

# Authorising a person or organisation to enquire or act on your behalf

## Purpose of this form

To arrange for another person or organisation to enquire or act on your behalf when dealing with the Australian Government Department of Human Services about Centrelink payments and services.

### The arrangements you can make are for a:

- **Person permitted to enquire** — this arrangement authorises a person or organisation to make limited enquiries only on your behalf
- **Correspondence nominee** — this arrangement authorises a person or organisation to receive copies of your Centrelink mail and to enquire, act and make changes on your behalf
- **Payment nominee** — this arrangement authorises a person or organisation to receive your payments on your behalf
- **BOTH payment and correspondence nominee** — this arrangement authorises a person or organisation to enquire, act and make changes AND receive your payments on your behalf.

If you or your nominee are subject to **Income Management** you should contact us on **1800 132 594** to discuss before lodging this form.

### How many arrangements can you authorise on this form?

Only **one** person or organisation can be authorised on this form.

You can only have one correspondence nominee and one payment nominee, however, they do not have to be the same person or organisation. You cannot nominate a person to act or receive payments on your behalf if that person has a Centrelink nominee arrangement in place.

If you wish to arrange to have a different correspondence nominee to your payment nominee, you will need to complete a separate form for each.

If you want to change your nominee you will need to cancel that arrangement and complete a new form.

**IMPORTANT:** Authorising a person or organisation to enquire, act on your behalf or receive your payment does not take away your right to deal with us about your Centrelink business. This authorisation can be cancelled or changed at any time, unless it is a court appointed arrangement.

## Filling in this form

- **Please use black or blue pen.**
- Print in BLOCK LETTERS.
- Mark boxes like this  with a ✓ or ✗.
- Where you see a box like this  ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

## Returning your form

Check that all required questions are answered and that the form is signed and dated.

This form and all additional documents including identity documents for your nominee, are to be returned to one of our service centres. If your nominee is an organisation, identity documents are not required.

## Person permitted to enquire

A **person permitted to enquire** can be a partner, a friend, a family member, a professional, an organisation or a combination depending on the type of enquiry. Some examples of professionals and organisations are accountants, financial advisers, social workers, doctors, etc. This list is not limited. You can change this arrangement at any time.

*Continued over the page* ►

**Please keep these Notes (pages 1 to 4) for your information.**

### **What type of access can the person permitted to enquire have**

It is your responsibility to make sure that the person you have given authority to make enquiries on your behalf is aware of what you are allowing them to enquire about, and any limitation you may place on this authority. We can provide information that is necessary to satisfy the enquiry and no more.

The extent of information we can provide to a person permitted to enquire may include the current rate of your Centrelink payment, cancellation or rejection reasons to your payment, factors affecting your payment for example assets and income, overpayment and arrears information.

If we have any doubt about the person's authority to make an enquiry on your behalf, the enquiry will not be answered until clarification is obtained from you.

## **Nominee obligations and responsibilities**

### **Correspondence nominee**

A correspondence nominee can act on your behalf and is authorised to deal with us on all Centrelink matters (except payment destination). These include:

- making changes to your information
- enquiring on your behalf
- completing Centrelink forms/applications on your behalf
- receiving copies of your Centrelink mail
- attending Centrelink appointments with you or on your behalf (if appropriate).

A correspondence nominee is required to:

- advise us of any changes in your circumstances **within 14 days** (28 days if outside Australia)
- respond to notices if required to do so, including reporting notifiable events and must be aware that failure to respond to a notice means that you have failed to meet your obligations
- act in your best interests
- advise us of any changes that may affect their ongoing ability as a nominee.

### **Payment nominee**

A payment nominee will receive your Centrelink payments and make sure:

- payments are used exclusively for your benefit
- records of payments received and the money he/she spends on your behalf are kept. We can review the arrangement from time to time and request the nominee to provide this information. Penalties may apply if the information is not provided
- they act in your best interests
- we are advised of any changes that may affect their ongoing ability as a nominee.

A payment nominee may be given relevant information by us if there are issues with your payment.

If you receive more money from us than you are entitled to, you will be required to repay this money. Your nominee is not required to repay your Centrelink debt on your behalf.

## **Online Services**

Nominees can register for Online Services to access Centrelink services online.

Our Online Services provides a secure and convenient way to do Centrelink business through the internet, using Customer Online Services or Business Online Services. Through these services your nominee can:

- view and update your personal and payment related information
- request and print a document, such as an Income Statement or Payment Summary
- apply for an Advance Payment on your behalf
- update your contact details
- report your employment income
- view your payment history
- receive and view your letters
- receive an email or SMS notification that a new online letter has been sent.

## **Privacy and your personal information**

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy) or by requesting a copy from the department.

## For more information for customers inside Australia

Go online [humanservices.gov.au](http://humanservices.gov.au) or call us or visit one of our service centres.

<b>Seniors</b>	<b>132 300</b>	<b>International Services</b>	<b>131 673</b>
<b>Employment Services</b>	<b>132 850</b>	<b>Information in other languages</b>	<b>131 202</b>
<b>Youth and Students</b>	<b>132 490</b>	<b>Indigenous Services</b>	<b>136 380</b>
<b>Families</b>	<b>136 150</b>		
<b>Disability and Carers</b>	<b>132 717</b>		

To speak to us in a language other than English call **131 202**.

**Note:** Call charges apply – calls from mobile phones may be charged at a higher rate.

## If you have a hearing or speech impairment

**TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

## Interpreters and translations

If you need an **interpreter** or **translation** of any documents for our business, we can arrange this for you free of charge.

## For more information for customers outside Australia

If you want another person to act on your behalf when dealing with Centrelink and/or to receive your Centrelink payments while you are outside Australia, you will need to complete this form and return it to:

**Department of Human Services  
International Services  
PO Box 7809  
CANBERRA BC ACT 2610  
AUSTRALIA**

Fax number **(+61 3) 6222 2799**

If you need help with this form, please call International Services between 8.00 am to 5.00 pm Australian Eastern Standard Time, Monday to Friday.

If you live in one of the following countries, you can call us direct (free of charge). This service may not be available from all locations in your country.

From <b>Austria</b>	<b>0800 295 165</b>	From <b>New Zealand</b>	<b>0800 441 248</b>
From <b>Canada</b>	<b>1888 2557 493</b>	From <b>The Philippines</b>	<b>1800 1611 0046</b>
From <b>China (North)*</b>	<b>10 800 6100 427</b>	From <b>Poland</b>	<b>00800 6111 220</b>
From <b>China (South)*</b>	<b>10 800 2611 309</b>	From <b>Portugal</b>	<b>800 861 122</b>
From <b>Denmark</b>	<b>8088 3556</b>	From <b>Singapore</b>	<b>800 6167 015</b>
From <b>Germany</b>	<b>0800 1802 482</b>	From <b>Spain</b>	<b>900 951 547</b>
From <b>Greece</b>	<b>0080 0611 26209</b>	From <b>Thailand</b>	<b>001 800 611 4136</b>
From <b>India</b>	<b>000 800 61 01098</b>	From <b>Turkey</b>	<b>00 800 6190 5703</b>
From <b>Indonesia</b>	<b>001 803 61 035</b>	From <b>The United Kingdom</b>	<b>0800 1695 865</b>
From <b>Italy</b>	<b>800 781 977</b>	From <b>The United States of America</b>	<b>1866 3433 086</b>
From <b>Korea Republic</b>	<b>003 081 32326</b>	From <b>United Arab Emirates</b>	<b>800061 04319</b>
From <b>The Netherlands</b>	<b>0800 0224 364</b>		

If you do not live in one of these countries or you are not able to contact us on the relevant number above, please call **(+61 3) 6222 3455**. You may reverse the charge by asking your local telephone operator if this service is offered by your local telephone provider. Alternatively, you may leave a message with our answering service outside business hours and we will return your call.

If you cannot call International Services, you can contact us by post or fax.

\* China (North) is the provinces of Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia, Heilongjiang, Liaoning, Jilin, Shandong and Henan. All other provinces are considered to be China (South) for this purpose.

**IMPORTANT INFORMATION:** If there are any allegations of misuse of the nominee arrangement, call us on the above numbers.





# Authorising a person or organisation to enquire or act on your behalf

**centrelink**

**1** Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

**2** Your date of birth

**3** Your permanent address

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Postcode

**4** Your Centrelink payment type

**5** Your Centrelink Reference Number

**6** Is this authorisation for a person or organisation?

**Tick ONE box only**

Authorise a PERSON  **Go to next question**

Authorise an ORGANISATION  **Go to 10**

**7** Your authorised person's name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

**8** Your authorised person's date of birth

**9** Your authorised person's Centrelink Reference Number

 **Go to 11**

**10** Your nominated organisation's details

Trading name of organisation

This is the name of the organisation, not the contact person.  
The contact person can be identified below.

Business name of organisation

Australian Business Number (ABN)

ABN is mandatory to access online services

Organisation Centrelink Reference Number

Name of contact person

**11** What is their relationship to you (e.g. father, sister, guardian, administrator, Public Trustee)?

**12** What are their contact details?

Street address

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Postcode

Postal address (if different to above)

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Postcode

Phone number

Fax number

Email



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**13** What is the arrangement you are authorising?

Read the **Notes** if you are not sure about which arrangement you wish to make. If you want to authorise a different person for each arrangement, **complete a separate form for each person.**

**Person permitted to enquire**  **Go to 16**

Authorises a person to make an enquiry only on your behalf

**Correspondence nominee**  **Go to 15**

Authorises a person to enquire, act and make changes on your behalf

**Payment nominee**  **Go to 14**

Authorises a person to receive your payments on your behalf

**BOTH payment and correspondence nominee**  **Go to 14**

Authorises a person to enquire, act and make changes AND receive your payments on your behalf

**14** Give details of the nominee's account into which your Centrelink payments are to be paid

Direct credit is available in most countries outside of Australia if required. (Refer to page 3 of the **Notes** for more detail.)

Name of bank, building society or credit union

Branch where your account is held

Branch number (BSB)

Account number (this may not be the card number)

Account held in the name(s) of


For organisations only – Group Institution Code (if applicable)

**15** What is the reason for making this arrangement?

Voluntary  **Go to next question**

Power of Attorney

Court, Tribunal, Guardianship or Administration Order

 Please attach supporting documents.

**16** How long do you want this arrangement to last?

Indefinitely  **OR**

From  /  /  to  /  /

**17** Your authorisation – If you are unable to sign go to 18

Make sure you have read the **Privacy and your personal information** on page 2 of the **Notes**.

I authorise the person named on this form to deal with Centrelink on my behalf according to the arrangements shown on this form.

Your signature  Date




**Go to 19**

**18** Third party authorisation

The person signing this form on behalf of the customer cannot be a nominee authorised on this form, unless it is a court appointed arrangement.

Make sure you have read the **Privacy and your personal information** on page 2 of the **Notes**.

 You will need to provide evidence of the customer's inability to sign if it is not a court appointed arrangement.

Name of person signing on behalf of the customer

Relationship to customer

Address   
  
 Postcode

Contact phone number

Signature of the person signing on behalf of the customer  Date

**Nominee or person permitted to enquire**

**19** The nominee or person permitted to enquire **MUST** provide a password to be used when contacting us. The password needs to have 4 to 12 letters or numbers. Please remember the password.

**20** Acceptance by nominee or person permitted to enquire

**IMPORTANT INFORMATION:** Check to make sure that your personal and/or your organisation details are correct.

Make sure you have read the **Privacy and your personal information** on page 2 of the **Notes**.

**I declare that:**

- I have read the **Notes** on page 2 and understand and accept the responsibilities and obligations for the arrangement for which I am authorised.

**I declare and accept that:**

- any personal information I am given access to under this arrangement is protected under Commonwealth legislation. I agree to access, use or disclose the information only as authorised by the person to whom the information relates.
- my appointment as a nominee or person permitted to enquire may be revoked or suspended by the Australian Government Department of Human Services if I do not comply with my responsibilities and obligations.

Signature of the nominee or person permitted to enquire  Date

