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**CHILD SUPPORT HELP AUSTRALIA**

# **Our Services**

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## **Our Services**

Child Support Help Australia offers a service in representing people in their dealings with Services Australia - Child Support, more commonly known as the Child Support Agency (CSA). We assist people with changes of assessment applications, objections (appeals) against assessments and negotiation of payment arrangements for debts (Arrears). We provide many other services as well and our consultants would be happy to discuss your particular problems with you. As well as dealing with CSA we also negotiate and prepare private agreements between parents (Binding Child Support Agreements) and, where required, we can also assist with external appeals against the CSA decisions to the Administrative Appeals Tribunal (AAT).

As Child Support Help Australia continues to grow, we have taken the needs of our client on board and developed a new structure for our fees. The new structure will accommodate individual client's needs and budgets. Of course, if at any time our client requires to move up to another package, any payments made will be deducted from the new package fees. Please note that we do offer staged-payments on some of the packages and our consultants will discuss these with you.

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## Initial Information Package

This is to let you know exactly what your current position is and how best to move forward. Many people just do not know from one day to the next where they stand with their child support case. We can deal with this by contacting Services Australia - Child Support and then advising you where you stand. This is through either our written contact with Services Australia - Child Support with our client's written approval for us to access their details, or through a conference call to Services Australia - Child Support.

With conference calls, we call Services Australia - Child Support and then bring you into the call for proof of identification and your authorisation for Services Australia - Child Support to speak to us about your case. **At this stage we ask our clients to leave the call to avoid the risk of them inadvertently releasing information they are not required to provide and consequently possibly damaging their own interests.** We will take over the call to find out where you stand. We will then write to you with our findings and with our recommendations on how you need to proceed.

The points that are covered are:

- Date of commencement of the case.
- Confirm Confirmation of Care arrangements.
- Children on your case have the correct care recorded.
- Any recent changes of assessments.
- Any current applications for changes of assessments.
- Previous amendments to your matter.
- Current liabilities (regular assessment) and what income this is based on.
- Current arrears if any.
- Any late payments penalties.
- Any Section 45 (for regular assessments) or Section 72A (for arrears) Notices issued. **(these are notices to third parties such as employers to take child support payments directly from your income or other money that is due to you)**
- Any payment plans in place.
- If there is a Departure Prohibition Order in place. (these orders prevent you from leaving Australia)

When we write to you with the information that we have received on your current position, we will be able to make suggestions to you on how might be able to help you with moving your matter forward.

**\$1250.00 Excluding GST (\$125.00) Total \$1375.00**

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## 12 Months Representation Package

This is our premium package which gives you our full representation for 12 Months. Representation Package together with advice and submissions on written estimates of income, We prepare any change of assessment application, response to change of assessment applications by the other party, any objection to a decision that you need to make and any response to an objection by the other party. We will also deal with your accountant to make them aware of some critical points which could be useful in your child support case.

The main points include:

Change of Assessment applications with written submissions to support the change of assessment application.

Written response to any reply by the other parent regarding the change of assessment application.

Written response to any change of assessment application initiated by the other parent.

Written Objection to any adverse change of assessment decision.

Written response to any objection by the other parent.

Business Advice letter for self-employed on business structure to legitimately obtain the best result possible in your Child Support matter.

Advice and communication with Accountant regarding the timing of lodgement of tax returns.

Written estimate of income, if required. These can be complex because of the danger of the possibility of creation of debt if they are not done properly.

Monitoring of written estimates of income and variation of estimate of incomes where and if required.

Negotiating a Departure Authorisation Certificate if required. These Certificates allow people to leave the country for a specified period even though there is still a Departure Prohibition Order in place. Our fee for this package covers 2 Departure Authorisation Certificates per year. If more are required in any 12-month period, a further fee will apply.

Negotiations with Services Australia - Child Support on the removal of Departure Prohibition Orders.

Negotiations with Services Australia - Child Support on the removal of a Section 45 or Section 72A Notice.

Advice on lump sum payments such as termination of employment, estate, superannuation and any other lump sum payment which may affect your child support.

Discount applicable on renewal.

**\$2,620.00 Excluding GST (\$262.00) Total \$2882.00**

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# Binding Child Support Agreement

Binding Child Support Agreements are allowed for, and indeed recommended, in the child support legislation. They are agreements between parents that removes the child support agency from the involvement in collection of child support. Once registered, neither you or the other parent will ever have to deal with the Services Australia - Child Support again as long as the terms that are agreed are complied with. These agreements need to be specially prepared to comply with the legislation. Each parent must receive legal certification from a solicitor regarding the Agreement. Once the Agreement has been prepared, signed and legal certificates attached, the Agreement is forwarded to the Services Australia - Child Support by Child Support Help Australia for registration by the Registrar. There is no discretion in the legislation for the Department to refuse to register a properly prepared and certified agreement.

The preparation is in three stages which are charged separately. Please note that although the Package is charged in separate stages this service is quoted on a total package basis.

## Stage One

Initial approach to other parent and signed acknowledgement by them of their willingness to negotiate the Agreement.

**\$1400.00 Excluding GST (\$140.00) Total \$1540.00**

## Stage Two

The Agreement is drafted and prepared as per the client's and other party's instructions. The draft agreement is sent to our client for approval before being forwarded to the other party for their approval. Requests for alterations by the other party are negotiated with us until we have an agreement that is acceptable to both parents.

**\$1400.00 Excluding GST (\$140.00) Total \$1540.00**

## Stage Three

The finalised Agreement is then forwarded to the other parent to obtain their legal certification and signing. Once this has been done, the signed agreement is then forwarded to our client for legal certification and signing by him or her. It is critical that the legal certificate in both cases be signed by the respective lawyers before signing by the parties to the agreement. We are unable to offer the legal certification to either parent but can recommend lawyers who will do so at very reasonable fees. To be clear, the legal fees are not included in our price.

**\$1400.00 Excluding GST (\$140.00) Total \$1540.00**

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## Appeals to the Administrative Appeals Tribunal

In the event of an adverse objection decision by Services Australia - Child Support the next stage of appeal is to the Administrative Appeals Tribunal. It is worth noting that annual reports of both the Services Australia and the Administrative Appeals Tribunal disclose that a sizeable percentage of objection decisions are overturned by Review at the AAT. So, this avenue of appeal is very important in the event of a decision with which you disagree. Our verbal representation at the actual hearing is subject to approval by the Tribunal Member conducting the hearing. This approval is usually granted, and our involvement has been well-received by some Tribunal Members with very good comments on the assistance to the process that we have given. Our involvement in appeals to the Tribunal is in three stages. This is a total package (subject to approval by the Member) of our representation in the second and third stages of process.

### First Stage

Receipt of all documentation from the client and Services Australia - Child Support regarding the objection and the preparation of detailed submission by CSHA. Ensure Notice to Request a Review has been emailed to the AAT and is within the correct time frame. Forms are sent to client, completed, returned to CSHA and emailed to the AAT. Forms include review, financial circumstances and a request to represent. Assistance with review of other parties' written responses, calculation on their income etc. Advice to client on statement of financial affairs and repercussions if not correctly prepared.

**\$1590.00 Excluding GST (\$159.00) Total \$1749.00**

### Second Stage

Approval given to CSHA to be involved in the Early Case Appraisal Conference. This hearing is to see whether there is any likelihood by either parent of settling prior to setting a hearing date. This stage can be quite time consuming and frequently involves a considerable amount of negotiation to see if the matter can be finalised without the need for a full hearing. Assistance in response to any Preliminary Directions that are issued by the Tribunal at this stage.

**\$1590.00 Excluding GST (\$159.00) Total \$1749.00**

### Third Stage

Approval has been granted for the representative of CSHA to continue and assist you in the full hearing. Receipt of documentation from the AAT and preparation of any further documentation or response to directions from the Tribunal Member, verbal submissions at the hearing.

**\$1590.00 Excluding GST (\$159.00) Total \$1749.00**