

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 Services Australia.

Important information

The person you nominate can be anyone above 18 years, 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 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** 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, or you can print it.

For help on how to fill in this form, 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.

For more information



Go to **servicesaustralia.gov.au/childsupport** or call us on 131 272.

Information in your language

We can translate documents you need for your representative authority for free.

To speak to us in your language, call **131 272**.



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** and search 'other support and advice'.

Your details

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

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- 2** Your name

Family name

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First given name

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Second given name

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

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- 4** Your permanent address

- 5** Your postal address (if different to above)

- 6** Your contact details

Contact phone number (including area code)

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Email

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Representative's details

The representative named below will replace any current representative authority.

- 7** Representative's name

Family name

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First given name

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Second given name

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- 8** Representative's date of birth (DD MM YYYY)

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- 9** Representative's permanent address

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

- 11** Representative's contact details

Home phone number (including area code)

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Mobile phone number

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Work phone number (including area code)

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Email

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- 12** Relationship to you (for example, father, mother, friend, employer)

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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 (DD MM YYYY)

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Privacy notice

17 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 our privacy policy, at servicesaustralia.gov.au/privacypolicy

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



Date (DD MM YYYY) (you **must** date this declaration)

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Representative's declaration

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



Date (DD MM YYYY) (you **must** date this declaration)

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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. Select document type 'Representative authority form'.
- 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.