

CHILD SUPPORT CONSULTING POLICIES:

Delivery Policy

Upon commencement of your 12 month service, you will be notified that Child Support Consulting Pty Ltd (ABN: 68608910729) will contact the Department of Humans Services (Child Support Agency) within a 2 week timeframe and complete an initial full case review – which will then be emailed to you for your records.

Privacy Policy

Child Support Consulting Pty Ltd are bound by the Australian Privacy Act 1988 and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information. Your information is used for Child Support purposes only.

Refund/Cancellation Policy

Due to the variations of work required for each individual Child Support case, once work has commenced on your case, there is a no refund policy. Child Support Consulting will complete a detailed and full review with CSA and then liaise with you as the options you have. Child Support Consulting Pty Ltd act as an Authorised Representative on your behalf and all submissions, applications are submitted with your authority and signature. If CSA makes an adverse decision, and this means that your payments or case changes, Child Support Consulting Pty Ltd can take no responsibility for this. You then cannot seek a refund just because of a negative decision from CSA or if you have simply changed your mind about our service. Likewise, if you decide, at any time, to cancel your 12 months service agreement with Child Support Consulting Pty Ltd, due to a change of mind or expectations beyond our control, we will NOT refund any monies you believe are owed back to you. Child Support Consulting Pty Ltd is in no way responsible for YOUR decision to remove Child Support Consulting as an Authorised Representative with CSA.

Definitions:

CSA – The Child Support Agency

Commencement – Once you have paid the upfront fee (inc GST), signed our letter of offer & the CSA Authority to Represent form and sent them back to Child Support Consulting Pty Ltd

12 months – 365 days from commencement