

# Child Support Service



**Help for people with child support problems**

**We are a specialist Legal Aid NSW service. Our lawyers help people with legal problems about child support.**

**Our lawyers do not work for Centrelink or Child Support (which are part of the Australian Government Department of Human Services).**

## **Is this service for me?**

We give advice to:

- parents who have to pay financial support for children
- parents who are caring for children and are, or should be, getting financial support for them, and
- people who are looking after children who are not their own (for example, grandparents, aunts or uncles) and who need financial support from the parents.

## **What can you help me with?**

We can help with things like:

- how to get proof that someone is (or isn't) a child's parent
- working out or changing child support assessments and agreements
- how to try to change government decisions about your child support case
- maintenance for children who are over 18
- child support debts, and
- what to do if you are not getting child support.

## Can you help me in a tribunal or court?

If you need ongoing help with court or tribunal proceedings about child support, you may be able to 'get a grant of legal aid'. This will allow one of our lawyers or a private lawyer to represent you.

Not everyone can get legal aid for a lawyer to represent them. We will look at:

- the type of case you have
- how much money you earn and what you own (such as property and money in the bank), and
- how strong your case is.

## How can I get legal help?

You can make an appointment for a free face to face meeting with one of our lawyers to discuss your child support problem.

Your appointment will be confidential—we will only share information about you or your case with other people or organisations if you tell us to.

We have regular appointments in many locations in the Sydney metropolitan area and in regional NSW (see map).



The Child Support Service visits many NSW regional areas on set days and times from Monday to Friday.



To make an appointment call:

- 02 9633 9916 (Sydney and metropolitan areas)
- 1800 451 784 (outside Sydney)

If you live in a remote area you can make an appointment to speak to a lawyer over the telephone.

## **Child Support Service**

Level 4, 128 Marsden Street  
Parramatta NSW 2150

**Legal Aid family lawyers, located at all  
Legal Aid NSW offices can also assist with  
child support and a referral to the Child  
Support Service.**

**Bankstown**

Level 7, Civic Tower,  
66-72 Rickard Rd  
Bankstown 2200  
Tel: 9707 4555

**Blacktown**

Suite 36-37,  
Level 2D  
13 Kildare Rd  
Blacktown 2148  
Tel: 9621 4800

**Burwood**

Level 4,  
74-76 Burwood Rd  
Burwood 2134  
Tel: 9747 6155

**Campbelltown**

Suite 1, Level 4,  
71-179 Queen St  
Campbelltown 2560  
Tel: 4628 2922

**Coffs Harbour**

41 Little St  
Coffs Harbour 2450  
Tel: 6651 7899

**Dubbo**

64 Talbragar St  
Dubbo 2830  
Tel: 6885 4233

**Fairfield**

Suite 1, Level 1 25  
Smart St  
Fairfield 2165  
Tel: 9727 3777

**Gosford**

96-100 Donnison St  
Gosford 2250  
Tel: 4324 5611

**Lismore**

Suite 3, Level 4  
29 Molesworth St  
Lismore 2480  
Tel: 6621 2082

**Liverpool**

Level 4, Interdell  
Centre  
47 Scott St  
Liverpool 2170  
Tel: 96011200

**Newcastle**

**Civil & Family Law**  
Level 2,  
51-55 Bolton St  
Newcastle 2300  
Tel: 4929 5482

**Nowra**

Level 2, 59 Berry St  
Nowra 2541  
Tel: 4422 4351

**Orange**

Suite 4, 95 Byng St  
Orange 2800  
Tel: 6362 8022

**Parramatta**

**Civil & Family Law**  
Level 4,  
128 Marsden St  
Parramatta 2150  
Tel: 9633 9916

**Penrith**

NSW Government  
Offices  
Level 4,  
2-6 Station St  
Penrith 2750  
Tel: 4732 3077

**Port Macquarie**

107 William St  
Port Macquarie 2444  
Tel: 5525 1600

**Sutherland**

Ground Floor  
3-5 Stapleton Ave  
Sutherland 2232  
Tel: 9521 3733

**Central Sydney**

Ground Floor  
323 Castlereagh St,  
Sydney 2000  
Tel: 9219 5000

**Tamworth**

Level 1  
424-426 Peel St  
Tamworth 2340  
Tel: 6766 6322

**Riverina Murray  
Albury**

Suite 1A, Level 1  
520 Swift St  
Wagga Wagga 2650  
Tel: 6921 7200

**Riverina Murray  
Wagga Wagga**

74 Fitzmaurice St  
Wagga Wagga 2650  
Tel: 6921 6588

**Wollongong**

73 Church St  
Wollongong 2500  
Tel: 4228 8299

This publication is a general guide to the law. You should not rely on it as legal advice, and we recommend that you talk to a lawyer about your situation.

The information is correct at the time of printing. However it may change. For more information contact LawAccess NSW on **1300 888 529**.

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This brochure is also available in: Arabic, Simplified Chinese, Dari/Farsi, Tagalog and Vietnamese.

For more information about Legal Aid NSW services:



If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450** (9am – 5pm) and ask for LawAccess NSW.



If you find it hard to hear or speak, call the National Relay Service (NRS) on **133 677** and ask for LawAccess NSW or visit [www.relayservice.gov.au](http://www.relayservice.gov.au)

**Legal Aid**  
NEW SOUTH WALES