



Someone to deal with us on your behalf

You can authorise a person or organisation to deal with us on your behalf. The 2 most common arrangements used by Centrelink is 'person permitted to enquire' and 'nominee'.

What is person permitted to enquire?

You can choose a person or an organisation to ask us questions, to help you better understand your Centrelink payments and services.

To do this, complete the *Authorising a person or organisation to enquire or act on your behalf* form at servicesaustralia.gov.au/individuals/forms/ss313

You can then upload the form online, post or fax it to us. You can also call us on your main payment phone line.

What is a nominee?

A nominee is a person or organisation who can ask questions, act or get payments from us on your behalf.

WHAT CAN A NOMINEE DO?

A 'correspondence' nominee can do Centrelink business such as:

- ask us questions about your payments or services
- tell us about changes to your circumstances
- complete and sign forms and statements
- come to appointments with you or, if appropriate, on your behalf
- get copies of your letters from us
- view and update your information online including claiming for a payment or service.

A 'payment' nominee gets and uses your Centrelink payments on your behalf.

They must do all of the following:

- get your Centrelink payments
- use your payments only for your benefit
- act in your best interest
- tell us about any changes that may affect their ability to be your nominee
- keep records on how they spend the money.

We can review spending records at any time. Your nominee is legally required to give us this information if we request it. If they don't, they may get a fine.



Make a nominee arrangement

You can do this online or by filling in the form.

DO IT ONLINE

Both you and the person or the organisation you want to be your nominee, need to have a Centrelink online account. If you need help with this, go to servicesaustralia.gov.au/centrelinkonline

Your nominee will need to respond to the nominee request in their Centrelink online account within 14 days.

FILL IN A FORM

Fill in the *Authorising a person or organisation to enquire or act on your behalf* form at servicesaustralia.gov.au/individuals/forms/ss313

Then give it to the nominee to complete their section of the form. You can upload the form online, post or fax it to us.

Your nominee will need to prove their identity. We'll call them when we're processing the form to ask them for their identity document details. Your nominee may need to take their original photo identification into a service centre at a later date.

CANCEL YOUR ARRANGEMENT

You can cancel or change your person permitted to enquire and nominee arrangement at any time, unless it is a court, tribunal, guardianship or administration appointed arrangement.

To cancel the arrangement, either:

- call us on your main payment phone line
- use your online account to cancel your arrangement at any time.

A letter will be automatically issued to you and your nominee advising that the arrangement has been cancelled at your request.

You can find out more at servicesaustralia.gov.au/authorisedrepresentative