



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 X.

Where you see a box like this ► **Go to 22** 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 a Customer Service Adviser 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; and overpayment and arrears information.

If the Customer Service Adviser 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.

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 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 Commonwealth Privacy Act. 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 Commonwealth 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 fact sheet *Customer 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 fact sheet *Your Right to Privacy* from your Centrelink office, you can call Centrelink on **13 2300** to request a copy, or go to our website at **www.centrelink.gov.au**

Enquiries for customers inside Australia

For customers living in Australia please return this form to your local Customer Service Centre or call Centrelink using the numbers listed below.

To speak to Centrelink in a language other than English call **13 1202**. If you need an **interpreter** or **translation** of any documents for Centrelink business, we will arrange this for you free of charge.

If you would like further information on Centrelink services and payments you can go to our website at **www.centrelink.gov.au**

Centrelink's Social Workers are also able to assist customers with counselling, support, referral or advice. To speak to a Social Worker or make an appointment call **13 1021**.

Note: Calls to '13' numbers from a standard phone service can be made from anywhere within Australia for the cost of a local call. Calls from public or mobile phones may be charged at a higher rate.

If you need help with this form, visit a Centrelink Customer Service Centre or your local Centrelink Agent, or call Centrelink or the Family Assistance Office (FAO) on the relevant number, depending on the payment you are receiving:

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	Appointments	13 1021
Disability and Carers Payments	13 2717		

If you have a hearing or speech impairment

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

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

Enquiries 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 New Zealand	0800 441 248
From Canada	1888 2557 493	From The Philippines	1800 1611 0046
From Denmark	8088 3556	From Portugal	800 861 122
From Germany	0800 1802 482	From Spain	900 951 547
From Greece	0080 0611 26209	From Turkey	00 800 6190 5703
From Italy	800 781 977	From The United Kingdom	0800 1695 865
From The Netherlands	0800 0224 364	From The United States of America	1866 3433 086

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. 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.

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

* Calls to "13" numbers from a standard telephone service can be made from anywhere within Australia for not more than the cost of a local call (call charges may vary depending upon the telephone service provider). Calls to "1800" numbers are free of charge. Calls from public and mobile telephones may be charged at a higher rate.

Arabic

لتحدث مع العاملين في Centrelink باللغة العربية. اتصل على الرقم **13 1202***. توجد معلومات بلغتك أيضاً على شبكة الإنترنت على العنوان: www.centrelink.gov.au

* يمكن إجراء مكالمات للأرقام التي تبدأ بالعدد "13" من أي مكان داخل أستراليا باستخدام التليفونات المعتادة بتكلفة لا تتعدى ثمن المكالمات المحلية (قد تختلف التكلفة وفقاً لوفتر خدمة التليفون). المكالمات التي تُجرى للأرقام التي تبدأ بالعدد "1800" مجانية. قد تُفرض على المكالمات التي يتم إجراؤها من التليفونات العمومية أو باستخدام التليفونات الجوّالة "الموبايل" رسوم بمعدلات أعلى.

Bosnian

Da biste kontaktirali Centrelink na bosanskom jeziku, nazovite **13 1202***. Informacije na vašem jeziku možete također naći na internet stranici, na www.centrelink.gov.au

* Pozivi na brojeve koji počinju sa "13" se mogu obaviti sa standardnih telefona iz svih dijelova Australije po cijeni koja nije viša od cijene lokalnog razgovora (cijene razgovora se mogu razlikovati kod različitih telefonskih kompanija). Pozivi na brojeve koji počinju sa "1800" su besplatni. Pozivi iz javnih govornica i sa mobitela se mogu naplaćivati i po višoj tarifi.

Chinese

如果你希望使用中文聯絡Centrelink，請致電**13 1202***。中文資訊也可以在 www.centrelink.gov.au網站上找到。

* 在澳洲境內任何地區使用標準電話服務撥打 "13" 開頭的電話號碼每次費用不超過本地電話費 (不同電話公司收費可能有所不同) 。 "1800" 開頭號碼為免費電話。公用電話或移動電話收費可能較高。

Croatian

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

* Pozivi preko standardne telefonske službe, na brojeve koji počinju sa "13", koristeći se standardnom telefonskom službom diljem Australije, neće biti zaračunati više od cijene mjesnog poziva (naplate se mogu razlikovati ovisno o korištenom pružatelju telefonskih usluga). Pozivi na brojeve koji počinju sa "1800" su besplatni. Pozivi iz javnih govornica ili s mobitela mogu biti skuplji.

Filipino

Upang maka-usap ang Centrelink sa Filipino, tumawag sa **13 1202***. Ang impormasyon sa inyong wika ay maaari ding makita sa website sa www.centrelink.gov.au

* Ang mga tawag sa numerong "13" mula sa pangkaraniwang serbisyo sa telepono ay maaaring gawin saan mang pang ng Australya nang hindi lalampas ang bayad sa tawag na lokal (ang mga tawag na babayaran ay maaaring magkakaiba depende sa nagbibigay ng serbisyo sa telepono). Ang mga tawag sa numerong "1800" ay libre. Ang mga tawag sa mga teleponong pampubliko at mobil ay maaaring mas mataas ang bayad.

Greek

Για να μιλήσετε στο Centrelink στα Ελληνικά, καλέστε το **13 1202***. Πληροφορίες στη γλώσσα σας διατίθενται επίσης στο δικτυακό τόπο στο www.centrelink.gov.au

* Κλήσεις σε αριθμούς "13" από κανονική τηλεφωνική υπηρεσία μπορούν να γίνουν από οπουδήποτε εντός Αυστραλίας για όχι περισσότερο από το κόστος μιας τοπικής κλήσης (οι χρεώσεις κλήσεων μπορεί να ποικίλλουν ανάλογα με το φορέα τηλεφωνικών υπηρεσιών). Οι κλήσεις σε αριθμούς "1800" είναι δωρεάν. Οι κλήσεις από δημόσια και κινητά τηλέφωνα μπορεί να χρεώνονται σε υψηλότερη τιμή.

Hindi

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

* "13" नम्बर पर सामान्य टेलिफोन सेवा से किया गया फ़ोन आस्ट्रेलिया में कहीं से भी किया जा सकता है जिसकी कीमत एक स्थानीय फ़ोन की कीमत से अधिक नहीं होती (एक फ़ोन करने की कीमत विभिन्न भी हो सकती है - यह इस पर निर्भर करता है कि टेलिफोन सेवा प्रदायक कौन है)। "1800" नम्बर पर किया गया फ़ोन नि:शुल्क होता है। सार्वजनिक या मोबाईल फ़ोन से किए गए फ़ोन पर अधिक दर लग सकती है।

Hungarian

Ha magyarul szeretne beszélni a Centrelink hivatalal, hívja a **13 1202*** telefonszámot. Magyar nyelvű felvilágosítást találhat a www.centrelink.gov.au című honlapon is.

* A "13-as" számmal kezdődő hívások minden vezetőkes telefonszolgálatról, Ausztráliában bárhol, helyi hívás árába kerülnek. (Az ár a telefonszolgálatot díjazásától függően változik). Az "1800-as" számmal kezdődő telefonszámok hívása ingyenes. A nyilvános telefonfülkékből és mobil telefonokról való hívás díja esetenként magasabb.

Italian

Per parlare con il Centrelink in italiano, chiamate il numero **13 1202***. Informazioni in italiano si trovano anche al sito www.centrelink.gov.au

* Le chiamate con prefisso "13" da un servizio telefonico standard possono essere effettuate da qualsiasi località in Australia ad un costo non superiore alla tariffa di una telefonata locale (le tariffe di chiamata potrebbero variare a seconda dell'azienda telefonica interessata). Le chiamate ai numeri con prefisso "1800" sono gratis. Le chiamate effettuate da telefoni pubblici e da cellulari potrebbero essere soggette a tariffe superiori.

Macedonian

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

* На броевите кои почнуваат со "13" можете да телефонираате од стандарден телефон од било каде во Австралија по цена која нема да биде поголема од цената на локалните телефонски повици (цената може да биде различна во зависност од доставувачот на телефонски услуги). Повиците на броевите кои почнуваат со "1800" се бесплатни. Повиците од телефони на јавни места или од мобилни телефони може да се наплаќаат по повисока цена.

Maltese

Biex tkellem lil Centrelink bil-Malti, ċempel **13 1202***. Tagħrif fil-lingwa tiegħek jista' jinkise ukoll fil-website f'www.centrelink.gov.au

* Telefonati lin-numri: "13" minn servizz standard tat-telefon jistghu jsiru minn kwalunkwe parti ġewwa l-Awstralja għal mhux aktar mill-ħlas ta' telefonata lokali (il-ħlasijiet tat-telefonati għandhom mnejn ivarjaw u dan jiddependi minn min joffri s-servizz tat-telefon). Telefonati għan-numri "1800" huma b'xejn. Telefonati minn telefonijiet pubbliċi u daww mobbli għandu mnejn ikunu ċċarġjati b'rata oġhla.

Portuguese

Para falar com o Centrelink em português, telefone para **13 1202***. Informações na sua língua podem também ser obtidas no website www.centrelink.gov.au

* Chamadas para números começando por "13" efectuadas através de um serviço telefónico normal, podem ser feitas de qualquer parte da Austrália, pelo custo de uma chamada local (o custo das chamadas pode variar dependendo do fornecedor de serviço telefónico). Chamadas para números começando por "1800" são grátis. Chamadas efectuadas a partir de telefones públicos e telemóveis poderão ser cobradas a um preço mais elevado.

Polish

Aby porozumieć się z Centrelink po polsku, zadzwoń pod **13 1202***. Informacje po polsku dostępne są również na stronie internetowej www.centrelink.gov.au

* Pod numery zaczynające się od 13 możesz dzwonić ze standardowych telefonów na terenie całej Australii za cenę nie przekraczającą kosztu rozmowy miejscowej (koszt ten może się zmieniać w zależności od przedsiębiorstwa zapewniającego połączenia telefoniczne). Rozmowy z numerami zaczynającymi się od 1800 są bezpłatne. Rozmowy z budek telefonicznych oraz telefonów komórkowych mogą być naliczane według wyższej taryfy.

Serbian

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

* Pozivi na brojeve koji počinju sa "13" sa standardnog telefona iz bilo kog mesta u Australiji neće koštati više od cene lokalnog poziva (cene poziva mogu biti različite kod različitih telefonskih kompanija). Pozivi na brojeve koji počinju sa "1800" su besplatni. Pozivi sa javnih i mobilnih telefona mogu da se naplate po višoj tarifi.

Spanish

Para hablar con Centrelink en español, llame al **13 1202***. También encontrará información en español en el sitio web www.centrelink.gov.au

* Las llamadas a los números con característica "13" pueden ser efectuadas desde cualquier localidad de Australia a un costo no superior al de una llamada local, si se realizan desde un teléfono común (el costo de la llamada depende de la compañía prestataria del servicio telefónico). Las llamadas a los números con característica "1800" son gratuitas. Una tarifa más elevada puede aplicarse a las llamadas realizadas desde teléfonos públicos o celulares.

Turkish

Centrelink ile Türkçe olarak konuşmak için **13 1202*** nolu telefonu arayınız. Kendi dilinizdeki bilgileri ayrıca www.centrelink.gov.au sitesinde de bulabilirsiniz.

* "13" ile başlayan telefonları Avustralya'nın her yerinden standart bir telefon servisi kanalıyla, yerel telefon konuşması ücretinden daha fazlasına mal oluncak bir ücret karşılığında arayabilirsiniz (telefon ücretleri, telefon hizmetini sağlayan şirkete göre değişebilir). "1800" ile başlayan numaralara yapılan aramalar ücretsizdir. Umumi telefonlar ile cep telefonlarından yapılan aramalar için daha yüksek bir tarife uygulanabilir.

Vietnamese

Muốn nói chuyện với Centrelink bằng tiếng Việt, xin điện thoại số **13 1202***. Ngoài ra, thông tin bằng tiếng Việt còn được phổ biến tại website: www.centrelink.gov.au

* Dùng điện thoại bình thường gọi đến số bắt đầu bằng số "13" từ khắp nơi trên nước Úc chỉ tốn nhiều nhất bằng cước điện thoại gọi địa phương (các công ty điện thoại có thể tính cước điện thoại khác nhau). Gọi đến số điện thoại bắt đầu bằng số "1800" thì miễn phí. Gọi bằng điện thoại công cộng và điện thoại di động có thể phải trả theo giá biểu mức 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

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. (See 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 your 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

Relationship to customer

Address

Postcode

Contact phone number

()

Signature of the person signing on behalf of the customer



Date

/ /

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 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

/ /