



# Residency questionnaire

## – Helping the CSA to determine your residency

This form assists the Child Support Agency (CSA) to determine the residency status for your child support assessment.

**1** You can complete this form over the phone. Simply call **+61 131 272\*** or **+61 3 6216 0864** between 8.30am and 4.45pm (AEST) or if in New Zealand, freecall **0800 440 953**. Interpreters are available on **+61 131 450\***. Customers are offered a receipt number at the end of each phone call with the CSA, as part of our customer service guarantee.

This form is available online at [www.csa.gov.au](http://www.csa.gov.au)

Tick where applicable. Please write clearly in BLOCK LETTERS.

### 1 What are your personal details?

Title Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

Date of birth

 /  / 

Postal address


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 Postcode  


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 Country

Home phone

 ( ) 

Work phone

 ( ) 

Mobile phone

 ( ) 

Email


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 @ 

### 2 What is your child support reference number?

 -  -  - 

(as shown on your CSA letters)

### 3 What is your passport number?

### 4 Have you ever resided in Australia?

No  Which country do you normally reside in?

*We will refer to this as your 'usual country of residence' in the rest of this form.*

**Go to 14.**

Yes  **Go to next question**

### 5 What was your last postal address in Australia?


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 Postcode

### 6 What is your Australian Tax File Number (TFN)?

 -  - 

### 7 When did you leave Australia?

 /  / 

### 8 Where did you leave Australia from?

**9 Are you temporarily or permanently leaving Australia?**

- Visitor or temporary resident departing permanently  
**Go to 11**
- Australian resident departing permanently  
**Go to 11**
- Australian resident departing temporarily


**10 Do you intend to return to Australia?**

- No  **Go to next question**
- Yes  If yes, when will you return?

    /    /

Reason for returning to Australia

.....  
.....


 Please attach a copy of your travel documentation, eg. ticket.

**11 Did any of your family accompany you when you departed Australia?**


- No  **Go to next question**
- Yes  Please provide names and relationship to you

.....  
.....

**12 Since you left Australia or your usual country of residence, have you applied for permanent residency in any other country?**

- No  **Go to 14**
- Yes   Please attach a copy of your application for permanent residency.

**13 Since you left Australia or your usual country of residence, have you been granted permanent residency in any other country?**

- No  **Go to next question**
- Yes   Please attach a copy of the documentation granting you permanent residency, eg. official documentation from a government department.

**14 Do you intend to move to a different country?**

- No  **Go to next question**
- Yes  If yes, do you know when?

    /    /

Which country?

.....

**15 Are you employed?**

- No  **Go to 17**
- Yes  Name of your employer

.....

Employer's telephone number

(    )

**16 What is the period of your employment?**

    /    /    to    /    /

**17 Have you received any benefits or income support from any Government?**

- No  **Go to next question**
- Yes  Please provide details

.....

**18 Are you enrolled in a course of study?**

- No  **Go to next question**
- Yes  What is the length of study? (Years and months)

.....

Institution

.....

**19 Do you contribute to, or receive payments from, or are entitled to receive payments from, a superannuation fund for Australian Government Officers?**

- No  **Go to next question**
- Yes  Please provide details

**20 Do you maintain a home outside Australia or your usual country of residence?**

- No  **Go to next question**
- Yes  Please provide details

Postcode

**21 Do you have any other financial investments in Australia or your usual country of residence?** eg. shares, bank accounts, etc

- No  **Go to next question**
- Yes  Please provide as much detail as possible and attach extra sheets if necessary.

**22 Is there any other relevant information that will help us to determine your residency status?**

- No  **Go to next question**
- Yes  Please provide as much detail as possible and attach extra sheets if necessary.

**23 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

/ /

**Additional information**

**Where do I send this form?**

Please send this form to the address shown below:

**International cases:** GPO Box 480, Hobart TAS 7001, Australia

**Where can I find more information?**

If you need more information, or you would like help to complete this form, please phone us on **+61 131 272\*** or **+61 3 6216 0864** between 8.30am and 4.45pm (AEST) or if in New Zealand, freecall **0800 440 953**. You can also read more about CSA and your options in our fact sheets available on the CSA website at [www.csa.gov.au](http://www.csa.gov.au)

**What about customer privacy?**

The information requested by CSA is needed for child support purposes. We don't 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.

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 **+61 132 919\*** 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 **+61 131 524\***. The tip-off line allows you to confidentially report fraud against Centrelink, Medicare, the Pharmaceutical Benefits Scheme, or Child Support Agency.

**\*Call charges may apply.**

**Are you online?**

Sign up to CSAonline: [www.csa.gov.au](http://www.csa.gov.au)