



Have you recently become unemployed?

If you've recently become unemployed or are considering a redundancy package, there are some important steps you need to take to ensure your child support assessment is accurate and to avoid having outstanding child support later.

What do I need to do?

If your employment circumstances change, it's important that you contact the Child Support Agency (CSA) as soon as possible to discuss your options. We can only update your child support details from the date you let us know.

What are my child support options?

We'll help you work out the best option for your situation so call us on **131 272***. There are different ways you might be able to meet your responsibilities until you get back on track. For example, if you make any payments to third parties on behalf of the other parent, such as payments for rent or mortgage of the other parent's home, or payments for medical or dental treatment for the child/ren, you can have this payment credited as a child support payment. This is called a non-agency payment. Non-agency payments can be credited only if your payments are collected by the CSA.

If you and the other parent have a child support agreement about how much child support you pay or a court order in place, you should speak to a Customer Service Officer about any unemployment clauses that may be included in your agreement.

What if my care arrangements change?

Use the care estimator at www.csa.gov.au to calculate your level of care. If your level of care has changed you can ask the CSA to reflect the new care percentage in your child support assessment.

What if I receive a redundancy payout?

Whether or not you receive a redundancy payment, you need to call us immediately on **131 272*** to discuss your options. Remember, your redundancy payout may affect your eligibility for some Centrelink payments so call **132 850** to discuss your circumstances.

What if I start a new job?

If you start a new job and your child support assessment is based on an estimate of your income, you need to let the CSA know as soon as possible so we can update your details to ensure your assessment is accurate. If you don't, your assessment could be wrong and you could build up overdue child support.

Where can I go for more help?

Call **132 850** or visit www.centrelink.gov.au for more information about how Centrelink can help you if you've been retrenched or made redundant. Centrelink also has a range of services and programs to help you look for work.

Job Services Australia is a national network of private and community organisations dedicated to helping people find jobs. For more information call **1800 805 260**.



For further information and help

Call CSA on 131 272**

Call the Telephone Interpreting Service on 131 450*

Visit the CSA website www.csa.gov.au

Ask your representative to assist.

Support Services

Family Relationship Advice Line

Phone: 1800 050 321

www.familyrelationships.gov.au

8am–8pm weekdays, 10am–4pm Sat. (public holidays excluded)

Assists people from families affected by relationship or separation issues.

Other CSA resources:

The Parent's Guide to Child Support—information about child support for separated parents.

Me and My series of self-help booklets (available in a range of languages and as audio downloads).

Dealing with Separation interactive CD Rom.

Our family's changed—an activity book for five to seven year olds.

A kid's guide to changing families—a computer game on CD-ROM for eight to 12 year olds.

Family Separation: a guide for teens—helping young people cope with family separation and change.

CSAonline—this is a secure online service where you can view and update your child support information when it suits you. Go to www.csa.gov.au to enrol.

To order any free CSA publication or more fact sheets visit www.csa.gov.au or freecall 1800 040 972 (charges apply to mobile and public phones).

Your privacy

CSA collects information about you and your family for child support purposes. We understand that some information is sensitive, and we place great importance on protecting your privacy. For more information see the Privacy fact sheet.

The Australian Government Services Fraud tip-off line

The Australian Government Services Fraud tip-off line provides people with a place to report suspected fraud against Centrelink, Medicare, the Pharmaceutical Benefits Scheme or the Child Support Agency. If you have information about someone who is mis-using government services, call 131 524*.

*Call charges may apply to the telephone numbers listed.

† Please note: your call may be recorded.

Do you need interpreting help?

If you don't speak English and need help from CSA, ring the Telephone Interpreting Service on 131 450.

ARABIC إذا كنت لا تتحدث اللغة الإنجليزية والحجت إلى مساعدة من Child Support Agency اتصل بخدمة الترجمة الهاتفية (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 បើលោកអ្នកត្រូវការជំនួយពី Child Support Agency សូមទូរស័ព្ទទៅអ្នកបកប្រែភាសា (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 bi-Ingliż, u trid għajnjuna miċ-Child Support Agency, cempel 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.