Child support payments

Information for social housing tenants and applicants who receive child support

When applying for housing, and throughout your social housing tenancy, you will be asked to provide evidence of your household’s income, including child support payments. It is important that the evidence of income you provide is accurate to ensure that you are treated fairly.

Applying for social housing assistance

When applying for social housing assistance, an eligibility criterion is that your household’s assessable income is within the limit appropriate to your household size. Child support payments are included in this assessment.

If the evidence provided shows child support payments that are higher than the payment you actually receive, your household income could exceed the income limit for your household making you ineligible for social housing assistance. It is important that we assess you on your correct income.

During your social housing tenancy

During your tenancy, your rent will be calculated at 25% of your household’s assessable income or market rent, whichever is lower. If the amount of child support indicated on your Centrelink Income and Assets statement is incorrect, you could be charged a higher rent.

Where does the department get this information?

Most commonly, child support payments are shown on a Centrelink Income and Assets statement, from the Department of Human Services. You can provide this statement by:

- requesting a statement from the Department of Human Services
- printing the statement yourself using your myGov account
- giving the Department of Housing and Public Works permission to obtain this information electronically by providing consent to use the Income Confirmation Service

What if the child support information on my statement is wrong?

Your Centrelink statement shows the amount of child support income that you should receive. If the payment you actually receive is different from your statement, you can complete the form on the back of this page, giving the Department of Housing and Public Works permission to obtain details of your actual payments from the Department of Human Services. Alternatively, you can request a statement of your actual child support payments from Department of Human Services and provide this to the department.

Further information

For further information, contact your nearest Housing Service Centre or visit www.qld.gov.au/housing
Child support information request form

Complete the ‘Client’s details’ and ‘Client authority’ sections of this form to allow the Department of Housing and Public Works to contact the Department of Human Services directly to obtain current details of your child support payments. An officer from the Department of Housing Works will then email the form to the Department of Human Services to complete and return. This process is allowable under the Information Protocol between Department of Human Services and the Department of Housing and Public Works.

Client details

Client name: 
Address: 
Date of birth: 
Phone: 
CSA Case no/Centrelink CRN (Customer Reference Number): 

Client authority

I, (Please print full name)

authorise the Department of Human Services to release the child support information requested below to the Queensland Department of Housing and Public Works. This authority relates only to the requested information and will lapse once the information has been provided by the Department of Human Services.

Signature of client: 

Department of Human Services to complete

The client has authorised the release of this information to the Queensland Department of Housing and Public Works. Please provide the information listed below, regarding the above client.

Monthly entitlement
Disbursement history for previous 6 months
Any other details (if required)

Department of Housing and Public Works staff to email completed form to mail.handling@humanservices.gov.au (subject heading “QLD HOUSING”)

Officer’s name: 
Date: 
Phone No: 
Fax: 
Email: 

Privacy Notice

The Department of Housing and Public Works is collecting personal information on this form to provide you with housing assistance. To assist you with your housing needs and services, your personal information may be disclosed to partner agencies, service providers, local governments and non-governmental organisations that may be able to provide you with housing or support services. They may, to assist you with your housing needs and services, pass on the information to other partner agencies, service providers, local governments and non-governmental organisations that may be able to provide you with housing or support services. Limited personal information may be used for housing related research, policy or planning functions. Unless authorised or required by law, your personal information will not otherwise be disclosed to any other third party without your consent. More information about the Department’s privacy policy is available on our website at www.hpw.qld.gov.au