

child support agency

Part of the Department for Work and Pensions

An introduction to
child maintenance and
the Child Support Agency

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兒童扶養費
及兒童支援署
簡介

About this document

This document is a summary of:

- the child maintenance system in Great Britain (not including Northern Ireland), and
- the role the Child Support Agency (CSA) has in managing this system.

This document is only an introduction. It does not tell you about the system in detail and does not cover all circumstances. If you need more information about your own case, you should get advice from us (the CSA) or from experienced advisers. You can find information about advisers who can help you on page 16.

This document only gives information about cases where child maintenance will be worked out using the scheme that started on 3 March 2003. We call this the current scheme. We use different rules for working out child maintenance on cases set up before this date. For more information, visit www.csa.gov.uk.

關於這份資料

這份資料總結了如下內容：

- 英國的兒童扶養體系（不包括北愛爾蘭）
- 兒童支援署（CSA）在管理該體系中發揮的作用

這份資料只是一份簡介，並沒有告訴你系統的詳細狀況，也沒有覆蓋所有層面。如果你需要獲得關於你的具體案例的更多資料，應當向我們（CSA）尋求指導或向有經驗的顧問機構諮詢。你可以從本書第 16 頁查閱關於各顧問機構的聯繫方式。

這份資料只提供了關於採用 2003 年 3 月 3 日開始實行的兒童扶養費計劃案例方面的資訊。我們將此稱為「目前的計劃」。對於在此日期之前的案例，我們採用不同的規定來計算兒童扶養費。如欲獲得更多資料，請瀏覽網站：www.csa.gov.uk。

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What is child maintenance?

Child maintenance is money paid when parents live apart, and the child normally lives with only one of their parents, or with neither of them. It is paid to help pay for their child's everyday living costs. The parent who the child does not normally live with (known as 'the non-resident parent') is responsible for paying child maintenance to the parent or other person (such as a grandparent or a guardian) the child normally lives with (known as 'the parent with care').

Who are you and why are you contacting me?

We are a government agency. We are part of the Department for Work and Pensions (DWP). Our role is to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.

If we contact you, it will usually be for one of these five reasons.

- 1 You have applied for child maintenance.
- 2 You are the parent the child normally lives with (the parent with care) and you or your partner have applied for Income Support or income-based Jobseeker's Allowance.
- 3 You have been named by a parent with care as the other parent of a child.
- 4 You are an employer and one of your employees has been named by a parent with care as the other parent of a child.
- 5 You have a child living in Scotland who is between 12 and 19 years old, and they have applied to us for maintenance.

何為兒童扶養費？

兒童扶養費是雙親分居、兒童通常只與某一個家長一同居住或不與父母之間的任何一人生活在一起時，所支付的費用。這筆錢是為幫助支付兒童的日常生活費用。不與兒童一同生活的家長（也稱「非同住家長」負責向兒童通常與其一同居住的家長（也稱「兒童照料家長」）或其他人（例如祖父母或兒童監護人）支付兒童扶養費。

你們是誰，為何聯絡我？

我們是政府機構，隸屬英國就業及退休金部（DWP）。我們的職責是要確保不與兒童一同居住的家長經濟上必須作出貢獻，透過支付兒童扶養費的方法盡到扶養子女的責任。

如果我們聯絡你，通常是由於以下五種原因中的一種。

- 1 你申請了兒童扶養費
- 2 你是兒童通常與你一同居住的家長（兒童照料家長）而且你或你的伴侶申請了低收入補助（Income Support）或基於收入的求職者補貼（income-based Jobseeker's Allowance）
- 3 兒童照料家長說你是兒童的另一名家長
- 4 你是僱主，兒童照料家長說你的一名員工是兒童的另一名家長
- 5 你有一名居住在蘇格蘭年齡在 12 到 19 歲的孩子，你的這名兒童向我們提出扶養費申請。

If we contact you for any of the reasons shown above, we will phone you or send you a letter explaining why we are contacting you and what we need you to do.

You may have heard that the Government plans to replace us with a new organisation which deals with child maintenance differently. You can find out more about these plans on our website at **www.csa.gov.uk**. In the meantime, we will continue to help parents who live apart to sort out arrangements for child maintenance.

如果我們由於上述任何原因與你聯絡，我們會給你打電話或給你寫信，解釋我們為何與你聯絡，我們需要你做甚麼。

你可能聽說過政府打算要成立一個取代我們的新組織，該組織以不同方式處理兒童扶養費。你可以從我們的網站上瞭解更多關於這些打算方面的資料：**www.csa.gov.uk**。在此之前，我們將繼續幫助分居的家長解決兒童扶養費問題。

Who can apply for child maintenance?

There are three main circumstances in which people can apply for child maintenance, or are treated as applying for child maintenance.

- 1 If you are a parent with care or a non-resident parent, you can apply to us at any time to ask us to work out child maintenance and arrange for it to be paid.
- 2 You can also apply to us if you are a child in Scotland who is over 12 but under 19 years old and in full-time education (up to Higher standard). For more information, read our leaflet 'How do I apply for child maintenance? For children living in Scotland' (CSL309).
- 3 If you are a parent with care and you, or your partner, claim Income Support or income-based Jobseeker's Allowance, a Jobcentre Plus adviser will also discuss how you can apply for child maintenance. They will explain what information you need to give to help them find out more about your application for child maintenance, and they will then pass the details on to us. We will then contact the parent the child does not normally live with (the non-resident parent) to arrange for them to pay child maintenance.

If you are a parent with care receiving Income Support or income-based Jobseeker's Allowance and you believe that applying for child maintenance could harm or distress you or your children, you can ask us not to contact the other parent. This is called 'opting out'. In these circumstances, you must tell us why you want to opt out. If you cannot give us a good reason, but still don't want us to contact the non-resident parent, Jobcentre Plus can reduce the amount of benefit you get.

誰可以申請兒童扶養費？

符合三種情況的人可以申請兒童扶養費，或可以被認為正在申請兒童扶養費。

- 1 如果你是兒童照料家長或是「非同住家長」，你便可以在任何時候要求我們計算兒童扶養費並且安排該費用的支付方法。
- 2 如果你是居住在蘇格蘭年齡在 12 到 19 歲在學校全日就讀的兒童（高中生），你也可以向我們提出申請。如欲獲得更多資訊，請閱讀我們的題為「居住在蘇格蘭的兒童如何申請兒童扶養費？」資料冊（'How do I apply for child maintenance? For children living in Scotland'）（資料編號：CSL309）。
- 3 如果你是兒童照料家長而且你或你的伴侶申請「基於收入的求職者補貼」，就業中心（Jobcentre Plus）的顧問也能告訴你如何申請兒童扶養費。他們會為你解釋需要提供哪些資料，以便瞭解關於兒童扶養費申請的更多情況。他們會將你的詳細資料轉交給我們。接到這些申請資料之後，我們便會跟通常不與兒童居住在一起的家長（非同住家長）作出支付兒童扶養費的安排。

如果你是領取低收入補助或基於收入的求職者補貼的兒童照料家長，而且你相信申請兒童扶養費會對你或你的孩子造成傷害或悲痛，可以要求我們不要聯絡兒童的另一名家長。這叫做「選擇退出」（opting out）。在這種情況下，你將你希望選擇退出的願望告訴我們。如果你不能向我們提出正當理由但仍然不希望我們聯絡非同住家長，則就業中心可以減少你所領取的福利金數額。

How do you work out child maintenance?

We work out child maintenance by applying one of four rates to the non-resident parent's income. Income is earnings, money from an occupational or personal pension, and tax credits. We use the amount of income left over after things like income tax, National Insurance and any money paid into a pension scheme have been taken off.

The four rates we apply to the non-resident parent's income are as follows:

- **basic rate** (if they have an income of £200 a week or more)
- **reduced rate** (if they have an income of more than £100 but less than £200 a week)
- **flat rate** (if they have an income of between £5 and £100 a week)
- **nil rate** (if they have an income of less than £5 a week).

For more information on these rates and how much they mean you would have to pay or you would get, read our leaflet 'How is child maintenance worked out?' (CSL303) or go to our website www.csa.gov.uk.

Can you adjust the child maintenance?

As well as these four rates, we can adjust the child maintenance based on:

- the number of other children living with the non-resident parent, who they or their partner get Child Benefit for (a regular payment made to anyone bringing up children)
- the number of children the non-resident parent needs to pay child maintenance for, and

你們如何計算兒童扶養費的呢？

我們是根據與非同住家長收入水平有關的四種費率中的一種來計算兒童扶養費的。收入是指就業工資或領取的退休金，以及稅務優惠金。我們採用的是扣除了所得稅、國民保險稅金以及退休金繳納金之後所剩餘的那部份收入。我們向非同住家長收取的四種費率如下：

- **基本費率**（如果他們每週收入是 £200 或更多）
- **降低費率**（如果他們每週收入超過 £100 但不足 £200）
- **不變費率**（如果他們每週收入在 £5 到 £100 之間）
- **零費率**（如果他們每週收入不到 £5）

如欲瞭解關於這些費率以及你需要支付或能夠領取的數額方面的更多訊息，請閱讀我們的另一份題為「兒童扶養費是如何計算的」（How is child maintenance worked out?）資料冊（資料編號：CSL303）或從我們的網站上閱讀：www.csa.gov.uk。

你們可以調整兒童扶養費嗎？

除了這四種費率之外，我們可以根據以下情況調整兒童扶養費：

- 與「非同住家長」住在一起的其他兒童數目，他們或他們的伴侶能為這些兒童領取「兒童福利金」（政府定期支付給任何扶養兒童者的補助金）
- 「非同住家長」需要支付兒童扶養費的兒童數目，以及

- whether the child stays with the non-resident parent at least one night each week.

What other things can you take account of?

In some situations, either the non-resident parent or the parent with care can ask us to take account of other factors when we work out child maintenance.

Other factors can be things like:

- having to care for a disabled child
- having particularly high travel costs to see a child or children
- changes in a non-resident parent's income if they can control the amount they get paid, or
- if a non-resident parent seems to have a way of life associated with someone whose income is much higher than the income we used to work out child maintenance.

- 兒童是否每週至少有一個晚上與「非同住家長」住在一起

你們還考慮哪些其他因素？

有些情況下，非同住家長或兒童照料家長可以要求我們在計算兒童扶養費的時候考慮其他因素。

這些其他因素可以是：

- 照料殘障兒童
- 去見兒童的交通費用特別昂貴
- 非同住家長的收入發生了變化，如果他們能控制自己所得到的數額，或者
- 如果非同住家長似乎在生活方面與某個收入水平比我們用來計算兒童扶養費高得多的人有聯繫

How long does it take to set up child maintenance?

Our aim is always to get child maintenance payments arranged as soon as possible from the date you apply. While we are gathering all the information we need to work out how much child maintenance must be paid each week, it is a good idea for the non-resident parent to support their children by paying child maintenance to the parent with care. This will also help them to avoid building up arrears.

The non-resident parent must pay from the date we tell them that we have received an application from the parent with care. If the non-resident parent makes payments before we have got all the information we need to work out how much child maintenance must be paid each week, you should both keep a record of any payments that are made or received.

If there is proof that the non-resident has made these payments, we can take them away from the amount of child maintenance that the non-resident parent owes.

You can visit www.csa.gov.uk for more information on how we work out child maintenance and for our online child maintenance calculator. We will not keep any information you provide when you use our online calculator. You should keep a record of any payments you have made or received.

Once we have all the information we need, we will work out child maintenance as soon as possible, usually within 12 weeks.

確立兒童扶養費需要多長時間？

我們始終致力於收到你的申請之後儘快作出兒童扶養費支付安排。在我們收集所有必要資訊的同時，需要計算出每週必須支付的兒童扶養費金額。非同住家長透過向兒童照料家長支付兒童扶養費的方式來扶養他們的兒童，是一種良好的做法。這樣做還能幫助他們避免產生更多欠款。

非同住家長必須從我們告知他們收到來自兒童照料家長申請的日期開始支付兒童扶養費。如果非同住家長在我們收集到所有用來計算每週兒童扶養費數額所需要的資料之前支付兒童扶養費，則兒童的雙方家長都應作出支付或收到的數額方面的記錄。

如果有證據能表明非同住家長已經支付了款項，我們則可以從非同住家長所欠兒童扶養費中扣除這些款項。

你可以瀏覽網站 www.csa.gov.uk，瞭解更多關於我們如何計算兒童扶養費以及我們的網上「兒童扶養費計算工具」方面的訊息。我們不會保存你使用我們的網上計算工具所提供的任何資料。你應當保存你的付款及收款記錄。

一旦我們獲得所需要的所有資料，我們就會儘快計算兒童扶養費，通常會在 12 個星期之內做好這項工作。

However, it may take longer than 12 weeks if the parent with care does not know where the non-resident parent lives. This is because we try to find information from other organisations (such as other parts of the Department for Work and Pensions, specialist agencies for finding where people live, the non-resident parent's employer, HM Revenue & Customs (HMRC), and credit reference agencies).

但是，如果兒童照料家長不知道非同住家長住在何處，則可能所需要的時間會超過 12 個星期。這是因為我們需要試圖從其他組織瞭解到訊息（例如從就業及退休金部的其他單元、查找人們居住地點的專門機構、非同住家長的僱主、英國稅務海關總署以及信貸評估機構）。

How do I receive child maintenance if I am the parent with care?

If you are the parent with care, you will normally receive child maintenance direct into your bank, building society or Post Office account. Payments will be made regularly as agreed with the non-resident parent – every week, every fortnight or every month. The non-resident parent will either pay the money straight into your bank account, or will pay us and we will transfer the money to you.

If you want to make or receive payments and you don't have a bank, building society or Post Office account or cannot open one, you can call our national helpline on 08457 133 133 to discuss other ways of paying or receiving your child maintenance.

Will I still receive the same amount of child maintenance if I am the parent with care and I am getting benefits?

If you or your partner are a parent with care and you claim Income Support or income-based Jobseeker's Allowance, you may not receive full child maintenance payments as well as your Income Support or income-based Jobseeker's Allowance. This is because the Government can keep some of the money paid as child maintenance to make up for the money paid as benefits.

The parent with care will receive whatever benefit they're entitled to, plus up to £10 a week of the total child maintenance paid. This amount is known as the child maintenance premium.

如果我是兒童照料家長，我如何領取兒童扶養費？

如果你是兒童照料家長，通常你可以直接從銀行、按揭社或郵局領取兒童扶養費。款項按照與非同住家長商定的時間週期來支付——每週、每兩個星期或每月一次。

非同住家長一般會將款項直接付入你的銀行帳戶，或先支付給我們，再由我們轉付給你。

如果你希望支付或領取兒童扶養費，但你沒有銀行、按揭社或郵局帳戶或不能開立帳戶，可以致電我們的全國熱線：08457 133 133，我們能告訴你兒童扶養費的其他支付及領取方法。

如果我是領取福利金的兒童照料家長，我仍然能領取同樣數額的兒童扶養費嗎？

如果你或你的伴侶是兒童照料家長但同時也領取低收入補助或基於收入的求職者補貼，則可能領不到全數額的兒童扶養費和全數額的低收入補助或基於收入的求職者補貼。這是因為政府可以扣留一部分兒童扶養費用來補貼福利金的支付。

兒童照料家長能領到他們有資格領取的任何款項，外加每週 £10 的所付兒童扶養費總額。該數額叫做「兒童扶養費的額外金額」。

How do non-resident parents pay child maintenance?

Parents can either:

- agree that the non-resident parent will pay the parent with care direct, or
- ask that the non-resident parent makes their payments to us.

If parents agree to make their own arrangements for paying child maintenance they can choose how the non-resident parent will pay the child maintenance. The quickest and easiest way is for the non-resident parent to make a standing order to pay the child maintenance from their bank, building society or Post Office account direct into the parent with care's account.

Or, if the non-resident parent will be making their regular child maintenance payment to us they can pay:

- by direct debit (which is a quick and convenient way of making a payment)
- by asking their employer to agree to take the child maintenance payments direct from your earnings or pension, or
- by standing order

When we get the payment from the non-resident parent, we will take the amount that is due to be paid to the parent with care and pay this into their bank, building society or Post Office account. We aim to pay child maintenance within one week of receiving it.

非同住家長如何支付兒童扶養費？

家長可以有以下兩種選擇：

- 同意由非同住家長直接向兒童照料家長支付，或者
- 要求非同住家長將款項支付給我們

如果兒童的雙方家長同意自己做出支付兒童扶養費的安排，他們可以選擇非同住家長以何種方式來支付兒童扶養費。最快、最容易的方法是非同住家長採用定額付款（**standing order**）方式從他們的銀行、按揭社或郵局帳戶直接將款項支付給兒童照料家長。

否則，如果非同住家長定期將兒童扶養費支付給我們，則可以採用以下付款方式：

- 採用銀行直接扣款（**direct debit**）方式（這是最快也是最方便的付款方法）
- 與僱主商定將兒童扶養費直接從工資或退休金中扣除，或者
- 採用定額扣款（**standing order**）的方式

我們收到非同住家長交付的款項之後，就會將應支付給兒童照料家長的數額付入他們的銀行、按揭社或郵局帳戶。我們力求在收到款項的一星期之內支付兒童扶養費。

What happens if the non-resident parent doesn't pay?

If a non-resident parent doesn't pay the right amount of child maintenance at the right time, we will take action to get any money owed to a parent with care or the Government.

The action we take depends on the situation, but we might:

- take money direct from a non-resident parent's earnings as an employee, or
- take action through the courts.

We can use more than one action at a time. The action we take will depend on the circumstances of each case.

Taking action through the courts can be expensive and can result in the non-resident parent:

- paying their own legal costs and our legal costs, as well as the child maintenance they owe
- having their driving licence confiscated, or
- even going to prison.

If you are the non-resident parent and you miss a payment or are late making the payment, you can phone us and pay the money you owe by credit card or debit card over the phone. If you do this, we will not need to take action.

如果非同住家長不付款會怎樣？

如果非同住家長不按時支付正確數額的兒童扶養費，我們會採取行動來獲得其所欠兒童照料家長或所欠政府的款項。

我們採取的行動取決於實際情況，但我們可能會：

- 直接從非同住家長的工資當中扣款，或者
- 通過法庭採取行動

我們一次可以採取多種行動。我所採取的行動取決於每種案例的具體情況。

通過法庭採取行動可能成本很高，並會導致非同住家長：

- 除了支付所欠的兒童扶養費之外，還要支付他們自己和我們的律師費
- 駕車執照被沒收，或
- 收到判刑處罰

如果你是非同住家長而且沒有及時付款或拖延付款時間，可以給我們打電話，用信用卡或扣款卡透過電話交付所欠款項。如果你這麼做，我們便不需要採取行動。

What happens if someone denies that they are the parent?

Sometimes, when a parent with care applies for child maintenance, the person they name as the non-resident parent denies they are the parent of the child.

In some circumstances, we can presume they are the parent – for example, if they were named as the parent on the child's birth certificate. If we can presume they are the parent, we carry on working out child maintenance as normal.

If we can't presume the person is the parent, we will investigate and possibly ask both adults and the child to take a DNA test. This test will tell if either of the adults taking the test is not the child's parent.

If the person named as the non-resident parent refuses to take a DNA test, we can presume that they are the child's parent.

If the test results show that the person named as the child's parent is the parent, they will have to pay child maintenance. If they show that the person isn't the child's parent, we will ask the parent with care for more information. The person named as the non-resident parent will not have to pay child maintenance for that child.

如果某人不承認自己是兒童的家長會怎樣？

有時候，兒童照料家長申請兒童扶養費時，他們所指稱的非同住家長不承認自己是兒童的家長。

有些情況下，我們可以認為他們是兒童的家長——例如，如果他們的名字出現在兒童的出生證上。如果我們能認為他們是兒童家長，便能向往常一樣計算兒童扶養費。

如果我們不能認定此人是兒童的家長，我們會作出調查，並可能會要求兒童和成年人都作 DNA 檢測。這項檢測可以表明有爭議的兩名成年人當中哪一個是兒童的家長。

如果被指稱為非同住家長的人拒絕參加 DNA 檢測，我們便可推斷此人是兒童的家長。

如果檢測結果表明，所指稱的兒童家長的確就是兒童的家長，則此人就必須支付兒童扶養費。如果檢測結果表明此人不是兒童的家長，我們會向兒童照料家長索取更多資料。被指稱為非同住兒童家長的人不需要為該兒童的交付兒童扶養費。

What other information is available about child maintenance?

You can visit www.csa.gov.uk for more information about us and child maintenance.

On our website (www.csa.gov.uk) we provide an online child maintenance calculator which allows you to put in information about your circumstances and see how much child maintenance might be in your case. We will not keep any information you provide when you use our online calculator.

You, or someone on your behalf, can contact our national helpline if you:

- have any questions about how we work out child maintenance
- want help or more information after you have read this leaflet, or
- want us to send you any of our other leaflets.

You can phone us on 08457 133 133 from 8am to 8pm Monday to Friday, and 9am to 5pm on Saturdays.

If you have speech or hearing difficulties, a textphone service is available on 0845 7138924.

Textphones are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or advice bureaus may have one. Textphones do not receive text messages from mobile phones.

還有哪些關於兒童扶養費的資料？

你可以瀏覽網站 www.csa.gov.uk 瞭解關於兒童扶養費的更多資料。

我們的網站上 (www.csa.gov.uk) 有一個兒童扶養費計算工具，你能輸入與你的實際情況有關的資料，根據這些訊息計算出兒童扶養費的數額。使用我們的網上計算工具時，我們不會保存你所提供的任何資料。

以下情況下，你或你的代理人可以聯絡我們的全國熱線：

- 你若希望瞭解我們如何計算兒童扶養費
- 閱讀了這份資料冊之後，你希望獲得更多的訊息
- 希望我們為你寄送我們的其他資料冊

你可以在以下時間給我們打電話：週一至週五上午 8 點至下午 8 點；週六上午 9 點至下午 5 點，電話：08457 133 133。

如果你有語言或者聽力困難，可以使用文字電話：0845 7138924。

文字電話服務是專門為說話或聽力有障礙的人提供的。如果你沒有文字電話，一些圖書館或諮詢中心備有這種電話。文字電話不可以接受手提電話發送的文字信息。

The person taking your call will not have your personal information to be able to answer questions about your case. However, they can help you with anything general to do with child maintenance. They will also be able to give you the phone number of the office handling your case if you want to speak to someone who can answer more specific questions. Please have your National Insurance number with you when you call.

We may record our phone calls to check our service and to train our employees.

From 1 August 2007, calls to 0845 numbers from BT landlines should cost no more than 4p a minute, with a 6p charge for setting up the call. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

接聽電話的人沒有你的個人資料，因此不能回答關於你的情況的問題。但是，他們能幫助你解決與兒童扶養費有關的問題。他們能告訴你處理你的案例的辦公機構的電話號碼，使你能與有能力回答你的具體問題的人進行電話聯絡。在你打電話之前，請準備好你的國民保險號碼。

我們可能會對你的電話進行錄音，以便檢查我們的服務品質以及培訓我們的工作人員。

自 2007 年 8 月 1 日起，從 BT 固定電話機撥打 0845 起頭的電話費不會超過每分鐘 4p，電話設定費用為 6p。如果你使用其他電訊公司的電話或使用手提電話，或從國外打電話，則費用可能會更高些。手提電話的通話費率最高為每分鐘 40p，因此應當與你的電訊服務商查核通話費。

What support is available in my own language?

If you would like this information in your own language, we will provide language advisers or help to find an interpreter.

For more information on this, please phone our national helpline on 08457 133 133. If you have speech or hearing difficulties, call our textphone on 08457 138 924. Both lines are open from 8am to 8pm Monday to Friday, and from 9am to 5pm on Saturdays. Please see page 15 for details of call charges.

Citizens Advice can give you details of other local advice services. You can also get information from Citizens Advice online at www.adviceguide.org.uk, including common questions in English, Welsh, Bengali, Chinese, Gujarati, Punjabi and Urdu.

One Parent Families or Gingerbread can also help. For more information, go to www.oneparentfamilies.org.uk or www.gingerbread.org.uk or call the Lone Parent Helpline on 0800 018 5026. The helpline is open from 9am to 5pm Monday to Friday, and 9am to 8pm on Wednesdays.

If you are a parent who lives in Scotland, you can contact One Parent Families Scotland. Go to www.opfs.org.uk or call the helpline on 0808 801 0323. The helpline is open from 9.30am to 4.30pm Monday to Friday.

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有哪些使用中文提供的服務？

這份資料冊備有多種社區語言譯本，我們還能提供語言顧問或幫助安排中文傳譯人員。

關於這方面的更多訊息，請致電我們的全國熱線：08457 133 133。如果你有聽力或語言障礙，可以使用文字電話與我們聯絡：08457 138 924。兩條電話線的開放時間均為：週一至週五上午 8 點至下午 8 點，週六上午 9 至下午 5 點。請參閱第 15 頁上的電話費率說明。

市民指導局能提供其他地方諮詢服務機構的聯繫方法，也可從市民指導局網站瞭解更多資訊：www.adviceguide.org.uk，包括採用以下語種提供的常見問題解答：英文、威爾斯文、孟加拉文、中文、估吉拉特文、旁遮普文和烏爾都文。

單親家長組織（One Parent Families）或 Gingerbread 組織也能提供幫助，詳細資料請從以下網站查閱：www.oneparentfamilies.org.uk 或 www.gingerbread.org.uk，也可以致電單親家長熱線（Lone Parent Helpline）：0800 018 5026。開放時間：週一至週五上午 9 點至下午 5，週三上午 9 點至下午 8 點。

如果你是居住在蘇格蘭的家長，可以聯絡 One Parent Families Scotland，網站：www.opfs.org.uk，或致電熱線電話：0808 801 0323。開放時間：週一至週五上午 9.30 至下午 4.30 點。

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