Child Support services

The Australian Government Department of Human Services supports 1.4 million separated parents to transfer 1.2 million payments for the benefit of their children.

We provide support and assistance to both parents, including calculating, collecting and transferring child support. We also offer support products, services and referrals to help parents with other aspects of separation.

Employers play a leading role in, and are valued stakeholders of, the child support system—collecting child support payments and informing and supporting separated parents.

Separation and the impacts on business

Having unhappy, unproductive and unsettled employees can have a major financial impact on your business.

On average, one in every 15 employees goes through separation each year. The impact separation has on workplace productivity can be significant, including increased absenteeism, staff turnover, commercial losses and workplace accidents. For a workplace with 1000 employees, relationship breakdown could cost more than $1 million a year in lost productivity.

As an employer of a separated parent, you can help minimise this impact and play an important role in ensuring the children of separated parents receive the support they need.
Employer deductions for child support

More than $30 million per month in child support is deducted by over 29,000 employers. These payments go directly to families for the benefit of children—we do not take out any administration fees or charges for this service.

Employer deductions are a child support payment option for separated parents. A separated parent can choose to have their child support payments automatically deducted from their pay on a regular basis.

We may approach an employer to deduct child support payments on behalf of an employee from their:

- salary or wages
- commissions
- bonuses or allowances
- certain assessable retirement or termination payments
- payments for labour under some contracts
- other remuneration (e.g. company directors’ fees), or
- independent contractor’s payments.

By deducting child support from a wage, salary or contract payment, you can help an employee focus on other aspects of their life that need rebuilding following separation.

Before asking you to make employer deductions, we will contact you by telephone or mail asking you to confirm the following:

- the employee or contractor receives payments from you
- their salary or wage or other payment details
- how and when they are paid (your business’ pay cycle), and
- the details we have of your business are correct.
It is important you give us the correct details about the employee.

If we contact you by mail, you’ll receive a questionnaire. You need to fax or mail the completed questionnaire to us. You are legally obliged to complete the questionnaire—even if the employee is not employed or contracted by your organisation.

Please note that calls into and out of the department are recorded. Recording calls helps resolve factual disputes and achieve greater organisational accountability. Call recording is not optional. Employers who do not wish to have their calls to us recorded have the option of using other means of communication such as fax, conventional mail and electronic communication.

Once you have confirmed with us that the employee is employed or contracted to your organisation, we’ll write to you explaining how much child support needs to be deducted. This is called a Schedule of Child Support Deductions or Notice Pursuant to Section 72A and it will depend on the employee’s employment or contract status (for example, full-time, part-time or casual employment). A copy of the letter will also be sent to the employee. You may receive a Notice Pursuant to Section 72A, which will ask you to deduct a fixed percentage or a dollar amount from any payments you are due to pay the employee.
Your legal obligations

As an employer of a department customer you have a number of obligations under child support legislation. You are legally required under Section 46(1) of the Child Support (Registration and Collection) Act 1988 to deduct child support and send those deductions to us by the seventh day of the month following the deductions.

- You must advise your employee or contractor, in writing, how much child support has been deducted each pay period (e.g. on their pay slip).
- You are required to keep appropriate records of the child support you deduct and remit.
- You are required to respect your employee’s or contractor’s privacy—you cannot tell anyone (other than the employee or contractor in question) that you deduct child support from their pay or payment. We will not discuss your employee’s or contractor’s personal affairs with you.
- It is illegal to discriminate against any employee or contractor, or potential employee or contractor, because of their child support responsibilities. Discrimination includes charging employees or contractors a deduction fee for making child support deductions that are made under a statutory obligation.
- You cannot make a deduction of child support that leaves an employee or contractor with a net pay (after tax installment deductions and deductions of child support) of less than the Protected Earnings Amount (PEA) (unless deductions are made under a Section 72A Notice).
- You must make sure you deduct the right amount. We will tell you the right amount to deduct from your employee’s pay or contractor’s payment. You cannot change this even if your employee, contractor, their solicitor or anyone else asks you.

- Payments to us are due on the seventh day of every month. If you pay late, then the money will be late getting to the receiving parent and children of the employee or contractor.

If you do not meet your obligations, we can impose penalties. If you are late making payments to us, you may incur a Late Payment Penalty. We may not collect (remit) these penalties in certain circumstances. For example, you can ask us not to collect a penalty for late payment if the delay was beyond your control.

If we do not collect a penalty, you may object to that decision. Contact us on 131 272* for more information.

If you do not make deductions when you are required to, or make deductions and do not pay them to us, you may be required by a court to make those payments as well as paying a fine and legal costs.

* Call charges may apply.
How much child support do I need to deduct?

We will send you a *Schedule of Child Support Deductions*, which outlines how much you are required to deduct from the employee’s wage, salary or payments, after tax-withheld amounts and a Protected Earnings Amount are deducted.

If an employee’s child support payments change, we will notify you in writing of the change in deductions.

You must not change the amount we instruct you to deduct, even if the employee, their solicitor or any other representative asks you to. If you are in doubt, you should call us on 131 272*.

The Protected Earnings Amount (PEA)

This is a set minimum amount of an employee’s wages or contractor’s payments that is exempt from employer deductions for child support and must be left after tax and child support are deducted.

The PEA is indexed annually to allow for increases in the cost of living. We will notify you in writing of the new amount in December each year.

If you receive a *Notice Pursuant to Section 72A*, then the PEA does not apply.

How is the PEA calculated?

The weekly PEA is equal to 75 per cent of the maximum fortnightly basic rate of Newstart Allowance for a person who is over 21, partnered and has no dependent children.

* Call charges may apply.
For example:
The 2014 Newstart Allowance amount (for a person who is over 21, partnered and has no dependent children) is $452.30 per fortnight. The weekly PEA is equal to 75 per cent of $452.30 (452.30 x 0.75 = 339.23).

The weekly PEA for 2014 is $339.23. This is the amount that must be set aside for your employee after tax and child support is deducted.

<table>
<thead>
<tr>
<th></th>
<th>Per week</th>
<th>Per fortnight</th>
<th>Per calendar month</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>$329.55</td>
<td>$659.10</td>
<td>$1432.95</td>
</tr>
<tr>
<td>2013</td>
<td>$333.53</td>
<td>$667.06</td>
<td>$1450.26</td>
</tr>
<tr>
<td>2014</td>
<td>$339.23</td>
<td>$678.46</td>
<td>$1475.04</td>
</tr>
</tbody>
</table>

You don’t need to work out the PEA. We will notify you by December of the amount in writing.

Processing employer deductions

The procedure for processing employer deductions will vary from business to business depending on the type of payroll system you have in place. However, the principles remain the same.

Here is a step-by-step guide for processing employer deductions:
1. Calculate the gross payment for the current pay/payment cycle.
2. Make the tax-withheld deductions from the gross pay/payment amount.
3. Set aside the Protected Earnings Amount*. 
4. Make the employer deduction (or as much of the specified amount as can be deducted after the PEA has been set aside).

5. Add the PEA to the remaining pay/payment.

6. Make any voluntary deductions such as superannuation, health fund or loan repayments. If there are no voluntary deductions, this amount is the net pay/payment to be paid to the employee.

7. Remit the employer deduction amount of child support to us.

If the full amount of the employer deductions cannot be made at step 4 due to the PEA, you must deduct the maximum amount possible, remit the reduced deduction amount to us and advise the reason for the variation. You can do this via phone, or by mailing or faxing a Child Support Deductions Report which is available from our website at humanservices.gov.au/business/forms/cs4964. If you are registered with Child Support Business Online Services (currently known as CSAonline Business Services), you can report the variations online.

*Note: PEA does not apply for deductions made under a section 72A notice.

Parental Leave Pay and child support

Child support can be deducted from Parental Leave Pay. Calculations for what to deduct are made in the same way as payments from your employee’s wages.
Example one—basic deduction

Joseph’s employer has been asked to deduct $75 in child support each week from his pay.

The calculation is:

<table>
<thead>
<tr>
<th>Amount Total</th>
<th>Amount Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross weekly pay</td>
<td>$500</td>
</tr>
<tr>
<td>Minus tax withheld amount each week</td>
<td>$35</td>
</tr>
<tr>
<td>Set aside the PEA (2014)</td>
<td>$339.23</td>
</tr>
<tr>
<td>Deduct child support</td>
<td>$75</td>
</tr>
<tr>
<td>Add PEA</td>
<td>$339.23</td>
</tr>
</tbody>
</table>

Joseph’s net weekly pay is $390.

Note: Quoted tax amounts are examples only, please refer to the Australian Taxation Office (ATO) for rates applicable to your employee.

Other voluntary deductions such as an employee’s self contribution to superannuation and loan repayments can be made from this amount.

Joseph’s employer must remit the employer deduction of $75 to us by the seventh day of the next month.

If Joseph’s employment ended and his final wages were being paid, his employer would need to deduct only for the last full pay period he was employed. This would be calculated as a basic deduction.

If one of your contractors or an employee who pays child support is terminated or resigns, you must notify us as soon as possible—preferably before their final payment is made.
Example two—unable to deduct full amount because of PEA

Ellie’s employer has been asked to deduct $75 in child support each week from her pay.

The calculation is:

<table>
<thead>
<tr>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross weekly pay</td>
<td>$400</td>
</tr>
<tr>
<td>Minus tax withheld amount each week</td>
<td>$34</td>
</tr>
<tr>
<td>Set aside the PEA (2014)</td>
<td>$339.23</td>
</tr>
<tr>
<td>Deduct child support</td>
<td>$26.77</td>
</tr>
<tr>
<td>(as deducting $75 would leave Ellie with less than the PEA of $339.23)</td>
<td></td>
</tr>
<tr>
<td>Add PEA</td>
<td>$339.23</td>
</tr>
</tbody>
</table>

Ellie’s net weekly pay is $339.23.

Note: Quoted tax amounts are examples only, please refer to the ATO for rates applicable to your employee.

In this case, Ellie’s employer cannot deduct the full amount because it would leave Ellie with less than the PEA.

Ellie’s employer must remit the varied employer deduction amount of $26.77 to us by the seventh day of the next month. They will need to advise the reason for the variation either by phone or by posting or faxing a Child Support Deduction form which is available on our website humanservices.gov.au/business/forms/cs4964

Employers registered for Child Support Business Online Services can report the variation online.
Example three—deductions during paid leave

Ben’s employer has been asked to deduct $30 in child support each week from his pay for remittance to us.

Ben is going on paid holiday leave for three weeks and has arranged with his employer to be paid in advance with this week’s pay.

The calculation is:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total pay received</td>
<td>$1200</td>
</tr>
<tr>
<td>Tax withheld (for three weekly payments)</td>
<td>$27</td>
</tr>
<tr>
<td>Weekly PEA x 3 ($339.23 x 3)</td>
<td>$1017.69</td>
</tr>
<tr>
<td>Pay remaining</td>
<td>$155.31</td>
</tr>
<tr>
<td>Deduct child support (3 x $30)</td>
<td>$90</td>
</tr>
<tr>
<td>Pay remaining</td>
<td>$65.31</td>
</tr>
<tr>
<td>Plus PEA</td>
<td>$1017.69</td>
</tr>
<tr>
<td>Net pay to employee</td>
<td>$1083</td>
</tr>
</tbody>
</table>

Ben’s net pay is $1083.

Note: Quoted tax amounts are examples only, please refer to the ATO for rates applicable to your employee.

In this case, the employer is required to deduct $90 from Ben’s pay and notify us of the variation.
Example four—deductions for a part-time employee

Johanna’s employer has been asked to deduct $40 in child support each fortnight from her pay.

The calculation is:

<table>
<thead>
<tr>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross fortnightly pay</td>
<td>$498</td>
</tr>
<tr>
<td>Minus tax withheld amount each fortnight</td>
<td>$2</td>
</tr>
<tr>
<td>Set aside PEA available</td>
<td>$496</td>
</tr>
<tr>
<td>(2014 fortnightly rate $678.46)</td>
<td></td>
</tr>
<tr>
<td>Deduct child support</td>
<td>$0</td>
</tr>
<tr>
<td>Add PEA available</td>
<td>$496</td>
</tr>
</tbody>
</table>

Johanna’s net fortnightly pay is $496.

Note: Quoted tax amounts are examples only, please refer to the ATO for rates applicable to your employee.

In this case, the employer cannot make the employer deduction because her net pay falls below the PEA. The employer is required to notify us of the variation.
Salary sacrifice and child support deductions

A salary sacrificing arrangement is when an employee agrees to forego part of their salary or wages, in return for employer provided benefits of a similar value.

If a salary sacrificing arrangement is in place, the employee’s obligations in relation to child support deductions remain. You must continue to deduct the requested amount of child support, unless doing so will result in your employee having less than the PEA left in their pay.

The PEA makes sure you don’t deduct all of an employee’s/contractor’s wages for child support payments. It is the minimum amount which must be left in an employee’s pay after child support and tax is deducted. The PEA is currently $339.23 per week.

Please see the example below to understand how to apply the PEA, and what to do in the event that deducting child support would result in less than the PEA remaining in your employee’s pay.

Note: The PEA doesn’t apply to Section 72A notice (Child support Registration and Collect Act 1988).
Example five—applying the Protected Earnings Amount

An employee has a remuneration package valued at $2000 per fortnight. $900 of the $2000 is salary sacrificed for the employee’s mortgage, car lease, health insurance and school fees. The employer is asked to deduct $398 in child support each fortnightly pay.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Total Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross fortnightly remuneration</td>
<td>$2000</td>
</tr>
<tr>
<td>Less salary sacrifice</td>
<td>$900</td>
</tr>
<tr>
<td>Less tax withheld (example only)</td>
<td>$108</td>
</tr>
<tr>
<td>Set aside PEA of $339.23 per week $678.46 (2 x $339.23)</td>
<td></td>
</tr>
<tr>
<td>Deduct child support</td>
<td>$313.54</td>
</tr>
<tr>
<td>Plus PEA</td>
<td>$678.46</td>
</tr>
<tr>
<td>Net pay to employee</td>
<td>$678.46</td>
</tr>
</tbody>
</table>

In this example, the full amount of $398 cannot be deducted as it would leave the employee with less than the PEA ($678.46) for that fortnightly pay. Instead, the employer must deduct the amount of $313.54 and pay it to Child Support. The employer must tell Child Support the reason for the variation either online, by phone, fax or by posting a *Child Support Deductions Report*, available at [humanservices.gov.au/business/forms/cs4964](http://humanservices.gov.au/business/forms/cs4964)

In this example, given that the employer has been unable to deduct the full $398 in child support, we would contact the employee directly to arrange for payment of the outstanding amount of child support.
If you deduct child support from the wages of any employee, it’s important they know the following are included with their adjusted taxable income for their child support assessment:

- reportable fringe benefits (RFB) amounts
- reportable superannuation contributions (RSC)—salary sacrificed superannuation or other contributions you make to a super fund on an employee’s behalf (that are above the compulsory contributions you must make), along with any personal deductible contributions individuals make to a super fund for which they claim an income tax deduction on their individual tax return.

Any RFB or RSC will increase the adjusted taxable income amount in child support assessments, which affects the amount of child support payable. If an employee starts a salary sacrifice agreement, this may cause a change in their child support deductions. If they have any questions, they can refer to their Child Support Assessment Notice and call Child Support on 131 272.

If an employee does not have a formal salary packaging arrangement and has requested after-tax deductions from their pay for a health fund or social club, you need to deduct child support before these after-tax deductions. The employee can still have these other deductions taken after their child support obligation has been met.
If you receive a Notice Pursuant to Section 72A

If you have received a Notice Pursuant to Section 72A, you may be asked to deduct a fixed percentage or a dollar amount from any payments you are due to pay the employee.

You must follow these important guidelines.

1. The deductions:
   • are to be made at the rate stated in the notice
   • must be calculated on the employee’s gross payment, and
   • exclude GST.

2. The PEA does not apply in these cases.

3. Do not change the amount we have asked you to deduct unless we send you a Notice to Withdraw the Section 72A or a new Notice Pursuant to Section 72A.

4. Remit the deductions within seven days to us.

Example six—calculating a cents in the dollar amount for Section 72A

Mary is a contractor and her employer receives a Notice Pursuant to Section 72A asking them to deduct 15 cents in the dollar from her payment.

The PEA does not apply in this case because a Notice Pursuant to Section 72A has been issued.
The calculation is:

<table>
<thead>
<tr>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross payment amount</td>
<td>$450</td>
</tr>
<tr>
<td>after GST</td>
<td></td>
</tr>
<tr>
<td>Child support deductions (15c in the dollar calculated on gross amount)</td>
<td>$67.50</td>
</tr>
<tr>
<td>Pay remaining</td>
<td>$382.50</td>
</tr>
</tbody>
</table>

Mary’s net wage is $382.50 for this period.

Note: Tax must be deducted from the gross payment excluding GST and should be made before child support deductions.

Mary’s employer must remit the employer deduction amount of $67.50 to us within seven days of making the deduction.

Example seven—periodic amount deduction for a Section 72A notice

Zac’s employer receives a Notice Pursuant to Section 72A asking them to deduct $110 per week from his pay.

The PEA does not apply in this case because a Notice Pursuant to Section 72A has been issued.

Zac usually receives payments of between $300 and $500 each week.
The calculations are:

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week one gross pay</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td>Minus tax withheld</td>
<td>$52</td>
<td>$448</td>
</tr>
<tr>
<td>Child support deduction</td>
<td>$110</td>
<td>$338</td>
</tr>
<tr>
<td>Net pay</td>
<td></td>
<td>$338</td>
</tr>
<tr>
<td>Week two gross pay</td>
<td>$450</td>
<td></td>
</tr>
<tr>
<td>Minus tax withheld</td>
<td>$44</td>
<td>$406</td>
</tr>
<tr>
<td>Child support deduction</td>
<td>$110</td>
<td>$296</td>
</tr>
<tr>
<td>Net pay</td>
<td></td>
<td>$296</td>
</tr>
<tr>
<td>Week three gross pay</td>
<td>$90</td>
<td></td>
</tr>
<tr>
<td>Tax withheld</td>
<td>$0</td>
<td>$90</td>
</tr>
<tr>
<td>Child support deduction</td>
<td>$90</td>
<td>$0</td>
</tr>
<tr>
<td>Net pay</td>
<td></td>
<td>$0</td>
</tr>
</tbody>
</table>

Zac’s remaining pay is $634.

Note: Tax must be deducted from the gross payment and should be made before child support deductions.

Example eight—deducting Section 72A from unpaid annual leave lump sum

Tiffany resigns and is owed five weeks in unpaid annual leave. Tiffany’s employer receives a Notice Pursuant to Section 72A asking them to deduct a lump sum amount of $962 from her pay.

The PEA does not apply in this case because a Notice Pursuant to Section 72A has been issued.
The calculation is:

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total payment</td>
<td>$3000</td>
<td></td>
</tr>
<tr>
<td>Child support deductions</td>
<td>$962</td>
<td>$2038</td>
</tr>
</tbody>
</table>

**Tiffany’s net pay is $2038.**

Note: Tax must be deducted from the gross payments and should be made before child support deductions.

Tiffany’s employer must remit the employer deduction amount of $962 to us within seven days of making the deduction.

**Paying child support deductions**

There are a number of ways you can send employer deductions to us.

**Direct credit and BPAY**

This involves using your existing pay system to remit deductions electronically.

To arrange remittance via Electronic Funds Transfer (EFT) or BPAY you will need to use a unique 16 digit Customer Payment Reference Number (CPRN). Your CPRN can be found on your Employer Payment Advice booklet or by calling the Payment Enquiry Line on **1800 241 272**.

All 16 characters of the CPRN must be used, including any leading zeros (leave out any spaces between the numbers).

* Call charges may apply.
If you need to include information about the break-up of the employer deductions for more than one employee, you can still use direct credit or BPAY. You must report all details directly to us via phone on 131 272*, fax, mail or if you’re registered with our secure online service, Child Support Business Online Services, you can report this information online. Alternately, you can register for our secure e-mail service. For more information on Child Support Business Online Services, see page 24.

* Call charges may apply.

Direct mail
You can post your employer deductions to us with a completed payment advice slip from your Employer Payment Advice booklet. Send the deductions to:

Child Support Employer Services
PO Box 9815
Melbourne Victoria 3001.

When making cheque payments, please make cheques payable to ‘Department of Human Services’.

Credit or debit card
You can pay child support using the Government EasyPay system using a Visa or MasterCard, credit or debit card. Payments can be made 24 hours a day, seven days a week online, or over the phone.

Log on to Government EasyPay at optussmartpay.com/governmenteasypay-csa to make a payment online. Within Australia, call 1300 676 420* to make a payment over the phone.

Use of this service will incur a card payment fee. Details about the fee are available on the Government EasyPay website (address above).

* Call charges may apply.
Use your 16-digit Customer Payment Reference Number (CPRN) with this service to ensure that your payments are assigned correctly.

If you have been issued with an *Employer Payment Advice* booklet, your CPRN can be found on a payment slip. If you do not have a booklet, your CPRN can be obtained by contacting the Payment Enquiry Line on **1800 241 272***.

**At the post office (POST billpay)**

When using POST billpay we receive the employer deductions the following day. You will be given a receipt for payments made at the post office. Remember, there is a limit of $3000 on cash payments made at the post office.

You will need your *Employer Payment Advice* booklet to make a payment at the post office.

If you need to include information about the break-up of the employer deductions for more than one employee, you can still use POST billpay. You must report all details directly to us via phone on **131 272*** fax, mail or if you’re registered with Child Support Business Online Services, you can report this information online.

Alternately you can register for our secure e-mail service.

*Call charges may apply.*
What is Child Support Business Online Services?

Child Support Business Online Services (currently known as CSAonline Business Services) makes it easier for employers to manage child support deductions for 15 employees or less, and can be accessed at humanservices.gov.au/childsupportbusinessonline

If you are responsible for deducting your employee’s child support deductions then you may want to use Child Support Business Online Services. Our secure online service enables you to conduct your business with us at a time that is convenient to you instead of using post, fax or phone.

Using Child Support Business Online Services can save your business time and money and has many benefits, including:

- submitting your employee deductions quickly and efficiently online
- advising us about any variations in the employer deductions and the reason for the differences
- completing a Confirmation of Employment form online
- receiving an acknowledgement of the time and date you send information
- viewing pay date history details as a record of information you have provided to us
- multiple login options allowing access by more than one person
- viewing and storing letters online with a print facility available
- sending and receiving general enquiries enabling you to communicate with us as an alternative to phone or mail, and
- attaching a file to a general, technical or complaint enquiry to provide additional information.
Handy hint
If you report your employer deductions using Child Support Business Online Services you may find it convenient to remit the deductions by EFT or BPAY to us at the same time. This will save on paperwork and ensure a timely transfer of money for the benefit of the families.

It’s easy to sign up. Just call 131 272*.

Changes you need to tell us about
It’s important you tell us when certain circumstances change because this can affect the amount of child support you need to deduct on behalf of your employees. You must notify us if:

- the employee leaves or as soon as you become aware that they intend to leave
- employment is terminated or they resign
- the payment cycle changes
- the employee’s employment status changes (e.g. from full-time to part-time work, or from full-time to contractor)
- details such as the name and address of the business, or your company merges with another company, and
- you vary the deductions you send to us (we need to know the reason for the variations).

* Call charges may apply.
Frequently asked questions

What are employer deductions?
Employer deductions are a child support payment option for separated parents. A separated parent can choose to have their child support payments automatically deducted from their pay on a regular basis. By doing this, you can help your employee focus on other aspects of their life that could need rebuilding following separation.

What do I do if my employee is unhappy with the deductions of child support?
Ask them to call 131 272* to discuss their deductions with us. You are required by law to make the child support deductions and you can’t stop the deductions because your employee is unhappy with the situation.

What do I do if an employee, contractor or their solicitor instructs me to change the deductions?
The amount of the deductions can only be changed by us. If an employee, contractor or any other representative gives instructions to change the amount of the employer deductions, please ask them to call 131 272*.

What happens if I don’t meet my obligations as an employer?
If you don’t meet your obligations, we can impose penalties. For example, if you are late making payments to us, you may incur a Late Payment Penalty. In certain circumstances, you can ask us not to collect a penalty if the delay was beyond your control.
If there is a pay day between the first and the seventh day of the month, when do I remit the employer deductions?
The employer deductions need to be paid on or before the seventh day of the next month.

For example, if the pay day is on 4 August, deductions for this pay should be sent to us before 7 September. You can also remit the deductions to us at the end of each pay period.

If you’re processing your payroll, you may find it more convenient to remit the deductions by BPAY or EFT at the same time.

Can I pay the child support deductions to you more than once a month?
Yes. You may find it more convenient to remit the deductions to us at the end of each pay period (weekly, fortnightly or monthly), as long as we receive the full amount by the seventh day of each month.

What do I do if an employee takes leave without pay?
If the employee takes leave without pay, you must notify us of the period they intend to take as leave without pay. If you are registered with Child Support Business Online Services, you can provide this information to us online.

What do I do if an employee is taking cashed out leave?
You do not need to deduct from “cashed out” leave beyond the amount requested for that pay period/pay date. This is because deductions are requested in regards to a specific period that an employee is paid. However, if you are paying out annual leave in advance and the employee will be on leave, you would then take out child support deductions from this leave, as this relates to a specific pay period/pay date.
What do I do if their employment is terminated?
You only need to deduct for the last full pay period they were employed (as detailed in example one—basic deduction, page 11). Call us to have their child support deductions assessed if they continue to receive payments after their employment ends, or if they are expecting a lump sum payment.

Can I use the same payment advice slip for multiple employees or contractors?
Yes, but you must report the break-up of total deductions directly to us. If you are registered with Child Support Business Online Services, you can provide this information online.

If I receive multiple garnishee notices (Centrelink and Child Support), which do I process first?
Notices should be complied with in the order they are received.

If I receive a notice from you and a court order, who is entitled to garnishee monies first?
If you receive a court order in relation to child support, please call us on 131 272* for advice specific to your situation.

* Call charges may apply

Will non-payment of child support prevent my employee travelling overseas for work?
If your employee has overdue child support and does not have arrangements in place to pay the overdue amount, we can issue a Departure Prohibition Order (DPO) which would prevent your employee from leaving the country.

Support for your employees

Separation can understandably be a challenging time for families, impacting parents and, in some cases, adversely affecting their performance at work and in other aspects of life.

Increased absenteeism, lower productivity and morale may flow on from family separation to employers and dampen, at a micro level, team and more broadly organisational outcomes in the short to medium term.

A proactive workplace attitude and approach to supporting families can limit any negative effects from separation.

Employers can refer their staff to humanservices.gov.au/separatedparents which features helpful information, links to support services, care and child support payment calculators, translated and indigenous related information, and much more.

More information

Our website humanservices.gov.au/employers has more information for employers about Child Support. It includes the employer calculator that you can use to work out your employees’ net pay, taking into account child support payments, the PEA and the basic tax liability.
Contact us

General enquiry line
131 272*

Child Support Business Online Services enquiry
131 272*

Please have your Customer Reference Number or ABN with you when you call—this helps us to give you quicker service.

* Call charges may apply

National contact details

<table>
<thead>
<tr>
<th>National contact details</th>
<th>Call: 131 272*</th>
<th>Fax: 1300 309 949*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal address</td>
<td>Child Support Employer Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PO Box 9815</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Melbourne Victoria 3001</td>
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</tr>
</tbody>
</table>

Complaints

If there is a problem, you should first try to sort it out with one of our staff members. If you’re not satisfied, then you should talk to their manager.

If you are still not satisfied, you can contact a complaints officer on 132 919*.

* Call charges may apply.
## A quick reference: employer deductions

<table>
<thead>
<tr>
<th>Schedule of child support deductions</th>
<th>Notice Pursuant to Section 72A</th>
</tr>
</thead>
<tbody>
<tr>
<td>For each employee or contractor:</td>
<td>For each payment made:</td>
</tr>
<tr>
<td>Deduct tax from wage or salary</td>
<td>Deduct tax from wage or salary</td>
</tr>
<tr>
<td>□ Check notice for amount to be deducted</td>
<td>□ Check notice for amount to be deducted</td>
</tr>
<tr>
<td>□ Check Protected Earnings Amount (PEA)</td>
<td>□ Deduct the amount—do not apply PEA</td>
</tr>
<tr>
<td>□ Calculate amount to be deducted</td>
<td>□ Pay deductions to us within seven days</td>
</tr>
<tr>
<td>□ Deduct child support and advise employee or contractor of details on pay slip</td>
<td>□ Include details of amounts deducted for all contractors</td>
</tr>
<tr>
<td>□ Pay deductions to us by the seventh day of the next month</td>
<td></td>
</tr>
<tr>
<td>□ Include details of amounts deducted for all employees or contractors</td>
<td></td>
</tr>
</tbody>
</table>