

When to use this form



Use this form to either agree or disagree with an objection. An objection is a request to formally review a decision.

Services Australia have previously told you that the other parent or non-parent carer in your child support case has lodged an objection to a child support decision.

Responses to objections may be made in writing, by completing this form, or over the phone by calling us on **131 272**.

You will need to include details of the objection that you are responding to and evidence to support your response.

We may share this information

We will discuss your response with the other party and may also provide them with a copy. This does not require your consent. Call us or provide details on a separate page if you have any concerns that your health or safety, or the health or safety of another person, may be at risk if personal information is exchanged.

To protect the privacy of yourself and others, make sure that the evidence you provide is related to your response. Consider if you need to include personal information about yourself or third parties, such as:

- address details
- email addresses
- telephone numbers
- details (for example, registration numbers) that identify any vehicles
- the name, ABN and street address of employers
- any other information regarding a residence, business, place or locality that could be used to identify the whereabouts of yourself or a third party.

If you include any of the above information in your response, it may be exchanged with the other party.

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 Child Support to it.

Important information

If you want to respond to the objection, you must do so **within 28 days** from the date you receive the copy of the objection. If you live outside Australia in a reciprocating jurisdiction, you have 90 days to respond. If you do not intend to respond to the objection, you must advise us as soon as possible so that the outcome can be finalised.

We must consider any relevant information that has been provided by both parties, in relation to the decision that is being objected to.

The **confidential details** pages will not be exchanged **at this stage** of the process. If the decision is appealed to the Administrative Review Tribunal, a copy of the confidential details pages **will** be given to the other party at that time.

Call us or provide details on a separate page if you have any concerns that your health or safety, or the health or safety of another person, may be at risk if personal information is exchanged.

The other party can reply to your response. If this happens you will be given a copy of the information provided by them. An open exchange of information means all parties have the opportunity to respond and comment on the information used by the decision maker.

Evidence

You may provide relevant evidence that supports the reason(s) why you agree or disagree with the objection. Providing a response to the objection with missing information or incomplete answers could result in delays. If your response contains obscene or offensive material, we **will not** consider it.

Evidence we will not accept

We will not accept:

- anything offensive, abusive or derogatory or that is intended to abuse or degrade the other parent or children
- statements from children including voice recordings, text messages and social media posts
- information that might contribute to family and domestic violence
- anything obtained illegally.

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.

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 response 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'.

Returning this form

Return this form and a copy of any supporting documents:

- **online**, sign in to your Child Support online account through myGov or the myGov app and upload by selecting Upload documents. Select document type 'Objections form/evidence'.
- by post to
Services Australia
Child Support
GPO Box 9815
CANBERRA ACT 2610
- by fax to 1300 309 949

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



Responding to an objection (CS4243)

child support

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Your confidential details

1 Your Customer Reference Number (if known)

2 Your name

Family name

First given name

Second given name

3 Your date of birth (DD MM YYYY)

4 Your permanent address

Postcode

5 Your postal address (if different to above)

Postcode

6 Your contact details

Home phone number (including area code)

Mobile phone number

Work phone number (including area code)

Email

7 Read this before answering the following question.

We will share correspondence in the most effective way, which may include electronically.

See page 1 for more information about open exchange of information.

Would you like to receive your correspondence for this process electronically?

No

Yes Email address

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8 Read this before answering the following questions.

Only complete questions 8 to 11 if you are responding to an objection about a Change of assessment in special circumstances decision.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be the card number)

Account held in the name(s) of

9 Are you employed?

No **Go to 11**

Yes *Go to next question*

10 Your employer's name

Your employer's address

 Postcode

11 Do you own, or are you involved in a business, partnership, company or trust?

No

Yes Give details below

Business, partnership, company or trust name

Name of directors, partners or owners

Australian Business Number (ABN)

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

