



Purpose of this form

You can complete this form to apply for a new child support assessment for a child(ren) you are caring for or if you are restarting a previously ended assessment. You can also complete this form if you want to add another child to an existing assessment.

As a non-parent carer, you are required to have at least 35 per cent care (at least 128 nights over a 12 month period) of the child to be eligible to apply for child support and you cannot be the partner of the child's parent. This means that as a non-parent carer you cannot be living in a domestic relationship with one of the child's parents. If you are a member of a couple, only one of you may apply for child support from the parents.

What is a child support assessment?

A child support assessment is based on the principle that parents should contribute to the costs of raising their child(ren). The assessment takes into account the parent or parents' income, care arrangements, number of children and responsibility for children from other relationships.

Many parents and non-parent carers prefer the convenience of managing their child support payments privately. Under a private payment arrangement (called Private Collect), the Child Support Agency (CSA) will continue to assess the amount of child support payable yet the parents and carers manage the transfer of payments themselves without CSA involvement.

If you have concerns about collecting payments privately, you can ask CSA to collect on your behalf (called CSA Collect). CSA can assist you with these options. You can also change between these options at a later date.

You may be required to provide more information about the parents of the children. Please contact CSA on **131 272*** to confirm.

Who is eligible to apply?

Please tick the following eligibility requirements if you agree they apply to you. You must meet all of these eligibility requirements to be eligible for an assessment.

- The children's parents must have separated on or after 1 October 1989, or one of the children (from the same relationship) must have been born on or after 1 October 1989.
- The person who will receive the child support payments must have at least 35 per cent care of the children. This means they must care for the children for at least 128 nights over a 12 month period.
- The person paying the child support must be a resident of Australia or a resident of a country with reciprocating jurisdiction on the day the application is made.

- The children must be under 18, unmarried, and not living in a de facto relationship. They must be Australian citizens or currently or usually living in Australia (or a country with reciprocating jurisdiction).
- The non-parent carer must not be living in a domestic relationship with any of the parents of the child(ren).
- If a child welfare order is in place, the applicant must be a relative of the child(ren). Further restrictions apply in some states.

If you are unsure if you are eligible to apply, please phone us on **131 272***.

- 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 below:

Domestic Cases: GPO Box 9815 Melbourne 3001
Fax: 1300 309 949

International Cases: GPO Box 480 Hobart 7001
Fax: 1300 133 858

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 are your personal details?

Mr Mrs Miss Ms Other

Family name

First given name

Other given names

2 Date of birth

3 Postal address

4 Home phone

5 Work phone

6 Mobile phone

7 Email

Note: These questions are optional, yet the information will help us to continue to improve services to customers of Aboriginal, Torres Strait Islander and South Sea Islander origin.

Are you of Aboriginal origin?

No
Yes

Are you of Torres Strait Islander origin?

No
Yes

Are you of South Sea Islander origin?

No
Yes

8 Have you applied for child support before?

No **Go to the next question**
Yes

Please write your child support reference number here

(as shown on your CSA letters)

9 What are the details of the child(ren) you are claiming for?

Child one

Family name

First given name

Other given names

Date of birth

Sex of child Male

Female

State or Territory where birth is registered

Do you have permission from the child's parents to care for this child?

Yes **Go to next question**

No Explain why you are caring for this child

Empty text box for explanation of care.

Date that this child came into your care

DD / MM / YYYY

Do you care for this child under a child welfare law?

Yes

No

What is your relationship to this child (eg Aunt)?

Empty text box for relationship.

How much time do you estimate this child will stay with you over the next 12 month period?

Per Cent %

or

Nights per

Week

Fortnight

Year

How much time do you estimate this child will stay with the father over the next 12 month period?

Per Cent %

or

Nights per

Week

Fortnight

Year

How much time do you estimate this child will stay with the mother over the next 12 month period?

Per Cent %

or

Nights per

Week

Fortnight

Year

Child two

Family name

Empty text box for family name.

First given name

Empty text box for first given name.

Other given names

Empty text box for other given names.

Date of birth

DD / MM / YYYY

Sex of child Male

Female

State or Territory where birth is registered

Empty text box for state or territory.

Do you have permission from the child's parents to care for this child?

Yes **Go to next question**

No Explain why you are caring for this child

Empty text box for explanation of care.

Date that this child came into your care

DD / MM / YYYY

Do you care for this child under a child welfare law?

Yes

No

What is your relationship to this child (eg Aunt)?

How much time do you estimate this child will stay with you over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year

How much time do you estimate this child will stay with the father over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year

How much time do you estimate this child will stay with the mother over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year

Child three

Family name

First given name

Other given names

Date of birth

Sex of child Male

Female

State or Territory where birth is registered

Do you have permission from the child's parents to care for this child?

Yes **Go to next question**

No Explain why you are caring for this child

Date that this child came into your care

Do you care for this child under a child welfare law?

Yes

No

What is your relationship to this child (eg Aunt)?

How much time do you estimate this child will stay with you over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year

How much time do you estimate this child will stay with the father over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year

How much time do you estimate this child will stay with the mother over the next 12 month period?

Per Cent %

or

Nights per
Week
Fortnight
Year



Please attach a separate sheet if you need to list more than three children.

Parent 1

10 What are the parent's personal details?

Mr Mrs Miss Ms Other

Family name

First given name

Other given names

11 Date of birth

12 Postal address

13 Home phone

14 Work phone

15 Mobile phone

16 Email

17 Do you have a court order or a court registered agreement for child support payments?

No
Yes

Go to the next question



Please attach a copy of the court order or a court order registered agreement.

Parent 2

18 What are the parent's personal details?

Mr Mrs Miss Ms Other

Family name

First given name

Other given names

19 Date of birth

20 Postal address

21 Home phone

14 Work phone

22 Mobile phone

23 Email

24 Do you have a parenting plan or a court order for the care arrangements of the child(ren)?

A parenting plan is a written arrangement between two parents. It specifies parenting arrangements and can include care arrangements.

No **Go to the next question**
Yes



Please attach a copy of the parenting plan or a court order for care arrangements.

25 Do you want CSA to collect the payments for you?

Parent 1

No

Yes

Parent 2

No

Yes

If you are unsure of your options, please ring CSA on **131 272** to discuss the options

If you do not choose how you would like to collect the payments, CSA will automatically collect them on your behalf.

26 If you want CSA to collect the payments, where do you want your payment made?

Payments must be made to a bank, building society or credit union account held in your name. A joint account is acceptable.

Bank/credit union/building society name

Branch name

Branch number (BSB)

-

Account number

Account name

27 Statement

I declare that:

- I have read the eligibility requirements on page 1 and that I meet each requirement.
- the information provided in this form is complete and correct.

I understand that:

- Section 159(1) of the **Child Support (Assessment) Act 1989** provides that a person commits an offence if the person makes a statement to a CSA officer that is false or misleading in a material particular. Penalty: imprisonment for a period not exceeding six months.

Your signature

Date



IMPORTANT: If you answered YES to Question 5 or 6, please send these documents with this form, or within 14 days of sending this form.

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.**

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 الخفية 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 បើលោកអ្នកមិននិយាយភាសាអង់គ្លេសទេ 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 зборуваате 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.