



Purpose of this form

This form is to be completed by an employer to report the amount of child support deducted from an employee's or a contractor's salary. It can also be used to report if:

- the normal amount of child support was not deducted for an employee/contractor; or
- an employee/contractor ceased employment; or
- an employee's/contractor's pay-cycle changed.

📞 You can provide this information over the phone. Call **131 272** (call charges may apply) between 8.30 am and 4.45 pm Monday to Friday.

💻 This form is also available online. Go to www.csa.gov.au/forms

To complete this form

- Please use black or blue pen
- Fill in your name and your employee's/contractor's details using BLOCK LETTERS
- Sign the form.

Where do I send this form?

Please fax or send this form to:

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

How to make payments

Payments can be made by BPAY

Biller Code: 201509

Reference number (see below)

Payments can be made using Electronic Funds Transfer (EFT) by transferring funds from your nominated bank account to our bank account.

Account Name: DHS Official Administered Receipts CSA Account
BSB: 092009 **Account Number:** 116755

Please ensure you enter your 16 digit payment reference number without spaces into the payment reference field. For information about other payment options go to www.csa.gov.au

When are payments due?

Payments are to be received by the 7th of the following month after the deduction. You can pay multiple child support deductions to us each month as long as we receive them by the 7th day of each month. For instance, you may find it more convenient to remit the deductions to us at the end of each pay period (i.e. weekly, fortnightly).

For more information

If you need more information or need help completing the form, call **131 272** between 8.30 am and 4.45 pm, or go to 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 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 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** (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.

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**. Ask them to set up a three-way conversation between you, an interpreter and a child support officer. Call charges may apply.

1 What is your Child Support Reference Number

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(as shown on your CSA letters)

Australian Business Number (ABN)

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OR

2 Employer's name

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3 What are the deduction amounts and dates for each employee/contractor?

Ensure that you include all pay-days within the calendar month (i.e. 1st and 31st). If the weekly, fortnightly or monthly deduction amount is different from the amount we are expecting, then please give the reason for variation code.

Reason for variation codes

Did not deduct	DIDN	Multiple reasons	MULT	Deduction for S72A notice	S72A
Additional deduction	ADDI	No longer employed	NEM	Employee on strike	STRK
Amount from previous month	AFPM	Previously deducted payment	PDP	Termination payment	TERM
Casual	CAS	Protected earnings	PEA	Worker's compensation	WRKC
Leave without pay	LWP				

Employee / Contractor details			Pay dates and amounts deducted					Monthly totals	Reason code
Family name	First given name	Payroll ID	/ /	/ /	/ /	/ /	/ /		
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
			\$	\$	\$	\$	\$	\$	
MONTHLY REMITTANCE								\$	

4 If the reason for variation for an employee /contractor is because they are no longer employed (reason code NEM), please provide their bank account details and the date they ceased employment.

Employee/contractor details			Bank account details		Date ceased employment
Family name	First given name	Payroll ID	Branch number (BSB)	Account number	

5 If the reason code selected for an employee/contractor is DIDN, ADDI or MULT, or the codes listed do not apply, please give the reason why you did not deduct according to the schedule.

6 Statement

The information you provide must be complete and accurate. Providing false or misleading information is a serious offence. This offence and other fraudulent or dishonest conduct may lead to prosecution under section 119 of the *Child Support (Registration and Collection) Act 1988* and/or Parts 7.3 and 7.4 of Schedule 1 to the *Criminal Code Act 1995*.

- I declare that the information provided in this form is complete and correct.
- I understand that providing false or misleading information is a serious offence.

Your signature



Date

DD / MM / YYYY
