

Support for separated parents

If you have separated or are separating, Services Australia can help you understand what support is available.

We can help you update your details, manage family payments and understand child support.

Separate safely

If you're separating and feel unsafe, support is available. Call our families line on **136 150** and ask to speak to a social worker for free and confidential support.

We can help you understand your options and connect you with specialist services.

If contacting the other parent is not safe, you don't need to do this yourself. We can talk to you about safer ways to manage your payments and child support.

If you or your family are in immediate danger, call 000.

Update your details

After you separate, you may need to update your details with Medicare, Centrelink and Child Support. This helps us make sure your payments, Medicare details and child support assessment are correct.

You may also need to update your:

- address
- contact details
- nominee arrangements
- relationship status
- income
- bank details and
- care arrangements for your children.

If you share records with your former partner, contact us before you update private details such as your address or bank account. This can help keep your personal information safe.

Other payments and services

After you separate, there may be other payments and services that can help you. This may include:

- Family Tax Benefit
- Child Care Subsidy
- Parenting Payment
- Rent Assistance.

If you're not sure where to start, contact us and we can help you find the right support.

Child Support

Child support helps parents who aren't in a relationship share the everyday costs of raising children, including food, clothing, housing, school expenses, health care and activities. You can apply for a child support assessment and we'll work out who needs to pay child support. We use information such as each parent's income, the child's age and how much care each parent provides.

After you have a child support assessment, there are different ways payments can be made. We can collect and transfer payments for you through Child Support Collect, or you and the other parent can transfer payments directly through Private Collect.

It's important to keep your income and care details up to date so your assessment is correct.

If you pay or get child support, you need to confirm your income each year. You can do this by lodging a tax return.

If you don't need to lodge a tax return, you need to lodge a non-lodgment advice with the Australian Taxation Office and also tell us your income.

Keeping your information up to date can help avoid a debt, overpayment or delayed payment.

For more information



Go to **servicesaustralia.gov.au/childsupport** for more information about child support

Go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch videos with information in your language

Services Australia's Financial Information Service (FIS) can help you understand your new financial position. FIS Officers can provide information and education on the payments and support you may be eligible for. Go to **servicesaustralia.gov.au/fis**



Call the Child Support enquiry line on **131 272** or the Centrelink families line on **136 150** to ask to speak to a social worker.

Call **131 202** to speak with us in your language about Centrelink payments and services

Let us know if you need an interpreter, and we'll arrange one for free



Visit a service centre.

Disclaimer : The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers.

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