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Australian Government

Services Australia

Recording ex-partner details 007-07030100

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Background

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s47E(d)

This document outlines information on how to record ex-partner details to assess entitlement for the period a customer was partnered. All CCB/CCR references relate to financial years prior to 2018/2019.

Separating Safely

If the customer advises they have separated, there are key tasks they should consider to protect their personal information. See [Separating Safely - protecting personal details](#).

Partnered period

For Family Tax Benefit (FTB), Child Care Subsidy (CCS) and Child Care Benefit (CCB) reconciliation and FTB/CCB lump sum claims, where [ex-partner](#) details are needed to assess the customer's entitlement for the period they were partnered during the relevant financial year.

FTB and CCB

The annual income of an ex-partner is added to the customer's annual income to work out the FTB/CCB rate only for the period(s) they were partnered.

For separated customers, [special reconciliation processing applies](#).

Customers who are separated as at 30 June of the relevant financial year will not be disadvantaged due to actual taxable income for an ex-partner period if their ex-partner:

- has not lodged their income tax return, or
- if they lodge late

CCS

Different reconciliation processing applies if the customer was not partnered for the full CCS year.

Where a customer was partnered for part of the relevant year, only the applicable proportion of the partner's/ex-partner's/deceased partner's income, based on the period they were partnered is included in the actual income used. See [Reconciliation of Child Care Subsidy \(CCS\)](#).

Australian Taxation Office lodgements

From 1 July 2009, customers are no longer able to claim Family Tax Benefit (FTB) via the Australian Taxation Office (ATO). ATO FTB lump sum claim assessments do not recognise separations coded on the ^{s47E(d)}screen. **s47E(d)**

If the customer advises they have separated, [code details on the s47E\(d\) screen](#).

The [Resources](#) page contains an example of recording previous changes in relationship status for a customer.

Related links

[Provision of Tax File Number \(TFN\) for family assistance and Paid Parental Leave scheme payments](#)

[Previous partners and Family Tax Benefit \(FTB\) and Child Care Benefit \(CCB\) reconciliation](#)

[Processing Family Tax Benefit \(FTB\) lump sum claims](#)

[Separated couples and eligibility for Family Tax Benefit \(FTB\) for a period before separation](#)

[Reconciliation of Family Tax Benefit \(FTB\)](#)

[Reconciliation of Child Care Subsidy \(CCS\)](#)

[Reassessment of Australian Taxation Office \(ATO\) lump sum Family Tax Benefit \(FTB\) claims](#)

[Updating previous financial year incomes for Family Tax Benefit \(FTB\), Child Care Subsidy \(CCS\) and Child Care Benefit \(CCB\)](#)

[Family and domestic violence](#)

Process



For Families and Child Care Smart Centre and Medicare Processing staff only




s47E(d)





This page contains the process to update a customer's relationship status on their record to allow assessment of Family Tax Benefit (FTB), Child Care Subsidy (CCS) and Child Care Benefit

(CCB) reconciliation and FTB/CCB lump sum claims for the partnered period. All CCB/CCR references relate to financial years prior to 2018/2019.

Update current relationship status on customer's record

Step	Action
1	<p>Current relationship + Read more ...</p>  <p>It is not necessary to link and unlink a current partner to add a previous partner. To do an historic update on the s47E(d) screen, in Customer First work backwards by recording details for the most recent ex-partner and then the next most recent ex-partner, etc.</p> <p>From 1 July 2009, customers are no longer able to claim Family Tax Benefit (FTB) via the Australian Taxation Office (ATO). ATO FTB lump sum claim assessments do not recognise separations coded on the s47E(d) screen. s47E(d)</p> <p>If the customer advises they have separated, code the separation on the s47E(d) screen in Customer First for the relevant year. See Reassessment of Australian Taxation Office (ATO) lump sum Family Tax Benefit (FTB) claims. Procedure ends here.</p> <p>On the s47E(d) screen, is the customer's current relationship status recorded?</p> <ul style="list-style-type: none"> • Yes, they are currently partnered and this is already recorded, leave the most recent line on the s47E(d) screen untouched • No, record the customer's current relationship status, that is, if they are currently separated and this happened on 1 May 2001, then make sure the most recent occurrence on the s47E(d) screen is just that (SEP: 1 May 2001)
2	<p>Record historical ex-partners in Customer First + Read more ...</p>  <p>Work backwards in time to record and link ex-partners.</p> <p>For example, if the customer is single from birth on the system, and the relationship needs to be recorded from 1 Jan 2001 to 1 May 2001, record SEPARation on 1 May 2001, then the beginning of the relationship on 1 Jan 2001 and so on.</p> <p>By doing this an historical update is created on the s47E(d) screen.</p> <p>Subsequent lines cannot have same relationship status. For example, If current status is SEPARated, record a previous separation as SINGle, then once all historical information has been recorded, 'C'orrect the lines if required.</p> <p>If the ex-partner is still linked to another customer from a previous relationship, the system will produce an error if trying to link the customer and the ex-partner.</p>

	<p>Contact the ex-partner if they are not present and check their relationship status. If the ex-partner advises they are:</p> <ul style="list-style-type: none"> • in a multiple relationship, different procedures apply. See Treatment of a partnered person as single under Section 24 new determinations • not in a multiple relationship and they confirm they were most recently in a relationship with the customer only, on the ex-partner record: <ul style="list-style-type: none"> ○ update the ^{s47E(d)} screen to end the previous relationship before linking the ex-partner to the customer in the customer’s record ○ For processes around verifying partner details, see Confirming a partnered relationship <p>See the Resources page for more information.</p>
<p>3</p>	<p>Partnered code + Read more ...</p>  <p>When a partnered code is entered:</p> <p>The screen flow will proceed to the ^{s47E(d)} screen. Complete the search fields with information known on ex-partner and the press ^{s47E(d)}.</p> <p>Are matches found and the ^{s47E(d)} screen displayed?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, redefine search criteria if possible. If still no match for ex-partner, screen flow will default to the ^{s47E(d)} screen. If not, type ^{s47E(d)} in the ^{s47E(d)} field. Go to Step 5
<p>4</p>	<p>Matches for ex-partner + Read more ...</p>  <p>Select match/es from the ^{s47E(d)} screen.</p> <p>Up to 15 records can be selected at one time, type ^{s47E(d)} or ^{s47E(d)} in the ^{s47E(d)} field to view the next or previously selected record.</p> <ul style="list-style-type: none"> • If an existing record for the ex-partner is found, enter ^{s47E(d)} to confirm the selection on the ^{s47E(d)} screen. Go to Step 7 • If no exact match found for ex-partner, repeat Step 3, however change search criteria. If still no match found, type ^{s47E(d)} in the ^{s47E(d)} field. Go to Step 5
<p>5</p>	<p>No match found for ex-partner + Read more ...</p>  <p>The ex-partner will need to be added to the ^{s47E(d)} to allow the historical link to work.</p>

	<p>Complete at least the following mandatory fields:</p> <p>s47E(d)</p> <p>Record any other known information on the s47E(d) screen.</p> <p>Once record is added the screen flow will return to the s47E(d) screen.</p>
6	<p>Return to the s47E(d) screen + Read more ...</p> <p> Continue to input historical ex-partner link details from the most recent back to the oldest until all details provided are coded.</p>
7	<p>Record previous financial year income for ex-partner + Read more ...</p> <p> The ex-partner income details will need to be coded on the s47E(d) screen for previous financial years.</p> <p>See Updating previous financial year incomes for Family Tax Benefit (FTB), Child Care Subsidy (CCS) and Child Care Benefit (CCB).</p>
8	<p>Assessment results + Read more ...</p> <p> Continue to the next screen within the activity screen flow, if processed as part of new claim activity.</p> <p>When activity is completed, finalise via the s47E(d) screen.</p> <p>Record details on a s47E(d) .</p>
9	<p>Historical updates + Read more ...</p> <p> Historical updates do not:</p> <ul style="list-style-type: none"> • create parallel activities (for example, when an activity is created on a customer who is partnered a parallel activity will be created on the partner), or • update ex-partner's s47E(d) screens

	The only resulting effect on the ex-partner record is that an s47E(d) activity will be created to add the s47E(d) on the ex-partner and allow a Tax File Number or exemption to be coded (if one doesn't already exist).
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Resources

Example - Recording ex-partner details

Table 1

Item	Example
1	<p>Jody has claimed Family Tax Benefit (FTB) for a past period</p> <p>Jody is currently single but was married to David on 6 June 2000. They separated on 9 September 2000.</p> <p>The Service Officer needs to 'I'nsert Jody's relationship history onto the s47E(d) screen. This is done when recording the claim. Jody's changes in relationship status need to be recorded in reverse order, starting with the 'SEP'aration on the 9 September 2000.</p> <p>Jody's relationship status is currently 'SIN'gle with the date of event as Jody's date of birth.</p> <p>Jody's ^{s47E(d)} screen appears as below. Coding is in bold and numbered to show the order in which the lines are inserted.</p> <p>When relationship status is updated to 'MAR'ried, the s47E(d) screen will display.</p> <p>As this is a previous relationship, David's record is not updated automatically. A message to this effect is displayed.</p>

s47E(d) screen - Coding details

Table 2: this table contains how the ^{s47E(d)} screen appears and the order in which the lines are inserted.

	Date of event	Relationship status
2	06/06/2000	MAR
1	09/09/2000	SEP
	14/05/1960	SIN