



## Purpose of this form

You have been notified by the Child Support Agency (CSA) that the other parent/carer in your child support case has lodged an objection to a CSA decision. Use this form to either agree or disagree with their objection.

## About objections

When CSA receives an objection, in most cases we must provide a copy of the objection and any supporting documents to you, the respondent. If you intend to respond to the objection you must do so in writing within 28 days of receiving a copy of the objection (excluding objections to a care decision). If you live overseas in a reciprocating jurisdiction, you have 90 days to respond. If you are responding to an objection to a care decision, you must respond within 28 days (or 90 days if you live overseas in a reciprocating jurisdiction) but you may do so either in writing or by phoning us on **13 12 72**.

CSA must consider any information provided by both parties about the decision that is being objected to. CSA cannot make a decision on an objection before we receive your response or until the period for responding has ended, unless you advise us that you do not wish to respond. If you do not intend to respond to the objection, please let us know as soon as possible so that the outcome can be finalised.

CSA will also try to obtain other relevant information from either party or from third parties before making a decision. You may be contacted by CSA throughout the objections process.

## To complete this form

- Fill in your name, address, occupation and date of birth details using **BLOCK LETTERS**
- Tick where applicable
- Write legibly or print out and attach your response to the objection
- 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](http://www.csa.gov.au/fact)

## 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 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 ហើយត្រូវការជំនួយពី 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.

**1** Child Support Reference Number

Four boxes for digits, separated by dashes: [ ]-[ ]-[ ]-[ ]

**2** Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

**3** Date of birth

DD / MM / YYYY

**4** Postal address

Postcode

**5** Home phone

( )

**6** Work phone

( )

**7** Mobile phone

( )

**8** Email

@

**9** I am the

Paying parent   
Receiving parent or carer

**10** Your response to the objection

I agree   
I disagree

Explain why you agree or disagree with the other parent/ carer's objection, and attach any relevant documentation to substantiate your claims. If you need additional space, attach a separate sheet with details.

A copy of the information you provide in this section will be sent to the other parent/carer for comment. Do not include sensitive, inflammatory or private information you do not wish the other parent/carer to see.

Large text area with horizontal dotted lines for writing.

## 11 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 on the CSA's website 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\*** 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.**