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**CHILD SUPPORT HELP AUSTRALIA**

# Representative Authority

**Phone** - 0498 587 673

**Email** - [admin@csa.com.au](mailto:admin@csa.com.au)

**Facebook** - [facebook.com/csa.com.au](https://facebook.com/csa.com.au)

**Website** - [www.csa.com.au](http://www.csa.com.au)

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## When to use this form



Use this form if you would like to permit another person or organisation to enquire or act on your behalf for child support matters when dealing with the Australian Government Department of Human Services.

## Important information

The person you nominate can be anyone above 18 years of age, such as, a relative, a friend or your solicitor.

Your representative will be able to make enquiries, lodge forms you have signed and provide information to us about you. You can limit the details your representative can access and discuss about your case. You can also specify the date this authorisation will expire.

Your representative can perform other limited actions on your behalf, including making a payment arrangement for you to pay your debt, except where we are taking action to enforce payment.

Representatives are not able to:

- make applications or elections or sign documents on your behalf, **or**
- change your contact details in our records unless you specifically agree to this.

We are not obliged to recognise a customer's representative. We will not deal with your preferred representative if we think your representative is not acting in your best interests or behaves unreasonably when dealing with us.

If your Authorised Agent (someone with Power of Attorney or similar legal power) is acting for you in relation to child support, you can send us a copy of their authority. You do not need to complete this form for them.

## Online services



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 it to your Child Support online account.

## Filling in this form

**Step 1** Please use black or blue pen.

Print in BLOCK LETTERS.

**Step 2** Sign and date the Declaration on page 3.

**Step 3** Return this form. If this form is not signed, is incomplete or missing information, it could result in delays, or it may be returned to you.

## For more information



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

We can translate documents you need for this assessment for free.

To speak to us in other languages, call **131 450**.

**Note:** Call charges may apply.



If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

## Your details

1 Your Child Support Reference Number

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2 Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

3 Your date of birth

 /  / 

4 Your permanent address

  

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 Postcode

5 Your postal address (if different to above)

  

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 Postcode

6 Your contact details

Home phone number  ( )

Mobile phone number

Work phone number  ( )

Email

  

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## Representative's details

**IMPORTANT:** The representative named below will replace any current representative authority.

7 Representative's name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

8 Representative's date of birth

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9 Representative's permanent address

  

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 Postcode

10 Representative's postal address (if different to above)

  

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 Postcode

11 Representative's contact details

Home phone number  ( )

Mobile phone number

Work phone number  ( )

Email

  

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12 Relationship to you (e.g. father, mother, friend, employer, etc.)

**13** Is there any information you do not want us to discuss with your representative?

No  Go to next question

Yes  Give details below


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

**14** Do you want your representative to be able to make payment arrangements for you to pay us a debt you owe?

No

Yes

**15** Do you want your representative to be able to provide us with new contact details for you?

No

Yes

**16** Do you want this authority to end on a set date?

You can end this authority at any time by going to **my.gov.au** and accessing your Child Support online account, by writing to us at the address shown on page 1 of this form or by calling **131 272**.

No  Go to next question

Yes  Date you want the authority to end

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### Privacy notice

**17** You need to read this

#### Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at **humanservices.gov.au/privacy**

### Applicant's declaration

**18** I declare that:

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

I understand that:

- giving false or misleading information is a serious offence.

Your signature


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Date

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### Representative's declaration

**IMPORTANT:** Make sure you read the **Privacy and your personal information** at question 17 before you complete this declaration.

**19** I declare that:

- I undertake to act as representative for the person named.

Representative's signature


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Date

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#### Returning your form

Check that all required questions are answered and that the form is signed and dated.

Send this form and a copy of any supporting documents:

- online** – scan this form and all documents. Go to **humanservices.gov.au** and search for 'Submit your Child Support documents online'.
- by fax **1300 309 949**
- by post **Department of Human Services  
Child Support  
GPO Box 9815  
MELBOURNE VIC 3001**

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