claims.



You can attach extra pages to this form, if necessary. Please sign each additional page.

8 Statement

You are legally responsible for the accuracy of the information you provide. In accordance with section 159 and section 159A(1) of the Child Support (Assessment) Act 1989 the penalty, upon conviction, for;

- knowingly or recklessly giving false or misleading information; or
- omitting information

may include imprisonment for up to six months, a fine up to \$550, or both.

I declare that:

- The information provided on this form is complete and correct to the best of my knowledge.

I understand that:

- Giving false or misleading information is a serious offence.
- A copy of this application (excluding the Confidential Personal Information page) and all supporting documentation will be given to the other parent.

Your signature

Date