



Purpose of this form

To arrange for another person or organisation to enquire or act on your behalf when dealing with Centrelink.

The arrangements you can make are for a:

- **Person Permitted to Enquire** — this arrangement authorises a person or organisation to make an enquiry only on your behalf
- **Correspondence Nominee** — this arrangement authorises a person or organisation 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.

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.

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.

A separate form will also be required if you want to change your nominee arrangement.

IMPORTANT: Authorising a person or organisation to enquire or act on your behalf does not take away your right to contact Centrelink if you need to do so.

Filling in this form

Please use black or blue pen.

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 this form

Check that you have answered all the questions you need to answer, and that you have signed and dated the form.

Return this form and all additional documents to a Centrelink Customer Service Centre.

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

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.

What type of access can the Person Permitted to Enquire have

It is your responsibility to ensure 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. Centrelink can provide information that is necessary to satisfy the enquiry and no more. The extent of information Centrelink can provide to a Person Permitted to Enquire may include the current rate of your payment, cancellation or rejection reasons to your payment, factors affecting your payment for example assets and income, overpayment and arrears information.

If Centrelink has 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 Centrelink on all 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 mail from Centrelink
- attending Centrelink appointments with you or on your behalf (if appropriate).

A correspondence nominee is required to:

- advise Centrelink 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 Centrelink of any changes that may affect their ongoing ability as a nominee.

A correspondence nominee is able to register for eServices as a nominee so they can view or update your information using Centrelink's online services.

Payment Nominee

A payment nominee will receive your Centrelink payments and ensure:

- payments are used exclusively for your benefit
- records of payments received and the money he/she spends on your behalf are kept. Centrelink 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
- Centrelink is advised of any changes that may affect their ongoing ability as a nominee
- they act in your best interests.

A payment nominee is able to register for eServices as a nominee so they can view or update your payment related information using Centrelink's online services.

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

Note: For correspondence and/or payment nominee arrangements, unless there is a court appointed arrangement, this authorisation can be changed at any time.

If you receive more money from Centrelink 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.

Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*. The authority to collect this information is contained in the social security and/or family assistance law.

The information you provide on this form will be used to authorise payments to a payment nominee on your behalf for the stated duration of the nominee relationship and/or authorise the correspondence nominee to conduct business with Centrelink on your behalf for the stated duration and/or release information to a Person Permitted to Enquire for the stated duration.

Limited personal information collected from you may be used to conduct customer research run by the Department of Human Services, Centrelink or by research organisations on their behalf. Your participation in customer research is valued, however, if you do not wish to take part, please call the Customer Relations number on Freecall™ **1800 050 004** (refer to the factsheet *Market research and you* for more information).

Centrelink can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure.

You can get more information from, the factsheet *Your Right to Privacy* from your Centrelink Customer Service Centre, you can call Centrelink on **13 2300** to request a copy, or go to our website at **www.centrelink.gov.au**

For more information for customers inside Australia

Visit your local Centrelink Customer Service Centre, or go to our website at www.centrelink.gov.au or call us on:

Retirement	13 2300	Centrelink International Services	13 1673
Employment Services	13 2850	Information in other languages	13 1202
Youth and Students	13 2490	Indigenous Services	13 6380
Family Assistance Office	13 6150		
Disability and Carers Payments	13 2717		

To speak to Centrelink or the Family Assistance Office in a language other than English call **13 1202**.

Note: Calls from your home phone to Centrelink or the Family Assistance Office 13 numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to 1800 numbers from your home phone are free. Calls from public and mobile phones may be timed and 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 Centrelink business, we will arrange this for you free of charge.

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

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:

Centrelink International Services

GPO Box 273
Hobart TAS 7001
AUSTRALIA

Fax number (+61 3) 6222 2799

Direct credit is available in most countries outside Australia (if outside Australia for more than 12 months). Contact Centrelink International Services and the appropriate form will be sent to you.

If you need help with this form, please call Centrelink International Services between 0800 hours and 1700 hours 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 Austria	0800 295 165	From The Netherlands	0800 0224 364
From Canada	1888 2557 493	From New Zealand	0800 441 248
From China (North)*	10 800 6100 427	From The Philippines	1800 1611 0046
From China (South)*	10 800 2611 309	From Portugal	800 861 122
From Denmark	8088 3556	From Singapore	800 6167 015
From Germany	0800 1802 482	From Spain	900 951 547
From Greece	0080 0611 26209	From Thailand	001 800 611 4136
From India	000 800 61 01098	From Turkey	00 800 6190 5703
From Indonesia	001 803 61 035	From The United Kingdom	0800 1695 865
From Italy	800 781 977	From The United States of America	1866 3433 086
From Korea Republic	003 081 32326	From United Arab Emirates	800061 04319

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 Centrelink 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.

Information in other languages

English

To speak to Centrelink in languages other than English, call **13 1202***. Information in your language can also be found on the website at www.centrelink.gov.au

* Charges for calls from your home phone to Centrelink "13" numbers vary depending on your telephone service provider. Calls to "1800" numbers from your home phone are free. Calls from public and mobile phones are charged at a higher rate.

Arabic

لكي تتحدث إلى Centrelink باللغة العربية اتصل على الرقم **13 1202***. يمكنك العثور على معلومات بلغتك على الموقع www.centrelink.gov.au

* تتفاوت رسوم الاتصال بـ Centrelink على الأرقام التي تبدأ بـ "13" من هاتف منزلك تبعاً لموفر خدمة هاتفك. أما الاتصال على الأرقام التي تبدأ بـ "1800" من هاتف منزلك فهي مجانية. ويتم احتساب رسوم أعلى على المكالمات المجرة من الهواتف العامة والهواتف المحمولة.

Bosnian

Ako želite da se Centrelinku obratite na bosanskom, nazovite **13 1202***. Informacije na vašem jeziku možete naći na internet stranici: www.centrelink.gov.au

* Cijena poziva sa vašeg kućnog telefona na Centrelinkove brojeve koji počinju sa "13" varira ovisno o telefonskoj firmi koju koristite. Pozivi sa vašeg kućnog telefona na brojeve koji počinju sa "1800" su besplatni. Pozivi iz javnih govornica i sa mobitela se naplaćuju po višoj cijeni.

Chinese

如果你希望使用中文聯絡Centrelink，請撥打電話**13 1202***。你同時能夠在 www.centrelink.gov.au 網站上找到各類中文資訊。

* 如果你使用家中的電話聯絡Centrelink，撥打"13"開頭的電話號碼的收費因不同電話服務公司而有所不同，"1800"開頭的號碼為免費電話。使用公共電話或移動電話致電收費較高。

Croatian

Ako sa Centrelinkom želite razgovarati na hrvatskom, nazovite **13 1202***. Informacije na svom jeziku možete naći na internet stranici www.centrelink.gov.au

* Troškovi poziva s Vašeg kućnog telefona na Centrelinkove brojeve koji počinju s brojem "13", variraju ovisno o Vašem pružatelju telefonskih usluga. Pozivi na brojeve koji počinju s brojem "1800" su besplatni. Pozivi iz javnih govornica i s mobitela se naplaćuju po višoj tarifi.

Filipino

Upang makipag-usap sa Centrelink sa Filipino, tumawag sa **13 1202***. Ang impormasyon sa inyong wika ay maaaring makita sa website www.centrelink.gov.au

* Ang mga bayad sa tawag sa "13" numero ng Centrelink mula sa inyong tahanan ay magkakaiba ayon sa nagbibigay ng serbisyo ng telepono. Ang mga tawag sa "1800" mula sa inyong tahanan ay libre. Ang mga tawag sa mga teleponong pampubliko at mobil ay nasa mataas na halaga.

Greek

Για να μιλήσετε στο Centrelink στα Ελληνικά, τηλεφωνήστε στο **13 1202***. Μπορείτε να βρείτε πληροφορίες στη γλώσσα σας από τον ιστοχώρο στο www.centrelink.gov.au

* Οι χρεώσεις για κλήσεις από το τηλέφωνο του σπιτιού σας σε αριθμούς του Centrelink που αρχίζουν από "13" ποικίλλουν ανάλογα με τον παροχέα τηλεφωνικών υπηρεσιών σας. Οι κλήσεις από το τηλέφωνο του σπιτιού σας σε αριθμούς που αρχίζουν από "1800" είναι δωρεάν. Οι κλήσεις από δημόσια και κινητά τηλέφωνα χρεώνονται σε υψηλότερη τιμή.

Hindi

Centrelink से हिन्दी में बात करने के लिए **13 1202*** पर फ़ोन करें। आपकी भाषा में जानकारी इस वेबसाइट पर मिल सकती है: www.centrelink.gov.au

* आपके घर के फ़ोन से Centrelink को "13" नम्बर वाले फ़ोन पर काल करने का शुल्क विभिन्न हो सकता है और यह आपके देवीफ़ोन सेवा प्रदाता कर्ता पर निर्भर करेगा। आपके घर के फ़ोन से "1800" नम्बर वाले फ़ोन नि:शुल्क हैं। सार्वजनिक व मोबाइल से फ़ोन करने पर अधिक कीमत लगती है।

Hungarian

Ha magyar nyelven szeretne a Centrelink irodával beszélni, hívja a **13 1202*** telefonszámot. Magyar nyelvű felvilágosítást a Centrelink honlapján talál, címe www.centrelink.gov.au

* Ha a Centrelink "13" számmal kezdődő telefonszámát az otthoni telefonjáról hívja a hívás díja a szolgáltatójától függően változik. A "1800" számmal kezdődő hívások a saját telefonjáról díjmentesek. Nyilvános és mobil telefonról a hívások díja magasabb.

Italian

Per comunicare con Centrelink in italiano, chiamate il numero **13 1202***. Potete trovare informazioni nella vostra lingua sul sito web www.centrelink.gov.au

* Il costo delle chiamate dai numeri fissi ai numeri "13" di Centrelink varia a seconda del vostro gestore telefonico. Le chiamate dai numeri fissi ai numeri "1800" sono gratuite. Le chiamate dai telefoni pubblici e dai cellulari sono soggette a una tariffa più alta.

Macedonian

За да зборувате со Centrelink на македонски јазик, телефонирајте на **13 1202***. Информации на вашиот јазик можете да најдете на Интернет страните на www.centrelink.gov.au

* Повиците од вашиот домашен телефон на броевите во Centrelink кои почнуваат со "13" се наплаќаат по различна цена, во зависност од вашиот доставувач на телефонски услуги. Повиците на броевите кои почнуваат со "1800" од вашиот домашен телефон се бесплатни. Повиците од јавни телефонски говорници или мобилни телефони се наплаќаат по повисока цена.

Maltese

Biex tkellem lil Centrelink bil-Malti, ċempel **13 1202***. Tagħrif bil-lingwa tiegħek jista' jinkiseb fuq il-websajt www.centrelink.gov.au

* Il-hlasijiet tat-telefonati mit-telefon tad-dar tiegħek għan-numri "13" ta' Centrelink ivarjaw u jiddependi minn min jipprovdi is-servizz tat-telefon. Telefonati għal numri "1800" mit-telefon tad-dar tiegħek huma bla hlas. Telefonati minn telefonijiet pubblici u telefonati mobajls jiġu ċġarġati b'rata oġhla.

Portuguese

Para falar com o Centrelink em português, telefone para o **13 1202***. Informações na sua língua podem ser encontradas no sítio da web www.centrelink.gov.au

* O custo de chamadas efectuadas do seu telefone de casa para os números do Centrelink começando por "13" varia dependendo do seu fornecedor de serviço telefónico. Chamadas efectuadas do seu telefone de casa para números começando por "1800" são grátis. Chamadas efectuadas a partir de um telefone público ou de um telemóvel são cobradas a uma taxa mais elevada.

Polish

By porozmawiać z Centrelink po polsku, zadzwoń pod numer **13 1202***. Informacje w języku polskim znaleźć można na stronach internetowych www.centrelink.gov.au

* Opłaty za połączenia telefoniczne z numerami Centrelink zaczynającymi się od cyfr "13" z telefonów stacjonarnych różnią się w zależności od operatora. Rozmowy z telefonów stacjonarnych z numerami zaczynającymi się od "1800" są bezpłatne. Rozmowy z budek telefonicznych i telefonów komórkowych naliczane są według droższej taryfy.

Serbian

Da biste razgovarali sa Centrelink-om na srpskom, nazovite **13 1202***. Informacije na vašem jeziku možete da nađete na vebsajtu na www.centrelink.gov.au

* Cena telefonskog razgovora sa Centrelink-om na broj koji počinje sa "13" ako zovete sa kućnog telefona zavisi od vaše telefonske kompanije. Pozivi na brojeve koji počinju sa "1800" sa vašeg kućnog telefona su besplatni. Pozivi sa javnih i mobilnih telefona se naplaćuju po višoj tarifi.

Spanish

Para hablar a Centrelink en español, llame al **13 1202***. Encontrará información en español en el sitio Web www.centrelink.gov.au

* El precio de las llamadas desde el teléfono de su casa a los números de Centrelink con característica "13" depende de la compañía telefónica que presta el servicio a su domicilio. Las llamadas desde el teléfono de su casa a los números con característica "1800" son gratuitas. Las llamadas efectuadas desde teléfonos públicos y celulares se cobran a una tarifa más elevada.

Turkish

Centrelink ile Türkçe dilinde konuşmak için **13 1202*** nolu telefonu arayınız. İnternette kendi dilinizdeki bilgileri www.centrelink.gov.au sitesinde bulabilirsiniz.

* Ev telefonunuzdan Centrelink'in "13" ile başlayan telefon numaralarına yaptığınız aramaların ücreti, bağlı olduğunuz telefon şirketine göre değişebilir. Ev telefonunuzdan "1800"lü numaralara yaptığınız aramalar ücretsizdir. Umumi telefonlar ile cep telefonlarından yapılan aramalara daha yüksek bir tarife uygulanmaktadır.

Vietnamese

Muốn nói chuyện với Centrelink bằng tiếng Việt, xin gọi số **13 1202***. Quý vị có thể tìm thấy thông tin bằng ngôn ngữ của mình tại trang mạng www.centrelink.gov.au

* Cuộc điện thoại gọi từ điện thoại nhà đến số điện thoại bắt đầu bằng số "13" của Centrelink thay đổi tùy theo công ty điện thoại của quý vị. Các cuộc gọi đến số điện thoại bắt đầu bằng số "1800" từ điện thoại nhà được miễn phí. Gọi bằng điện thoại công cộng và điện thoại di động phải trả mức giá cao hơn.



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

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

 Postcode

4 Your Centrelink payment type

5 Your Customer Reference Number

- - -

6 Do you want to authorise a person OR an organisation to enquire or act on your behalf?

You cannot nominate a person to enquire or act on your behalf if that person has a Centrelink nominee arrangement in place. On this form, the term 'nominee' refers to the person or organisation you authorise.

Tick ONE box only

Authorise a PERSON **Go to next question**

Authorise an ORGANISATION **Go to 9**

7 Your nominee's name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

8 Your nominee's date of birth

/ / **Go to 10**

9 Your nominated organisation's details

Name of organisation

Australian Business Number (ABN)

- - -

Organisation Customer Reference No.

- - -

Name of contact person

10 What is the nominee's relationship to you (e.g. father, sister, guardian, administrator, Public Trustee)?

11 Your nominee's contact details

Street address

 Postcode

Postal address (if different to above)

 Postcode

Phone number

()

Fax number

()

Email

@

12 What is the arrangement you are authorising?

Read the **Notes** if unsure 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 15**

Authorises a person to make an enquiry only on your behalf

Correspondence Nominee **Go to 14**

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

Payment Nominee **Go to 13**

Authorises a person to receive your payments on your behalf

BOTH Payment and Correspondence Nominee **Go to 13**

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



CLKOSS313 1005

13 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)

14 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.

15 How long do you want this arrangement to last?

Indefinitely **OR**

From / / to / /

16 Your authorisation

If you are unable to sign due to physical, psychiatric or intellectual disability, another person may sign on your behalf.

If unable to sign, go to next question

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

17 Customer's authorisation by third party

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.

 Attach evidence of the customer's inability to sign this form (e.g. legal or medical documents, Social Worker report etc).

Name of person signing on behalf of the customer

Continued

Relationship to customer

Address

Postcode

Contact phone number

()

Signature of the person signing on behalf of the customer

Date

Nominee

18 The nominee **MUST** provide a password to be used when contacting Centrelink. The password needs to have 4 to 12 letters or numbers. Please remember the password.

19 Please read this before answering the question

Centrelink provides an online services option for individual nominees to access Centrelink services. Organisation nominees are unable to access online services at this stage.

Are you interested in registering for online services as a nominee?

No **Go to next question**

Not applicable **Go to next question**

Yes **Contact Centrelink**
– refer to page 3 of the **Notes**

20 Nominee's acceptance

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 under Commonwealth legislation may be revoked or suspended by Centrelink should I not comply with my responsibilities and obligations.

Signature of the nominee

Date