




Purpose of this form

This form requests a complete statement of your financial details so that the Child Support Agency (CSA) can determine an appropriate payment arrangement for you. It is important that you provide full details of your assets and liabilities to help CSA decide the most efficient and suitable plan for you to pay your outstanding child support. It may also help you to reduce the rate at which your late payment penalties accrue.

At the end of this form, you will be asked to offer a payment arrangement. CSA will then decide if this arrangement is suitable, based on your individual circumstances.

If your financial circumstances change after you complete this form, you must notify CSA. CSA will then decide if it is appropriate to negotiate a new payment arrangement for you.

When you have paid all of your outstanding payments, you may be eligible to have your late payment penalties remitted. Please phone CSA if you would like to learn more about your options.

 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

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

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

5 Home phone

6 Work phone

7 Mobile phone

8 Email

9 Do you have a spouse or defacto living with you?
No Go to question 11
Yes

Family name

First given name

Other given names

10 Does he or she work?
No Go to question 11
Yes
 Part-time
 Full-time

11 What are the names of the dependent children living with you?

Dependant one:

Full name

Relationship to you

Date of birth

Dependant two:

Full name

Relationship to you


Date of birth

Dependant three:

Full name

Relationship to you

Date of birth

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

12 Have you attempted to borrow money for the purpose of paying your outstanding child support from any financial institution or person?

No Go to question 13
Yes Provide details

Bank

Date

Result

Credit Card

Date

Result

Personal sources


Date

Result

Other

Date

Result

 Please attach evidence of any loan application refusal.

Compare the interest you will pay on a personal loan to your child support late payment penalties. Loan interest is usually lower than late payment penalties.

13 What are your employment details?

Employed

Name and address of employer

 Postcode

Employer ABN

Phone number

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Self-employed

Business/Trading name

Tax File Number (TFN)

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Prescribed Payment System (PPS) Registration Number

Client/contractor 1

Regularity of contract

Regularity of payment (e.g. weekly, montly)

Manner of payment (e.g. cheque, cash)

Amount of payment

Client/contractor 2

Regularity of contract

Regularity of payment (e.g. weekly, montly)

Manner of payment (e.g. cheque, cash)

Amount of payment

Other income

Type of pension/benefit


Date commenced (dd/mm/yy)

 DD / MM / YYYY

Date last paid (dd/mm/yy)

 DD / MM / YYYY

Provide details

 Please attach any additional information.

14 What are your current monthly income and expense details

Income type

Salary or wages (including allowances)

 \$

Termination payments (including superannuation payments)

 \$

Interest and dividends

 \$

Business income

 \$

Trust distribution

Partnership distribution

Rental property income

Sale of property

Compensation or rehabilitation payments (including lump-sum payments)

Centrelink payments, or any other government pension, allowance or benefit

Superannuation payments

Reportable superannuation contributions

Periodical payments by way of gift or allowances

Reportable fringe benefits

Target foreign income

Royalties

Any other income

Total Income

15 Assets

Cash assets (present value)

Cheque account

Savings account

Other accounts

Property assets

Family home (location and value)

Other property (location and value)

Motor vehicle 1 (make/model and value)

Motor vehicle 2 (make/model and value)

Household furniture/effects

Superannuation

Shares/bonds/investments/etc

Life insurance (surrender value)

Other (specify type and value)

Total present value

16 Expenditure (average monthly)

Credit commitments

Housing loan repayments

Other loan repayments

Credit card repayments

Rent/board

Rates

Power, phone etc

Fuel, car registration, insurance, running expenses

Living (food, clothing, personal)

Medical insurance/fees

Education expenses

Other (specify type and value)

Total monthly expenses

17 Liabilities

Loan overdraft limit

Overdraft (current outstanding)

Home mortgage (current outstanding)

Investment loan (current outstanding)

Other loans (current outstanding)

Credit cards limit

Credit cards (current outstanding)

Dept store cards limit


Dept store cards (current outstanding)

Outstanding taxation (current outstanding)

Other 1 (specify type, limit and current outstanding)

Other 2 (specify type, limit and current outstanding)

Total liability

 Please attached current supporting documents.

18 In the last 12 months have you sold or given away any of your assets to friends, relatives or other people?

No Go to the next question

Yes Please specify

19 What are you offering to pay?

CSA may not accept your payment offer if it is considered inappropriate.

I agree to make an initial payment of

\$

on

I also agree to make an ongoing minimum payment of

\$

per week

per fortnight

per month

starting on

I understand that these payments will be in addition to the normal monthly child support amount.

20 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

DD / MM / YYYY

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*** 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 the Child Support Agency.

***Call charges may apply.**