

## When to use this form



Use this form to tell us you 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

If your relationship or living arrangements have changed, there are things you need to do to keep your personal information safe.

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 account



**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)

If you can tell us about your separation online, use your Centrelink online account through myGov.

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)

### Information 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**.



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

## Support for separated parents

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

If you want more 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 your ex-partner gets a payment or service from us, we are legally required to tell them when their rate of payment changes, for example, when they start to receive the single rate of payment due to separation. We will usually do this by sending them a letter. If your ex-partner is registered for online services, they will be able to view the new rate of payment and relationship status online.

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 and not be your:

- parent, step parent, sibling or child
- correspondence nominee
- most recent ex-partner.

Your referee should also be 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 complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to **servicesaustralia.gov.au/formhelp**

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)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**2** Your family name

First given name

Second given name

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

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**4** Are you experiencing family and domestic violence?

Any information you give us is private. It will only be used to help connect you with the right services and support. This question is so you receive the right help for your current circumstances if you may be at risk due to violent, threatening, coercive or controlling behaviour by someone else. If you are not sure how to answer this question or would like further information you can contact us on **132 850** or visit one of our service centres and ask to speak to a social worker. You can contact us at any time in the future if your circumstances change and you need support.

No ☐ **Go to 7**

Yes ☐ **Go to next question**

**5** Is the family and domestic violence in relation to the ex-partner you are currently separating from?

No ☐ **Go to next question**

Yes ☐ If your ex-partner gets a payment or service from us, we are legally required to tell them when we unlink your records and pay the higher single rate of payment. We will do this by sending them a letter. If they are registered for online services, they will see these changes online.

**Go to next question**

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

If you have concerns for your safety, a social worker can contact you to discuss your support options.

Would you like to be contacted by a social worker?

When a social worker contacts you, the call will display as a private number.

No ☐

Yes ☐

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

If your ex-partner can 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 Centrelink 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 42.

Correspondence nominee ☐



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24 What type of accommodation do you live in?

Boarding house, hostel, private hotel, hospital or disability housing ☐ **Go to 26**

Private house, townhouse, unit or flat ☐

Community housing ☐

Defence housing ☐ **Go to next question**

Caravan, cabin or mobile home ☐

Boat ☐

Other ☐ Give details below

► **Go to next question**

25 What is the **total amount** being charged per day, week, fortnight, 4 weeks or calendar month?

\$  per

26 Do you have a formal lease or tenancy agreement?

No ☐ **Go to next question**

Yes ☐  Provide a full copy of your signed lease or tenancy agreement.

#### About your ex-partner

27 Your ex-partner's family name

First given name

Second given name

28 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)

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


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

No ☐ **Go to 31**

Yes ☐ **Go to next question**

30 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](https://servicesaustralia.gov.au/forms)

► **Go to 32**

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

► **Go to 32**

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

  
  
  
 Postcode

#### About your relationship

32 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)

33 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?

## Your living arrangements

- 34** Do you share your accommodation with anyone other than an immediate family member or the ex-partner you listed at question 27?

Immediate family members are parents (including step-parent and legal guardian), sibling, step-sibling, child (including adopted, step child or foster child), grandparent or grandchild.

- No ☐ **Go to 36**  
Yes ☐ **Go to next question**

- 35** Read this before answering the following question.

We need details about your living arrangements to work out your correct payment.

The answers to these questions will help us decide if further supporting documentation is needed from you. If you are making a claim, you must return any supporting documents at the same time you lodge your claim form.

Give details of each person who shares your accommodation.

Other people are considered to be living with you if they have a legal right to share one or more major areas of the accommodation. This could include a kitchen, bathroom or bedroom.

### Person 1

Full name

Age

When did you start sharing with this person (DD MM YYYY)?


What is your relationship to this person?

- A** Have you and this person shared accommodation at another address?

- No ☐  
Yes ☐

- B** Have you and this person previously lived together as a couple (for example, married, partnered, de facto or in a registered relationship)?


- No ☐ **Go to C**  
Yes ☐

 **Both you and the other person** 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](https://servicesaustralia.gov.au/forms)  
▶ **Go to F**

### Person 1


- C** Do you and this person share the parenting or guardianship of any children?

- No ☐ **Go to D**  
Yes ☐

 **Both you and the other person** each need to complete and return a separate **Relationship details (SS284)** form.  
If you do not have this form, go to [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)  
▶ **Go to F**


- D** Have you and this person ever had any joint financial commitments (for example, joint bank account, mortgage or other loans)?

- No ☐ **Go to E**  
Yes ☐

 **Both you and the other person** each need to complete and return a separate **Relationship details (SS284)** form.  
If you do not have this form, go to [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)  
▶ **Go to F**

- E** If you participate in activities jointly with this person, are you considered to be a couple?

- No ☐ **Go to G**  
Yes ☐

 **Both you and the other person** each need to complete and return a separate **Relationship details (SS284)** form.  
If you do not have this form, go to [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)  
▶ **Go to F**


- F** Are you concerned about your safety if forms are issued to this person?

- No ☐ **Go to G**  
Yes ☐

If you have been advised to provide a **Relationship Details – Separated under one roof (SS293)** form or a **Relationship Details (SS284)** form then only you need to complete the form. You do not need to request your ex-partner or the other person to complete the form.  
▶ **Go to G**

- G** Is there another person who shares your accommodation?

- No ☐ **Go to next question**  
Yes ☐

 Provide a separate sheet with full details of each additional person.  
▶ **Go to next question**



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

- parent, step parent, sibling or child
- correspondence nominee
- most recent ex-partner.

If you cannot give details below, tell us why.

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Postcode

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This is a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is no handwriting or other markings on the paper.

**37** Do you have any children or students in your care **younger than 20**?

Yes ☐  Go to next question

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. To make an application for child support online, go to **[servicesaustralia.gov.au/childsupport](https://servicesaustralia.gov.au/childsupport)**

No 

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

► [Go to next question](#)

Yes ☐

Go to  
**[servicesaustralia.gov.au/familyincomeestimate](https://servicesaustralia.gov.au/familyincomeestimate)**

► [Go to next question](#)

No 

You will need to contact us if your care arrangements change to update your details.

► *Go to next question*

Yes ☐

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



## About your income and assets

**40** Have you received, or are you expecting to receive, any money or property as a result of your separation?

No ☐  Go to next question

Yes ☐ Give details below

[illegible]

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

**41** Has there been any other changes to your income and assets?

No  *Go to next question*

Yes ☐



You will need to complete and return an **Income and assets (Mod iA)** form.

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

## About your payment

**42** 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 already given ☐ **Go to next question**

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

\_\_\_\_\_

Branch number (BSB)

\_\_\_\_\_

Account number (this may not be your card number)

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Account held in the name(s) of

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**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


## Checklist

- 43** Which of the following forms and documents are you providing with this form?

Where you are asked to supply documents, provide original documents. In some circumstances, copies may be accepted as detailed in the below checklist.

If you are not sure, check the question to see if you should provide the documents.

Copy of documents to verify the details of the sale (for example, settlement statement) (if you answered Yes at <b>question 13</b> )	<input type="checkbox"/>
<b>Relationship details – Separated under one roof (SS293) form</b> (both you and your <b>ex-partner</b> or the <b>other person</b> , if you answered No at <b>question 30</b> or Yes at <b>question 35 B</b> or <b>only you</b> , if you answered Yes at <b>question 30</b> or <b>35 F</b> )	<input type="checkbox"/>
<b>Relationship details (SS284) form</b> (both you and the <b>other person</b> , if you answered Yes at <b>question 35 C, 35 D</b> or <b>35 E</b> or <b>only you</b> , if you answered Yes at <b>question 35 F</b> )	<input type="checkbox"/>
Details of each additional person who shares your accommodation (if you answered Yes at <b>question 35 G</b> )	<input type="checkbox"/>
<b>Details of your child's care arrangements (FA012) form</b> (if you answered Yes at <b>question 39</b> )	<input type="checkbox"/>
<b>Income and assets (Mod iA) form</b> (if you answered Yes at <b>question 41</b> )	<input type="checkbox"/>

## Privacy notice

### 44 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

### 45 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 Services Australia immediately
- Services Australia 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.

Date (DD MM YYYY)

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


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## Next steps

- Check that you have answered all the questions that you need to.
- Provide all requested information and extra 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.