

During the DHS presentation on 21 September 2011 to the Joint House Committee on Migration with respect to Multiculturalism in Australia, the Acting Chair asked whether CALD communities are accessing child support services. DHS undertook to provide the Committee with further information. Please find this information below.

Child Support

The Department of Human Services - Child Support enables separated parents to provide for the financial and emotional support necessary for their children's wellbeing. Child Support will register a case for parents, assess the amount of child support they are required to pay, arrange to collect the payment and disburse the payment to the parent receiving the child support.

Many parents can choose to arrange child support independently without any assistance from child support, the courts or other government if they receive only the base rate of Family Tax Benefit Part A (or they don't receive family assistance payments at all).

Parents can also access additional support from the department. Customer service and specialist officers can make referrals to government and non-government services for further assistance and community support if required.

With the creation of the Department of Human Services, Child Support has access to specialist resources and CALD customer and community outreach and consultative arrangements. Child Support does not routinely collect data on the cultural and linguistic background of its customers. A new customer registration process is in development which will include a question to identify CALD background. Child Support arranges free interpreters for customers as required. A range of translated fact sheets and publications are available in hard copy and on the website.

Please contact if you require further information.

Cheers

Sam

Sam Campisi
National Manager
Multicultural Services Branch | Indigenous, Regional & Remote Servicing Division
Department of Human Services | Centrelink
Level 1, 373 Illawarra Road, Marrickville, NSW, 2204
Locked Bag 15, Marrickville South, NSW, 2204
W: (02) 8512 0875 or Spectrum 320 875
M: 0411 406 398
F: (02) 8512 0824 or Spectrum 320 824
humanservices.gov.au