

When to use this form



Use this form if:

- you are claiming Disaster Recovery Allowance or Disaster Recovery Allowance for New Zealand Special Category (subclass 444) visa holders, and
- you cannot provide your partner's details over the phone, or
- your partner is not available to speak with us over the phone.

Your partner can contact us on **180 22 66** to confirm this information over the phone instead of completing this form.

Having a partner

You have a partner if we consider you a member of a couple. We consider you a member of a couple if you are either:

- married
- in a registered relationship
- in a de facto relationship.

A registered relationship is where your relationship is registered under a law of a state or territory. A de facto relationship is where you and your partner are in a relationship similar to a married couple but are not married or in a registered relationship.

We may still consider you a member of a couple if you are not physically living with your partner. For example, your partner may fly-in fly-out or live away for work, like military or oil rig workers.

If you have been separated from your current partner, you need to tell us the date you most recently reconciled for us to correctly assess any entitlement to payments or services.

For more information, go to servicessaustralia.gov.au/moc

Partner Permitted to Enquire

Allowing your partner to enquire on your behalf may save you time when dealing with us. It will let you and your partner use more self-service functions online and over the phone.

If you give your partner **permission to enquire**, it will allow your partner to ask questions about your Centrelink payments and services. They could ask us:

- your current rate of payment
- the reason your payment has stopped
- the reason your payment has gone up or down, for example, income and assets, debt and back payment information.

They **can** tell us how much employment income you were paid, changes in your circumstances and view your details online.

They **cannot**:

- act on your behalf with Centrelink
- apply for payments for you
- fill in and sign forms and statements on your behalf
- come to appointments for you.

You have a right to have your personal information kept private. For more information, go to servicessaustralia.gov.au/privacy

Changing your partner's permission to enquire is your choice and you can change this permission at any time.

If you think your partner is misusing the arrangement, call **132 850** or visit one of our services centres.

If you are affected by family and domestic violence, there is help available. Call **132 850** Monday to Friday, 8am to 5pm local time, and ask to speak to a social worker. Otherwise, you can contact 1800RESPECT (**1800 737 732**), a 24 hour service. If you are in immediate danger, call **000**.

For more information, go to servicessaustralia.gov.au/domesticviolence

For more information

Go to servicessaustralia.gov.au/disastersupport

Call us on **180 22 66**.

For more information about how to lodge documents online, go to servicessaustralia.gov.au/centrelinkuploaddocs

Help in your language

We can translate documents you need for your claim or payments for free.

To speak to us in your language, call **131 202**.

Call charges may apply.

Telephone Typewriter

If you have a hearing or speech impairment, you can call the **TTY service** on **1800 810 586**. A TTY phone is required to use this service.



Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ► Go to 1 skip to the question number shown.

About you

1 Your Customer Reference Number (if known)

2 Your family name

First given name

Second given name

3 Your date of birth (DD MM YYYY)

4 Has your phone number changed since you last told us?

No ► Go to next question

Yes ► Phone number (including area code)

5 Has your address details changed since you last told us?

No ► Go to next question

Yes ► Give details below

Postcode

6 Do you give permission for your partner to speak with us on your behalf?

For more information, read page 2 of the **Notes**.

No

Yes

About your relationship

7 Tick **one** of the boxes below to tell us about your relationship status right now.

For more information on relationship status, read page 1 of the **Notes**.

If you have ever been separated from your current partner, give the date that you most recently got back together (reconciled) with your partner.

This will update your Centrelink record only. Contact Medicare and/or Child Support to update your record if you have one.

Married

► Date married or last reconciled with your partner (DD MM YYYY)

► Go to next question

Registered relationship ► Date registered or last reconciled with your partner (DD MM YYYY)
(your relationship is registered under Australian state or territory law)

► Go to next question

De facto ► Date you started your relationship or last reconciled with your partner (DD MM YYYY)
(your relationship is similar to a married couple but you are not married or in a registered relationship)

► Go to next question

About your partner

8 Your partner's Customer Reference Number (if known)

9 Your partner's family name

First given name

Second given name



CLK0Mod(DP) 2306

10 Has your partner been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No Go to next question

Yes Give details below

1 Other name

Type of name (for example, name at birth)

2 Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

11 Your partner's gender

Male

Female

Non-binary

12 Your partner's date of birth (DD MM YYYY)

____ | ____ | _____

13 Do you need an interpreter?

Available in international, Indigenous, Auslan and other sign languages.

No Go to 16

Yes Go to next question

14 What is your partner's preferred spoken language?

15 What is your partner's preferred written language?

16 Read this before answering the following question.

Providing a mobile phone number or an email address means your partner may receive SMS or emails from us. To read the terms and conditions, go to servicesaustralia.gov.au/em

Your partner's contact details

Home phone number (including area code) _____

Mobile phone number _____

Work phone number (including area code) _____

Alternative phone number (including area code) _____

Email _____

17 Does your partner give permission for you to speak with us on their behalf?

For more information, read page 2 of the **Notes**.

No

Yes

18 Read this before answering the following question.

This question is voluntary and will not affect any payments you or your partner get or are claiming. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.

Is your partner of Aboriginal or Torres Strait Islander Australian descent?

If your partner is of both Aboriginal and Torres Strait Islander Australian descent, tick both 'Yes' boxes.

No

Yes – Aboriginal Australian

Yes – Torres Strait Islander Australian

19 Read this before answering the following question.

This question is voluntary and will not affect any payments you or your partner get or are claiming. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.

Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.

Is your partner of Australian South Sea Islander descent?

No

Yes

20 What country is your partner currently living in?

This is the country where your partner normally lives on a long term basis.

Australia Go to next question

Other Give country below

21 Has your partner **ever** travelled outside Australia, including short trips and holidays?

This question will help us to verify their Australian residence.

No Go to next question

Not applicable – never travelled to Australia Go to next question

Yes Give details below

Year last entered Australia

Passport number

Country of issue

22 Is your partner an Australian citizen **who was born in Australia**?

No Go to next question

Yes Go to 25

23 What is your partner's country of birth?

24 What is your partner's country of citizenship?

Australia Date citizenship granted (DD MM YYYY)

Go to 25

Other Give details below

Country of citizenship

Date citizenship granted (DD MM YYYY)

25 Is your partner currently living or will live in the same home as you?

No Go to next question

Yes Go to 28

26 Your partner's permanent address

Postcode

Your partner's postal address (if different to above)

Postcode

27 Why is your partner not living with you?

Your/your partner's employment

Your/your partner's illness

You are/your partner is in respite care

You are/your partner is in psychiatric confinement

You are/your partner is in prison

Other Give details below

28 Has your partner suffered a loss of income as a result of the disaster?

No Go to next question

Yes For claiming options, your partner should go to servicessupport.com.au/disastersupport

Privacy notice

29 You and your partner need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Declaration

30 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- if I was told during a phone claim that additional supporting documents were needed to progress my claim, the claim will not be finalised until these documents are provided.
- Centrelink can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

Your signature (person named at question 2)



Date (DD MM YYYY)

--	--	--	--	--	--

Your partner's signature (person named at question 9)



Date (DD MM YYYY)

--	--	--	--	--	--

Next steps

Check that you have done the following:

- answered all the questions you need to
- you **and** your partner have signed and dated this form.

Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- by post to
Emergency Processing Centre
PO Box 7815
CANBERRA BC ACT 2610
- in person at one of our service centres
- by fax on 1300 727 760.