

## When to use this form



Use this form if you currently receive a payment from us and have separated from your partner.

If your partner has passed away, you do not need to fill in this form. You can call us on **132 300** or fill in an **Advice of death (SA116A)** form. Go to [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

## Keeping your information safe

You should consider the steps you need to take to keep your personal information safe if your relationship or living arrangements have changed. Changing your passwords or PIN will make sure only you have access to your myGov and online accounts.

For more information, go to [servicesaustralia.gov.au/keepinformationsafe](https://servicesaustralia.gov.au/keepinformationsafe)

## Online services



### Completing this form online is faster and easier.

Depending on the payment type you get, you may be able to tell us when you separate from your partner using online services. To find out which payment type, go to [servicesaustralia.gov.au/moc](https://servicesaustralia.gov.au/moc)

You can tell us about your separation online by using your Centrelink online account through myGov.

- **Centrelink online account**

1. Sign in to **my.gov.au** and select Centrelink.
2. Select **My details** and then **Update relationship details**.

If you do not have a myGov account, go to **my.gov.au** and create one. For help, go to [servicesaustralia.gov.au/onlineguides](https://servicesaustralia.gov.au/onlineguides)

## For more information



If you need to call us, go to [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)

### Help in your language

We can translate documents you need for your claim or payment for free.

To speak to us in your language, call **131 202**.

Call charges may apply.



### Telephone Typewriter

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

## **Support for separated parents**

Separation is a time of change and it is important to get help if you need it. If you require support, there are a number of groups, websites, publications and support services available to you.

If you would like further information about where you can access support and services, you can contact one of our social workers by calling us on **132 850** or visiting one of our service centres.

For more information, go to [servicesaustralia.gov.au/separatedparents](https://servicesaustralia.gov.au/separatedparents)

## **Family and domestic violence**

If you need to tell us about a change in your living arrangements or relationship and you are concerned about your safety, there may be support we can provide. We can support you if you are in, have left, or are preparing to leave a family and domestic violence situation.

If you are affected by family and domestic violence, you may wish to speak to a social worker. You can call us on **132 850** or visit one of our service centres and ask to speak to a social worker.

For more information, go to [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

## **Your relationship status**

For more information on how we assess your relationship status, go to [servicesaustralia.gov.au/moc](https://servicesaustralia.gov.au/moc)

## **How to choose a suitable referee**

Your referee must:

- be 18 or older
- not be your parent, step parent, sibling or child
- not be your correspondence nominee
- not be your most recent ex-partner.

Your referee should also be a person who is familiar with your circumstances. It is preferable that a referee be a person of some standing in the community. For example, minister of religion, doctor, police officer, counsellor, social or welfare worker, solicitor, community leader.

**Services Australia may contact your referee to discuss your current relationship status.**

## **Children from a previous relationship**

To get more than the base rate of Family Tax Benefit Part A, you will need to take reasonable steps to obtain child support from the other parent.

If there is any reason that makes it difficult for you to apply for child support, it is important that you contact us to talk about your situation. There may be other options available to you.

### Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete 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.

### About you

**1** Your Customer Reference Number (if known)

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**2** Your family name

First given name

Second given name

**3** Your date of birth (DD MM YYYY)

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**4** Are you experiencing family and domestic violence?

Any information you give us is private. We will only use it to help you find the right services and support. This is for people whose safety and wellbeing may be at risk due to a partner, ex-partner or family member.

No  **Go to 7**

Yes  **Go to next question**

Do not  **Go to 7**  
wish to say

**5** Is the family and domestic violence in relation to your ex-partner?

No

Yes

**6** Would you like to be contacted to discuss your support options specific to your needs?

We can provide support to people affected by family and domestic violence.

No

Yes

**7** Read this before answering the following question.

If your ex-partner is able to deal with us on your behalf, consider ending these arrangements to help keep your information safe.

**Person permitted to enquire** – can ask questions on your behalf

**Person permitted to update** – can ask questions and make updates to your information

**Payment nominee** – receives your payments on your behalf

**Correspondence nominee** – can act on your behalf.

You can immediately update these arrangements at any time by using your online account through myGov.

For more information, go to

**servicesaustralia.gov.au/nominees**

Do you have any of the above arrangements that you would like to end?

No  **Go to next question**

Yes  **Give details below**

Not sure  **Give details below**

Which arrangement(s) would you like to end?

All arrangements

Person permitted to enquire

Person permitted to update

Payment nominee

You will need to provide us new bank account details at question 23.

Correspondence nominee

**8** Has your phone number changed since you last told us?

No  **Go to next question**

Yes  Phone number (including area code)

**9** Has your address or accommodation details changed since you last told us?

No  **Go to next question**

Yes  You can update your details:

- online, go to **servicesaustralia.gov.au/onlineguides**
- by calling us, go to **servicesaustralia.gov.au/phoneus**

**Go to next question**



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## About your ex-partner

10 Your ex-partner's family name

First given name

Second given name

11 Do you know if your ex-partner has been known by any other name(s)?

**For example:** Name at birth, name before marriage, previous married name, Aboriginal or skin name, alias, adoptive name, foster name.

No  Go to next question

Yes  Give details below

Other name(s)

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


12 Do you live in the same home as your ex-partner?

No  Go to 14

Yes  Go to next question

13 Are you concerned about your safety if forms are issued to your ex-partner?

No

 **Both you and your ex-partner** each need to complete and return a separate **Relationship details – Separated under one roof (SS293)** form.

If you do not have this form, go to [servicesaustralia.gov.au/forms](http://servicesaustralia.gov.au/forms)  
▶ **Go to 15**

Yes

 **Only you** need to complete and return a **Relationship details – Separated under one roof (SS293)** form.

If you do not have this form, go to [servicesaustralia.gov.au/forms](http://servicesaustralia.gov.au/forms)  
▶ **Go to 15**

14 Your ex-partner's current address (if known)

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Postcode

## About your relationship

15 When did you separate from your partner?

You need to **fill in all parts of this question:** day, month and year. If you do not, it will take more time to update your details.

   (DD MM YYYY)

16 Do you think that you and your ex-partner will get back together?

No  Go to next question

Yes  Give details below

When will you get back together?

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## Someone who knows about your relationship status

17 We need the name and contact details of a suitable referee who knows about your current relationship status.

Your referee must:

- be 18 or older
- not be your parent, step parent, sibling or child
- not be your correspondence nominee
- not be your most recent ex-partner.

See **Notes** page 2 for information on how to choose a referee.

If you cannot give details below, tell us why.

Full name

Address

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Postcode

Phone number (including area code)

Relationship to you

If you cannot give referee details, tell us why.

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## About your payment

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

If you have ended your payment nominee arrangement you need to provide us new bank account details for your payments.

Use the account details I have  **Go to next question** already given

A different account  **Give details below**

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

**Do not include** an account used only for funding from the National Disability Insurance Scheme.

#### 1 Which payment would you like us to update?

Tick this box if you would like all your payments to go into this account

**or**

List the payment(s) to go into this account


Name of bank, building society or credit union

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Branch number (BSB)

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Account number (this may not be your card number)

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Account held in the name(s) of


#### 2 Which payment would you like us to update?

List the payment(s) to go into this account


Name of bank, building society or credit union

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Branch number (BSB)

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Account number (this may not be your card number)

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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/privacy](https://servicesaustralia.gov.au/privacy)

## Declaration

### 25 I declare that:

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

#### I understand that:

- if I get back together with my ex-partner, or become a member of a couple, I must tell Centrelink immediately.
- Centrelink can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Your signature (**only** required if returning by post or in person)


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Date (DD MM YYYY)

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## Next steps

- Check that you have answered all the questions that you need to.
- Provide all requested information and any additional required forms.
- Check you have signed (if required) and dated this form.
- Consider changing your passwords or PIN to keep your information safe. See [servicesaustralia.gov.au/keepinformationsafe](https://servicesaustralia.gov.au/keepinformationsafe)

**We will tell you when your update has been finalised or if you need to do anything else.**

## Returning this form

Return this form and any supporting documents:

- online** using your Centrelink online account. For more information, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)
- by post to  
Services Australia  
PO Box 7802  
CANBERRA BC ACT 2610
- in person at one of our service centres.