

## child support

### When to use this form



Use this form if you are the receiving parent and you already have a registered child support case or spousal maintenance with Services Australia and you would like to request a change in your collection method.

### Online account



You can access your Child Support online account through myGov. myGov is a secure way to access a range of government services online with one username and password. You can create a myGov account at [my.gov.au](https://my.gov.au) and link your Child Support online account to it.

### Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  **Go to 1** skip to the question number shown.

### For more information



Go to [servicesaustralia.gov.au/childsupport](https://servicesaustralia.gov.au/childsupport) or call us on **131 272**.

#### Information in your language

For Child Support, call **131 272** (call charges may apply). Let us know if you need an interpreter and we will arrange one for free.

Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) to read, listen to or watch information in your language.



#### Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more help with communication, go to [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'other support and advice'.

## Private Collect

### Keeping payment records

Private Collect means we will continue to calculate your child support assessments while you manage the transfer of payments. It is important that you keep a record of all payments. You may need to supply this information as proof of payment if we request it at a later date.

### Family Tax Benefit and child support

Private Collect does not mean the paying parent does not have to pay. If the receiving parent receives more than the base rate of Family Tax Benefit (FTB), they are required to take reasonable action to collect child support at the assessed rate. If the receiving parent does not take reasonable action to collect the full assessed rate of child support, then they will not be paid more than the base rate of FTB.

When child support is collected privately we will deem that the receiving parent collects the full assessed rate of child support for the purpose of calculating their FTB Part A entitlement. The deemed amount will still apply regardless of whether the receiving parent collects more or less than the child support assessed amount. Where the receiving parent collects less than the child support assessed amount, it is important to note that the receiving parent may already be receiving a reduced rate of family assistance due to the amount of child support they are entitled to receive. In this situation, if the paying parent does not pay the full child support amount, the receiving parent will be disadvantaged through reduced benefits and reduced child support. The receiving parent should contact us on **131 272** to discuss options.

## Child Support Collect

### Payments and enforcement

Child Support Collect means we will attempt to collect payments on the receiving parent's behalf. This is an appropriate option for parents who have difficulty collecting payments privately.

We may not accept this application if you have previously requested us to collect payments on your behalf.

**Note:** Although we will make every attempt to collect child support, we cannot guarantee payments. In some circumstances, we do not have enough information to enforce payments. It is important that the receiving parent provides any details that might help locate the paying parent. Helpful information includes the name of the paying parent's employer and bank.



## Changing to Private Collect

**11** If the paying parent currently has outstanding child support, would you like us to collect these payments on your behalf?

No  **Note:** We will not be able to recover these payments at a later date. Before deciding to collect any outstanding child support privately, you should check the impact this may have on your FTB payments.

**Go to 24**

Yes  *Go to next question*

**12** Where do you want your payment made?

The account must be in your name. A joint account is acceptable.

Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be the card number)

Account held in the name(s) of



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**13** Would you like us to collect the full amount?

No  *Go to next question*

Yes  **Go to 24**

**14** How much would you like us to collect (must be less than the full amount)?

We will only collect the amount indicated. You will need to collect the outstanding amount privately or through a court.

▶ **Go to 24**

## Changing to Child Support Collect

If you are requesting that we collect payments on your behalf, and the other parent has not paid the assessed rate of child support to you in full, you can ask that we collect any unpaid amounts in the last 3 months. In addition, but **only** if there are **exceptional circumstances**, you can ask us to collect a further 6 months of unpaid child support (9 months in total).

Whether circumstances are **exceptional** will depend on the facts in each particular case. The circumstances must be unusual in some way. They may be circumstances beyond the control of the receiving parent that prevented them from applying for collection within a reasonable period.

For example:

- The receiving parent was ill or had an accident that stopped them from applying for collection.
- The paying parent created a false expectation of payment or pressured the receiving parent not to apply for Child Support Collect.

**15** In addition to collecting your ongoing payments, do you want us to collect any unpaid amounts for the last 3 months?

We can collect up to 3 months of arrears if payments have not been made during this time.

No  **Go to 18**

Yes  State the amounts owing to you and the periods these amounts cover

**1**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

**2**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

**3**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

If you need more space, provide a separate sheet with details.

**16** Where you believe there are **exceptional circumstances** that prevented you from applying earlier, do you want to ask us to collect more than 3 months (up to 9 months) of unpaid child support?

No  **Go to 18**

Yes  State the amounts owing to you and the periods these amounts cover (do not include details already provided at question 15).

**1**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

**2**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

**3**

Amount due \$

Amount paid \$

Date paid (DD MM YYYY)

Period the payment covers

From (DD MM YYYY)

To (DD MM YYYY)

If you need more space, provide a separate sheet with details.

**17** What are the **exceptional circumstances** which prevented you from applying for collection earlier?

If you need more space, provide a separate sheet with details.

**18** Is the paying parent employed?

No  **Go to 22**

Not sure  **Go to 22**

Yes  **Go to next question**

**19** Employer's name

**20** Employer's address

Postcode

**21** Employer's contact details

Phone number (including area code)

Mobile phone number

**22** Provide any additional information that may assist in locating the paying parent (for example, the name of their bank or business).


If you need more space, provide a separate sheet with details.

**23** Where do you want your payment made?

The account must be in your name. A joint account is acceptable.  
Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be the card number)

Account held in the name(s) of


## Privacy notice

**24** You need to read this

### Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacypolicy](https://servicesaustralia.gov.au/privacypolicy)

## Declaration

**25** I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

Your signature


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Date (DD MM YYYY)

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## Returning this form

Return this form and a copy of any supporting documents:

- online**, sign in to your Child Support online account or Express Plus Child Support mobile app and upload by selecting Upload documents.
- by post to  
Services Australia  
Child Support  
GPO Box 9815  
MELBOURNE VIC 3001
- by fax to 1300 309 949

You should keep a copy of this form for your records.