

**From:** s22  
**To:** s22  
**Cc:** s47E(d)  
**Subject:** RTA Historical myGov reports [SEC=OFFICIAL:Sensitive]  
**Date:** Monday, 28 August 2023 9:24:10 AM  
**Attachments:** [RTA Already Reported.xlsx](#)

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Hi s22

As discussed, please find attached a copy of the collated RTA myGov reports going back to March.

s37(2)(b)

Kind Regards,

s22 - Investigator  
Phone s22  
External Fraud Investigations - s22  
Fraud Investigation Branch  
FRAUD CONTROL & INVESTIGATIONS DIVISION

SERVICES AUSTRALIA  
[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

Member Service Name	Analyst Name	CRN	myGov User Name	Mbun	Date and time of Incident	Date incident detected	Category of fraud	Method/Source of Detection	Description of incident (what occurred, how did you identify the fraudulent activity). Why do you believe the myGov account has been compromised?	Has the customer been contacted?	Type of fraud identified	Revoke Access Requested?	Are other Member Services linked in the Agency Summary in the HST?	Was a Digital Identity used in the fraud you are reporting.	Date Part A sent to I&I Digital Identity mailbox	Comments	DIGITAL IDENTITY TEAM ONLY Reported to IOA? Yes - date /No/Explanation
Centrelink	s22	505373619K	JH193406	ef6b77ba-6fc8-440a-b560-f2d407002747	17/05/2023 19:59	19/05/2023	Unauthorised myGov access	Intelligence Collaration	Fraudulent claim submitted by online services. PD used to redirect funds to unknown offender	No	Payment redirection	Yes	Yes	No			

**From:** s22  
**To:** s22  
**Cc:** s22 s22  
**Subject:** RE: myGov Reporting [SEC=OFFICIAL:Sensitive]  
**Date:** Monday, 4 September 2023 11:27:35 AM  
**Attachments:** [image002.png](#)  
[Copy of RTA Already Reported.xlsx](#)

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Heya s22

Apologies again for taking so long to get back to you on this one.

s37(2)(b)

Let me know how you go.

Kind Regards,

s22 - Intelligence Analyst  
 Tactical Intelligence Section  
 Intelligence Branch  
 FRAUD CONTROL & INVESTIGATIONS DIVISION

SERVICES AUSTRALIA  
[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

P s22 Ext: s22 ) | s22

---

**From:** s22 @servicesaustralia.gov.au  
**Sent:** Friday, September 1, 2023 1:19 PM  
**To:** s22 @servicesaustralia.gov.au  
**Cc:** s22 @servicesaustralia.gov.au; s22 @servicesaustralia.gov.au  
**Subject:** RE: myGov Reporting [SEC=OFFICIAL:Sensitive]

Hi s22

No problem about the response mate, I know you are busy.

s37(2)(b)

Let me know if there are any issues with this and I'll go from there, thanks mate.

Kind regards,

s22  
 Tactical Intelligence Section - s22  
 t: s22 ext. s22  
 Intelligence Branch  
 s22

SERVICES AUSTRALIA  
[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

---

**From:** s22 @servicesaustralia.gov.au  
**Sent:** Wednesday, 30 August 2023 10:24 AM  
**To:** s22 @servicesaustralia.gov.au  
**Cc:** s22 @servicesaustralia.gov.au; s22 @servicesaustralia.gov.au; s22  
**Subject:** myGov Reporting [SEC=OFFICIAL:Sensitive]

Hi s22

Apologies I missed your calls, I have been doing a lot of work in the s47E(d) using it have all my screens taken up.

with s47E(d) and when

s37(2)(b)

Kind Regards,

s22 - Intelligence Analyst  
Tactical Intelligence Section  
Intelligence Branch  
FRAUD CONTROL & INVESTIGATIONS DIVISION

SERVICES AUSTRALIA  
servicesaustralia.gov.au

P s22 Ext: s22 ) | s22

Member Service Name	Analyst Name	CRN	myGov User Name	Mbun	Date and time of Incident	Date incident detected	Category of fraud	Method/Source of Detection	Description of incident (what occurred, how did you identify the fraudulent activity). Why do you believe the myGov account has been compromised?	Has the customer been contacted?	Type of fraud identified	Revoke Access Requested?	Are other Member Services linked in the Agency Summary in the HST?	Was a Digital Identity used in the fraud you are reporting.	Date Part A sent to I&I Digital Identity mailbox	Comments	DIGITAL IDENTITY TEAM ONLY Reported to IOA? Yes - date /No/Explanation
Centrelink	s22	505373619K	JH193406	e6b77ba-6b8-440a-b560-2d407002747	17/05/2023 19:59	19/05/2023	Unauthorised myGov access	Intelligence Collaration	Fraudulent claim submitted by online services PD used to redirect funds to unknown offender	No	Payment redirection	Yes	Yes	No			

**From:** s22  
**To:** s47E(d) ; s47E(d)  
**Cc:** s47E(d) ; s47E(d) ; s22 s47E(d)  
**Subject:** s37(2)(b) - myGov Fraud Incident Reporting Spreadsheet #9 and #10 [SEC=OFFICIAL:Sensitive]  
**Date:** Thursday, 14 September 2023 12:07:06 PM  
**Attachments:** [image002.png](#)  
s37(2)(b) [myGov Fraud Incident Reporting Spreadsheet #9 - ALREADY REPORTED.xlsx](#)  
[myGov Fraud Incident Reporting Spreadsheet #10.xlsx](#)

---

Good Afternoon Team,

s37(2)(b)

Please reach out should you have any queries.

Kind Regards,

s22 - Intelligence Analyst  
Tactical Intelligence Section  
Intelligence Branch  
FRAUD CONTROL & INVESTIGATIONS DIVISION

SERVICES AUSTRALIA  
[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

P s22 Ext: (s22 ) | s22

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**From:** s22  
**Sent:** Friday, 18 August 2023 12:43 PM  
**To:** s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au);  
s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
**Cc:** s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au);  
s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22  
s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
s22 [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
**Subject:** FW: s37(2)(b) - myGov Fraud Incident Reporting Spreadsheet #8 and #9  
[SEC=OFFICIAL:Sensitive]  
**Importance:** High

Good afternoon team,

s37(2)(b)

Please reach out should you have any queries.

Kind regards,

**s22** - Investigator

Phone **s22**

External Fraud Investigations - **s22**

Fraud Investigation Branch

FRAUD CONTROL & INVESTIGATIONS DIVISION

**SERVICES AUSTRALIA**  
servicesaustralia.gov.au

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

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**From:** **s22**

**Sent:** Tuesday, 25 July 2023 4:36 PM

**To:** **s47E(d)** [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au);

**s47E(d)** [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)

**Cc:** **s47E(d)** [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au);

**s47E(d)** [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); **s22**

**s22** [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)

**Subject:** FW: **s37(2)(b)** - myGov Fraud Incident Reporting Spreadsheet #6 and #7

[SEC=OFFICIAL:Sensitive]

**Importance:** High

Good afternoon team,

**s37(2)(b)**

Please reach out should you have any queries.

Kind regards,

**s22** - Investigator

Phone **s22**

External Fraud Investigations - **s22**

Fraud Investigation Branch

FRAUD CONTROL & INVESTIGATIONS DIVISION

**SERVICES AUSTRALIA**  
servicesaustralia.gov.au

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

**From:** s22

**Sent:** Tuesday, 18 July 2023 2:01 PM

**To:** s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>;

s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Cc:** s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>;

s47E(d)

s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Subject:** FW: s37(2)(b) - myGov Fraud Incident Reporting Spreadsheet #4 and #5

[SEC=OFFICIAL:Sensitive]

**Importance:** High

Good afternoon team,

s37(2)(b)

Please reach out should you have any queries.

Kind regards,

s22 - Investigator

Phone s22

External Fraud Investigations - s22

Fraud Investigation Branch

FRAUD CONTROL & INVESTIGATIONS DIVISION

**SERVICES AUSTRALIA**  
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I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

**From:** s22

**Sent:** Tuesday, 11 July 2023 10:04 AM

**To:** s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>;

s47E(d)

[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>



**Cc:** s47E(d)

s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); s22

s22 [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); s47E(d)

s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)

**Subject:** s37(2)(b) - myGov Fraud Incident Reporting Spreadsheet #3 [SEC=OFFICIAL:Sensitive]

**Importance:** High

Good afternoon team,

s37(2)(b)

Please reach out should you have any queries.

Kind regards,

s22 - Investigator

Phone s22

External Fraud Investigations - s22

Fraud Investigation Branch

FRAUD CONTROL & INVESTIGATIONS DIVISION

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servicesaustralia.gov.au

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

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**From:** s22

**Sent:** Monday, 10 July 2023 12:15 PM

**To:** s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au);

s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)

**Cc:** s47E(d)

s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); s22

s22 [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)

**Subject:** s37(2)(b) - myGov Fraud Incident Reporting Spreadsheet #2 [SEC=OFFICIAL:Sensitive]

**Importance:** High

Good afternoon team,

s37(2)(b)

s37(2)(b)

Please reach out should you have any queries.

Kind regards,

**s22** - Investigator

Phone **s22**

External Fraud Investigations - **s22**

Fraud Investigation Branch

FRAUD CONTROL & INVESTIGATIONS DIVISION

**SERVICES AUSTRALIA**  
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I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

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**From:** **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
**Sent:** Thursday, 6 July 2023 2:30 PM  
**To:** **s47E(d)** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
**Cc:** **s47E(d)** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s47E(d)** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; **s22** <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>  
**Subject:** **s37(2)(b)** - myGov Fraud Incident Reporting Spreadsheet #1 - ALREADY REPORTED  
 [SEC=OFFICIAL:Sensitive]  
**Importance:** High

Good afternoon team,

**s37(2)(b)**

Please reach out to **s22** if you have any questions regarding the attached spreadsheet.

Kind regards,

**s22**, Assistant Director of Investigations SA/WA

Phone s22

Fraud Investigation Branch

Fraud Control and Investigations Division

**SERVICES AUSTRALIA**  
servicesaustralia.gov.au

I acknowledge the Traditional Custodians of the lands we live on

I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

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**From:** s22

**Sent:** Thursday, 29 June 2023 6:12 PM

**To:** s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Cc:** s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s47E(d)

s47E(d) <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s47E(d)

s47E(d) <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Subject:** RE: Release of Centrelink fraud reports March 2023 to date [SEC=OFFICIAL:Sensitive]

s37(2)(b)

Kind regards,

s22, Assistant Director of Investigations SA/WA

Phone s22

Fraud Investigation Branch

Fraud Control and Investigations Division

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servicesaustralia.gov.au

I acknowledge the Traditional Custodians of the lands we live on

I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

---

**From:** s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Sent:** Thursday, 29 June 2023 3:52 PM

**To:** s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Cc:** s22 <[@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>; s22

s22 [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); s47E(d)  
s47E(d) [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au); s22  
s22 [@servicesaustralia.gov.au](mailto:@servicesaustralia.gov.au)>

**Subject:** Release of Centrelink fraud reports March 2023 to date [SEC=OFFICIAL]

Good afternoon s22

s37(2)(b)

As always we are keen to assist your team in any way we can, so please feel free to reach out with any further questions.

Cheers

s22 | Senior Digital Programme Officer  
Phone s22 or s22  
Fraud and identity Assurance Branch  
Fraud Control and Investigations Division

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Follow @ServicesGovAU on Twitter

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Member Service Name	Analyst Name	CRN		myGov User Name	Moun	Date and time of Incident	Date incident detected	Category of fraud	Method/Source of Detection	Description of incident (what occurred, how did you identify the fraudulent activity). Why do you believe the myGov account has been compromised?	Has the customer been contacted?	Type of fraud identified	Revoke Access Requested?	Are other Member Services linked in the Agency Summary in the HST?	Was a Digital Identity used in the fraud you are reporting?	Date Part A sent to 181 Digital Identity mailbox	Comments	DIGITAL IDENTITY TEAM ONLY Reported to IOA? Yes - date No/Explanation
Centrelink	s22	305373619K		JH193406	e96077bae-6fcb-440e-b360-f26407002747	17/05/2023 19:39	19/05/2023	Unauthorised myGov access	Intelligence Collaboration	Fraudulent claim submitted by online services. PD used to redirect funds to unknown offender	No	Payment redirection	Yes	Yes	No			

**From:** s22 on behalf of s47E(d)  
**To:** s47E(d)  
**Subject:** RTA myGov Fraud Incident Reporting SS 21MAY2023 [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]  
**Date:** Tuesday, 23 May 2023 8:03:34 AM  
**Attachments:** [image001.gif](#)  
[RTA myGov Fraud Incident Reporting SS 21MAY2023.xlsx](#)

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Good Morning,

s37(2)(b)

Please reach out if you have any questions.

Thank you

s22

Technical Support Officer  
Real Time Analysis Section  
Intelligence Branch  
Fraud Control and Investigations Division



s22

Member Service Name	Analyst Name	CRN	myGov User Name	Mbun	Date and time of Incident	Date incident detected	Category of fraud	Method/Source of Detection	Description of incident (what occurred, how did you identify the fraudulent activity). Why do you believe the myGov account has been compromised?	Has the customer been contacted?	Type of fraud identified	Revoke Access Requested?	Are other Member Services linked in the Agency Summary in the HST?	Was a Digital Identity used in the fraud you are reporting?	Date Part A sent to IDI Digital Identity mailbox	Comments	DIGITAL IDENTITY TEAM ONLY Reported to IDIA? Yes - date / No/Explanation
Centrelink	s22	505 373 619K	JH193406	ef6b77ba-6fc8-440a-b560-f2407002747	17/05/2023 19:59	19/05/2023	Unauthorised myGov access	Intelligence Collateral	Fraudulent claim submitted by online services. PD used to redirect funds to unknown offender	No	Payment redirection	Yes	Yes	No			

**Digital Services - myGov****Investigate**

Step	Action
1	<p><b>Links</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Network News Update (NNU)</a></li> <li>• <a href="#">How customers create a myGov account and link services</a></li> <li>• <a href="#">Troubleshooting self service</a></li> </ul> <p>Investigate issue/s raised.</p> <p>If a myGov App complaint - go to <b>Digital Services – myGov App</b> in this index.</p> <p>If the issue involves the Australian Taxation Office – go to <b>Australian Taxation Office (ATO)</b> in this index.</p>

**Record**

Step	Action
1	<p><b>Service Details</b></p> <p>s47E(d)</p>
2	<p><b>Reason for complaint</b></p> <p>From the s47E(d) dropdown menu select:</p> <ul style="list-style-type: none"> <li>• s47E(d), then record s47E(d) according to the customer's feedback</li> </ul>
3	<p><b>Digital Product</b></p> <p>From the s47E(d) dropdown menu, select s47E(d)</p>
4	<p><b>Organisation code</b></p> <p>In the s47E(d) use the s47E(d) :</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> </ul>



**Manage**

Step	Action
1	<p><b>Check if complaint can be finalised</b></p> <p>Can the complaint be finalised?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see Step 2</li> <li>• <b>No</b>, see Step 3</li> </ul>
2	<p><b>Resolve the issue</b></p> <ul style="list-style-type: none"> <li>• Confirm complaint issue/s</li> <li>• Apologise, if needed</li> <li>• Explain how the issue occurred</li> <li>• Discuss remedy and any further steps needed to resolve</li> <li>• Take follow-up action</li> <li>• <b>DOC</b> details in the Customer Feedback Tool (CFT)</li> </ul> <p>See Step 4.</p>
3	<p><b>Follow up needed to resolve complaint</b></p> <p>Either:</p> <ul style="list-style-type: none"> <li>• cold transfer customer to <a href="#">myGov helpdesk</a> (option 1), then see Step 4</li> <li>• contact <a href="#">myGov helpdesk</a> (option 1) to get details. Contact customer to advise, then see Step 5</li> <li>• email <a href="#">myGov</a> to get details about myGov functionality before responding to customer, then see Step 5</li> </ul> <p>myGov Operations may call customer to resolve issue. myGov Operations will report back on the outcome through email. This will allow staff managing the complaint to finalise the Customer Feedback Took (CFT) entry.</p>
4	<p><b>Send email</b></p> <ul style="list-style-type: none"> <li>• For Your Info (FYI) email to <a href="#">Digital Services - myGov</a></li> <li>• Go to <a href="#">Finalise the feedback</a> table of Level 1 – Manage complaints and feedback</li> </ul>

**Manage the complaint and keep the customer informed**

The Service Officer must:

- manage the complaint and,
- maintain contact with the customer at least every 5 working days

To manage complaint:

- update the s47E(d) of the Customer Feedback work item. This will make the complaint to present on the required review date. 'Save' the Customer Feedback Tool item
- adjust the work items s47E(d) to reflect the progress of the complaint:
  - investigation in progress, or
  - awaiting response, or
  - pending finalisation
- work items coming off 'Hold' status when the s47E(d) is reached will:
  - have a feedback status changed to 'Feedback Received' and,
  - will present to the Service Officer when s47E(d) selected
- review complaint for progress on the complaint issue, Contact customer with an update or to finalise the complaint if resolved
- if there has been no progress by the agreed re-contact date, check with the customer:
  - if anything has changed, consider if there are any vulnerabilities or hardship
  - if they are satisfied with Level 1 retaining ownership or does it now meet an escalation reason
- contact the customer during After call Work (ACW)
- check the s47E(d) and s47E(d) screen. If the customer subscribed to Electronic Messaging (EM), send a pre-call notification (SMS)
 

**Note:** electronic messages can be generated between 8:00am and 8:00pm based on the customer's home address. If the customer is not subscribed, electronic messaging cannot be used
- Record a summary of the customer contact and follow up investigations in the CFT

6	<p><b>Finalise the complaint</b></p> <ul style="list-style-type: none"> <li>• If the complaint can be finalised, go to <a href="#">Finalise the feedback</a> table of Level 1 – Manage complaints and feedback</li> <li>• If the complaint cannot be resolved and an escalation reason is met, see Step 7</li> </ul>
7	<p><b>Unable to resolve the issue</b></p> <p><a href="#">Escalate to Level 2</a>, if the complaint cannot be resolved and escalation reason is met:</p> <ul style="list-style-type: none"> <li>• <b>DOC</b> the Customer Feedback Tool (CFT): <ul style="list-style-type: none"> <li>○ action taken</li> <li>○ discussion with customer</li> <li>○ why the feedback is escalated</li> <li>○ customer's expectations</li> </ul> </li> <li>• Choose the applicable escalation reason</li> </ul>

## Digital Services - myGov App

### Investigate

Step	Action
1	<p><b>Links</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Network News Update (NNU)</a></li> <li>• <a href="#">Using myGov accounts</a></li> <li>• <a href="#">Troubleshooting myGov</a></li> </ul> <p>Investigate issue/s raised.</p> <p>If a myGov account complaint - go to <b>Digital Services - myGov</b> in this index.</p> <p>If the issue involves the Australian Taxation Office - go to <b>Australian Taxation Office (ATO)</b> in this index.</p>

### Record

Step	Action
1	<p><b>Service Details</b></p> <p>s47E(d)</p>
2	<p><b>Reason for complaint</b></p> <p>From the s47E(d) dropdown menu, select:</p> <ul style="list-style-type: none"> <li>• s47E(d) then record the s47E(d) according to the customer's feedback</li> </ul>
3	<p><b>Digital Product</b></p> <p>From the s47E(d) dropdown menu, select s47E(d).</p>
4	<p><b>Organisation code</b></p> <p>In the s47E(d) use the s47E(d) :</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> </ul>

**Manage**

Step	Action
1	<p><b>Has the myGov helpdesk been contacted?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see Step 2</li> <li>• <b>No</b>, see Step 3</li> </ul>
2	<p><b>myGov helpdesk has been contacted</b></p> <p>The <a href="#">Online Services Helpdesk</a> assists customers with myGov App enquiries.</p> <p>If the customer <b>has contacted the helpdesk</b>:</p> <ul style="list-style-type: none"> <li>• ask the customer what the helpdesk advised and if any troubleshooting occurred</li> <li>• record this in the Customer Feedback Tool (CFT)</li> </ul> <p>Has the issue been resolved?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see Step 6</li> <li>• <b>No</b>, see Step 4</li> </ul>
3	<p><b>myGov helpdesk has not been contacted</b></p> <p>If the customer <b>has not contacted the helpdesk</b>, troubleshoot their issue using resources provided in the Investigate section.</p> <p>Has the issue been resolved?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see Step 6</li> <li>• <b>No</b>, see Step 4</li> </ul>
4	<p><b>Follow up needed to resolve complaint</b></p> <p>Follow the steps in the <a href="#">What to do if unable to resolve the customer's issue</a> table.</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• cold transfer customer to <a href="#">myGov helpdesk</a>, then see Step 7</li> <li>• contact <a href="#">myGov helpdesk</a> to get details. Contact customer to advise, then see Step 9</li> <li>• email <a href="#">myGov Operations</a> to get details about myGov functionality before responding to customer, then see Step 8</li> </ul>

	<p>myGov Operations may call customer to resolve issue and will report back on the outcome through email. This will allow staff managing the complaint to finalise the Customer Feedback Tool (CFT) entry.</p> <p><b>If customer contact is unsuccessful</b>, see Step 5.</p>
5	<p><b>Unsuccessful customer contact</b></p> <p>Send an approved 's47E(d)' email or letter to the customer.</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> <li>• If the customer has a <b>nominee</b>: <ul style="list-style-type: none"> <li>○ prepare an approved 's47E(d)' letter or 's47E(d)' letter</li> </ul> </li> <li>• Print and post the letter/s to the customer and/or nominee if required, and <ul style="list-style-type: none"> <li>○ attach the letter/s to the feedback entry</li> </ul> </li> <li>• Document the CFT: <ul style="list-style-type: none"> <li>• s47E(d)</li> </ul> </li> </ul> <p>See Step 7.</p>
6	<p><b>Resolve the issue</b></p> <ul style="list-style-type: none"> <li>• Confirm complaint issue/s</li> <li>• Apologise, if needed</li> <li>• Explain how the issue occurred</li> <li>• Discuss remedy and any further steps needed to resolve</li> <li>• Take follow-up action</li> <li>• <b>DOC</b> details in the Customer Feedback Tool (CFT)</li> </ul> <p>See Step 9.</p>

7	<p><b>Send email</b></p> <ul style="list-style-type: none"> <li>• For Your Info (FYI) email to <a href="#">myGov Operations</a></li> <li>• Go to <a href="#">Finalise the feedback</a> table</li> </ul>
8	<p><b>Manage the complaint and keep the customer informed</b></p> <p>The Service Officer must:</p> <ul style="list-style-type: none"> <li>• manage the complaint, and</li> <li>• maintain contact with the customer at least every 5 working days</li> </ul> <p>To manage complaint:</p> <ul style="list-style-type: none"> <li>• Update the s47E(d) of the Customer Feedback work item. s47E(d) This will make the complaint present on the required review date. 'Save' the Customer Feedback Tool (CFT) item</li> <li>• Adjust the work item's 's47E(d)' to reflect the progress of the complaint: <ul style="list-style-type: none"> <li>○ investigation in progress, or</li> <li>○ awaiting response, or</li> <li>○ pending finalisation</li> </ul> </li> <li>• Work items coming off 'Hold' status when the s47E(d) is reached will: <ul style="list-style-type: none"> <li>○ have a Feedback Status changed to 'Feedback Received', and</li> <li>○ will present to the Service Officer when s47E(d) selected</li> </ul> </li> <li>• Review complaint for progress on the complaint issue. Contact customer with an update or to finalise the complaint if resolved</li> <li>• If there has been no progress by the agreed re-contact date, check with the customer: <ul style="list-style-type: none"> <li>○ if anything has changed, consider if there are any vulnerabilities or hardship</li> <li>○ if they are satisfied with Level 1 retaining ownership or does it now meet an escalation reason</li> </ul> </li> <li>• Contact the customer during After Call Work (ACW)</li> <li>• Check the s47E(d) and s47E(d) screen. If the customer subscribed to Electronic Messaging (EM), send a pre-call notification SMS  <b>Note:</b> electronic messages can be generated between 8:00am and</li> </ul>

	<p>8:00pm based on the customer's home address. If the customer is not subscribed, EM cannot be used</p> <ul style="list-style-type: none"> <li>Record a summary of the customer contact and follow-up investigations in the CFT</li> </ul>
9	<p><b>Finalise the complaint</b></p> <ul style="list-style-type: none"> <li>If the complaint can be finalised, go to <a href="#">Finalise the feedback</a> table</li> <li>If the complaint cannot be resolved and an escalation reason is met, see Step 10</li> </ul>
10	<p><b>Unable to resolve the issue</b></p> <p><a href="#">Escalate to Level 2</a>, if the complaint cannot be resolved and escalation reason is met:</p> <ul style="list-style-type: none"> <li><b>DOC</b> the Customer Feedback Tool (CFT): <ul style="list-style-type: none"> <li>action taken</li> <li>discussion with customer</li> <li>why the feedback is escalated</li> <li>customer's expectations</li> </ul> </li> <li>Choose the applicable escalation reason</li> </ul>



**Digital Services - Online Accounts****Investigate**

Step	Action
1	<p><b>Decide reason for complaint</b></p> <p>Check if the complaint is about:</p> <ul style="list-style-type: none"> <li>the self-service function or,</li> <li>the policy underpinning the system</li> </ul> <p>To troubleshoot, see:</p> <ul style="list-style-type: none"> <li><a href="#">Network News Update (NNU)</a></li> <li><a href="#">Troubleshooting Centrelink self service</a></li> <li><a href="#">Troubleshooting self service</a></li> <li><a href="#">Self Service Index</a></li> </ul>

**Record**

Step	Action
1	<p><b>Service Details</b></p> <p>s47E(d)</p>
2	<p><b>Reason for complaint</b></p> <p>From the s47E(d) dropdown menu select:</p> <ul style="list-style-type: none"> <li>s47E(d), then select the s47E(d) according to the customer's feedback</li> </ul>
3	<p><b>Digital Product</b></p> <p>From the s47E(d) dropdown menu, select s47E(d) .</p>
4	<p><b>Organisation code</b></p> <p>In the s47E(d) use the s47E(d) :</p>

- s47E(d)

**Manage**

Step	Action
1	<p><b>Centrelink and Medicare Customer Online Account enquiries</b></p> <p>The <a href="#">Online Services Helpdesk</a> helps customers with myGov and online account enquiries.</p> <p>If the customer <b>has contacted the helpdesk</b>:</p> <ul style="list-style-type: none"> <li>• ask the customer what the helpdesk advised and if any troubleshooting occurred</li> <li>• record this in the Customer Feedback Tool (CFT)</li> </ul> <p>If the customer <b>has not contacted the helpdesk</b>, troubleshoot their issue using resources provided in the investigate section.</p>
2	<p><b>Lodge job request</b></p> <p>Lodge a job request through <a href="#">mySupport</a> if needed. Record the SD number in the Customer Feedback Tool (CFT).</p>
3	<p><b>Resolve the issue</b></p> <ul style="list-style-type: none"> <li>• Confirm complaint issue/s</li> <li>• Apologise, if needed</li> <li>• Explain how the issue occurred</li> <li>• Discuss remedy and any further steps needed to resolve</li> <li>• Take follow-up action</li> <li>• <b>DOC</b> details in the Customer Feedback Tool (CFT)</li> </ul>
4	<p><b>Finalise the complaint</b></p> <ul style="list-style-type: none"> <li>• If the complaint can be finalised, go to <a href="#">Finalise the feedback</a> table of Level 1 – Manage complaints and feedback</li> <li>• If the complaint cannot be resolved and an escalation reason is met, see Step 5</li> </ul>
5	<p><b>Unable to resolve the issue</b></p>

Escalate to Level 2, if the complaint cannot be resolved and escalation reason is met:

- **DOC** the Customer Feedback Tool (CFT):
  - action taken
  - discussion with customer
  - why the feedback is escalated
  - customer's expectations
- Choose the applicable escalation reason



CENTRELINK IT SECURITY SYSTEMS

SSSSS	MM	MM	SSSSS	88888	66666	11				
SS	SS	MMM	MMM	SS	SS	88	88	66	66	111
SS		MM	M	MM	SS		88	88	66	11
SSSSS	MM	M	MM	SSSSS	88888	666666	11			
	SS	MM	MM		SS	88	88	66	66	11
SS	SS	MM	MM	SS	SS	88	88	66	66	11
SSSSS	MM	MM	SSSSS	88888	66666	1111				

Report ID : UFKZO189129

Run Date : 08/07/2025

Run Time : 11:52

Total Pages : 17

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Requested by : s22

Forward to : LEX85691

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\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
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Page 1 of 17

Report ID: UFKZO189129

Sorted by: DATE TIME

```
--<<< Environment: ISA - Times are NSW local time >>>--
```

20:11:07 \*\* No screens recorded \*\*

4:54:19 \*\* No screens recorded \*\*

16:06:36 \*\* No screens recorded \*\*

# CRAM

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
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Report ID: UFKZO189129

Address: 260 WHITFORD RD, GREEN VALLEY 2168

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<<<< Environment: ISA - Times are NSW local time >>>> (cont.)
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19:59:22 \*\* No screens recorded \*\*

retrieveVBProf:crn=505373619K

== Continued ==



CRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
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08/07/2025 11:52

SECURITY MONITOR SYSTEM

Page 3 of 17

Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		11:47:08	NSS	#LSTDISP	11:47:14	TEG	#LS	11:47:14	NSS	DL	11:47:19	NSS	DL
		11:47:25	NSS	DL	11:47:26	NSS	DL	11:47:29	NSS	DL	11:47:31	NSS	DL
		11:47:38	NSS	DL	11:47:45	NSS	DL	11:47:57	ODR	DL	11:47:57	NSS	DOC
		11:48:06	ODR	DOC	11:48:06	NSS	DCO	11:48:31	NSS	DCO	11:48:38	ODR	DCO
		11:48:38	NSS	AL	11:48:49	IAM	AL	11:48:49	NSS	DL	11:48:51	NSS	DL
		11:48:56	ODR	DL	11:48:56	NSS	DOC	11:49:04	ODR	DOC	11:49:04	NSS	DCO
		11:49:05	ODR	DCO	11:49:05	NSS	DL	11:49:11	ODR	DL	11:49:11	NSS	DOC
		11:49:14	ODR	DOC	11:49:14	NSS	DCO	11:49:27	NSS	DCO	11:49:30	ODR	DCO
		11:49:30	NSS	DL	11:49:34	NSS	DL	11:49:39	NSS	DL	11:49:45	NSS	DL
		11:49:52	ODR	DL	11:49:52	NSS	PS	11:50:03	NSS	PS	11:50:09	NSS	PS
		11:50:12	NSS	PS	11:50:17	NSS	PS	11:50:20	NSS	PS	11:50:33	NSS	PS
		11:50:36	NSS	PS	11:50:38	NSS	PS	11:50:38	NSS	PS	11:50:43	NSS	PS
		11:50:48	PAY	PS	11:50:48	NSS	DL	11:51:07	ODR	DL	11:51:07	NSS	DOC

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISS - Times are NSW local time >>>>--  
11:45:48 IAM !AY

--<<<< Environment: ISA - Times are NSW local time >>>>--

Access to CRN 505373619 was Read-Only as the record was locked by another user - HFB750

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

		11:51:44	WSS	#WS	11:52:07	ODR	DOC	11:52:07	NSS	ADH	11:52:14	CDC	ADH
		11:52:15	NSS	ES	11:53:45	ENQ	ES	11:53:45	NSS	PS	11:53:48	NSS	PS
		11:53:53	NSS	PS	11:56:20	PAY	PS	11:56:20	NSS	EMA	12:00:25	CDC	EMA
		12:00:25	NSS	ADH	12:00:33	CDC	ADH						

19/05/2023 505373619K ( )

11:51:50 \*\* No screens recorded \*\*

19/05/2023 s22

13:33:42 PEN DL | 13:34:30 ODR DL | 13:34:30 PEN CRES | 13:34:33 RES CRE

== Continued ==



GRAM

Requested by : s22  
Forward to : LEX85691

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\*\* IN CONFIDENCE \*\*  
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08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
------	------	------	------	--------	------	------	--------	------	------	--------	------	------	--------

<<<< Environment: ISA - Times are NSW local time >>>> (cont.)

13:34:33	PEN	NU			13:36:21	CDC	NU						
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\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISK - Times are NSW local time >>>>--

13:33:42	IAM	!AY											
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\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

14:08:47	PEN	DL			14:11:29	ODR	DL	14:11:29	PEN	DOC	14:12:59	PEN	DOC
14:12:59	PEN	DOC			14:13:00	ODR	DOC	14:13:00	PEN	AL	14:13:10	IAM	AL
14:13:10	PEN	DL			14:13:16	ODR	DL	14:13:16	PEN	DOC	14:13:33	ODR	DOC
14:13:33	PEN	DOC			14:16:34	PEN	DOC	14:16:34	PEN	DOC	14:16:42	ODR	DOC
14:16:42	PEN	DL			14:16:42	PEN	DL	14:16:43	PEN	DL	14:18:04	WSS	#WS
14:18:11	WSS	#WS			14:18:40	ODR	DL						

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISS - Times are NSW local time >>>>--

14:08:47	IAM	!AY											
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--<<<< Environment: COLP - Times are NSW local time >>>>--

22/05/2023 \*SPKVFN ( )

11:28:12 SpeakerVerificationIvr. retrieveRegoProf  
CHNL IVR  
RSQ 2  
AppService

au.gov.centrelink.ivr.speakerverification.service.SpeakerVerificationAppService

retrieveRegoProf:crn=505373619K

== Continued ==



Requested by : s22  
Forward to : LEX85691

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\*\* IN CONFIDENCE \*\*  
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08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K

Name: MR NELSON, EDUARDO, DOS SANTOS DE SOUSA

Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
------	------	------	------	--------	------	------	--------	------	------	--------	------	------	--------

==<<<< Environment: ISA - Times are NSW local time >>>>== (New State)

\*\*\* Customer NAME has changed FROM: MR NELSON, EDUARDO, DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON, EDUARDO, DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

22/05/2023 505373619K ( )

11:28:13 \*\* No screens recorded \*\*

11:28:17 \*\* No screens recorded \*\*

22/05/2023 s22

11:36:41 CDA DL	11:36:41 CDA DL	11:36:46 WSS #WS	11:36:47 WSS #WS
11:36:51 ODR DL	11:36:51 CDA !MM	11:36:52 CDC !MM	11:36:52 CDA #SUWSUM
11:37:29 AKT !SU	11:37:29 CDA !MM	11:37:29 CDC !MM	11:37:29 CDA !MM
11:37:34 CDC !MM	11:37:36 CDA #	11:37:40 NSS !SS	11:37:40 CDA DL
11:37:40 CDA DL	11:37:42 ODR DL	11:37:42 CDA !MM	11:37:42 CDC !MM
11:37:42 CDA !MM	11:37:46 CDC !MM	11:37:47 CDA !SUWAMSS	11:37:53 I2 !SUW
11:37:53 CDA #SUWSUM	11:39:16 AKT !SU	11:39:16 CDA !MM	11:39:16 CDC !MM
11:39:16 CDA !MM	11:39:19 CDC !MM	11:39:19 CDA !FNOTE	11:39:21 I2 !FNO
11:39:21 CDA !MM	11:39:21 CDC !MM	11:39:21 CDA !MM	11:39:24 CDC !MM
11:39:25 CDA !SUWAMSS	11:40:57 I2 !SUW	11:40:57 CDA #SUWSUM	11:41:07 AKT !SU
11:41:07 CDA DL	11:41:07 CDA DL	11:41:10 ODR DL	11:41:10 CDA !DOC
11:41:19 ODR !JD	11:41:19 CDA DL	11:41:19 CDA DL	11:41:23 ODR DL
11:41:23 CDA AL	11:41:37 IAM !AL	11:41:37 CDA AL	11:41:43 IAM !AL
11:41:43 CDA DL	11:41:43 CDA DL	11:41:51 ODR DL	11:41:51 CDA !DOC
11:42:37 ODR !JD	11:42:37 CDA !MM	11:42:37 CDC !MM	11:42:37 CDA #SUWSUM
11:43:10 AKT !SU	11:43:10 CDA DL	11:43:10 CDA DL	11:43:14 ODR DL
11:43:14 CDA !DOC	11:43:29 ODR !JD	11:43:29 CDA !MM	11:43:29 CDC !MM
11:43:29 ---- CLEARED*	11:43:29 CDA !MM	11:49:37 CDC !MM	11:49:37 ---- CLEARED*
11:49:37 CDA !MM	11:49:37 CDC !MM	11:49:37 CDA IN	11:49:58 ISM IN

--<<<< Environment: COLP - Times are NSW local time >>>>--

22/05/2023 \*SPKVFN ( )

12:32:30 SpeakerVerificationIvr. retrieveRegoProf  
CHNL IVR

== Continued ==

CRAM

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
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Report ID: UFKZO189129

Address: 260 WHITFORD RD, GREEN VALLEY 2168

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--<<<< Environment: ISA - Times are NSW local time >>>>--
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12:32:35 \*\* No screens recorded \*\*

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8:33:59 ** No screens recorded **
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8:34:00 \*\* No screens recorded \*\*

8:35:17 \*\* No screens recorded \*\*

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# CRAM

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\*\* IN CONFIDENCE \*\*  
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Report ID: UFKZO189129

Name: (M) MR NELSON, EDUARDO, DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

```
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)
```

08:36:21	CDC	!MM	08:36:22	CDA	!SUWAMSS	08:37:21	I2	!SUW	08:37:21	CDA	DL
08:37:22	CDA	DL	08:37:33	ODR	DL	08:37:33	CDA	!DOC	08:37:59	ODR	!JD
08:37:59	CDA	!MM	08:38:00	CDC	!MM	08:38:00	CDA	#SUWSUM	08:44:39	AKT	!SU
08:44:39	CDA	!MM	08:44:39	CDC	!MM	08:44:39	----	CLEARED*	08:44:39	CDA	!MM
08:44:45	CDC	!MM									

```
--<<<< Environment: ISM - Times are NSW local time >>>>--
```

```
08:36:02 CDA      !ENVSWTH|08:36:02 JIW      !EN
```

```
--<<<< Environment: ISA - Times are NSW local time >>>>--
```

```
8:39:21 ** No screens recorded **
```

8:39:21 \*\* No screens recorded \*\*

8:55:07 \*\* No screens recorded \*\*

8:55:22 \*\* No screens recorded \*\*

8:55:44 \*\* No screens recorded \*\*

08:56:07	NSS	DL	08:56:07	NSS	DL	08:56:11	ODR	DL	08:56:11	NSS	!MM
08:56:11	CDC	!MM	08:56:11	NSS	!MM	08:56:15	CDC	!MM	08:56:16	NSS	!SUWAMSS
08:56:57	I2	!SUW	08:56:57	NSS	DL	08:56:57	NSS	DL	08:57:51	ODR	DL
08:57:51	NSS	!DOC	08:58:09	ODR	!JD	08:58:09	NSS	!MM	08:58:10	CDC	!MM

== Continued ==

# CRAM

Requested by : s22  
Forward to : LEX85691

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\*\* IN CONFIDENCE \*\*  
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08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K

Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		08:58:10	NSS	#SUWSUM	08:58:38	AKT	!SU	08:58:38	NSS	DL	08:58:39	NSS	DL
		08:58:44	ODR	DL	08:58:44	NSS	!DOC	08:59:12	ODR	!JD	08:59:12	NSS	DL
		08:59:12	NSS	DL	08:59:20	ODR	DL	08:59:20	NSS	!DOC	08:59:41	ODR	!JD
		08:59:41	NSS	DL	08:59:41	NSS	DL	08:59:44	ODR	DL	08:59:44	NSS	!DOC
		09:01:46	ODR	!JD	09:01:46	NSS	!MM	09:01:46	CDC	!MM	09:01:46	NSS	#SUWSUM
		09:02:38	AKT	!SU	09:02:38	NSS	AL	09:02:44	IAM	!AL	09:02:44	NSS	DL
		09:02:44	NSS	DL	09:02:47	ODR	DL	09:02:47	NSS	!DOC	09:03:14	ODR	!JD
		09:03:14	NSS	DL	09:03:14	NSS	DL	09:06:31	ODR	DL	09:06:31	NSS	!MM
		09:06:31	CDC	!MM	09:06:31	NSS	!FNOTE	09:09:37	I2	!FNO	09:09:37	NSS	AL
		09:09:47	IAM	!AL	09:09:47	NSS	!MM	09:09:47	CDC	!MM	09:09:47	NSS	!MM
		09:09:54	CDC	!MM	09:09:55	NSS	!SUWAMSS	09:09:59	I2	!SUW	09:09:59	NSS	!MM
		09:09:59	CDC	!MM	09:09:59	NSS	!MM	09:13:22	CDC	!MM	09:13:22	NSS	DL
		09:13:22	NSS	DL	09:13:25	ODR	DL	09:13:25	NSS	!DOC	09:14:39	ODR	!AD
		09:14:39	NSS	DL	09:14:39	NSS	DL	09:14:42	ODR	DL	09:14:42	NSS	!MM
		09:14:42	CDC	!MM	09:14:42	----	CLEARED*	09:14:42	NSS	!MM	09:19:19	CDC	!MM

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISS - Times are NSW local time >>>>--  
08:56:07 NSS !ENVSWTH|08:56:07 JIW !EN

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

29/05/2023 s22

14:02:51	PEN	DL	14:02:52	PEN	DL	14:03:02	ODR	DL	14:03:02	PEN	!DOC
14:45:56	PEN	DL	14:45:57	PEN	DL	14:46:08	ODR	DL	14:46:08	PEN	!DOC
14:47:27	ODR	!JD	14:47:27	PEN	!MM	14:47:27	CDC	!MM	14:47:27	PEN	!MM
14:47:33	CDC	!MM	14:47:34	PEN	!SUWAMSS	14:48:21	I2	!SUW	14:48:21	PEN	DL
14:48:21	PEN	DL	14:48:27	ODR	DL	14:48:27	PEN	!DOC	14:50:22	ODR	!JD
14:50:22	PEN	DL	14:50:22	PEN	DL	14:50:25	ODR	DL	14:50:25	PEN	!DOC
14:53:43	ODR	!JD	14:53:43	PEN	DL	14:53:43	PEN	DL	14:53:47	ODR	DL
14:53:47	PEN	!DOC	14:53:51	ODR	!JD	14:53:51	PEN	DL	14:53:51	PEN	DL

== Continued ==

GRAM



Requested by : **s22**  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

# SECURITY MONITOR SYSTEM

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Report SMS861

## CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K

Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
------	------	------	------	--------	------	------	--------	------	------	--------	------	------	--------

<<<< Environment: ISA - Times are NSW local time >>>> (cont.)

14:53:57	ODR	DL	14:53:57	PEN	!DOC	14:54:08	ODR	!JD	14:54:08	PEN	DL
14:54:08	PEN	DL	14:54:11	ODR	DL	14:54:11	PEN	!DOC	14:54:42	ODR	!JD
14:54:42	PEN	DL	14:54:42	PEN	DL	14:54:45	ODR	DL	14:54:45	PEN	!DOC
14:54:51	ODR	!JD	14:54:51	PEN	DL	14:54:51	PEN	DL	14:54:59	ODR	DL
14:54:59	PEN	!DOC	14:55:10	ODR	!JD	14:55:10	PEN	DL	14:55:10	PEN	DL
14:55:14	ODR	DL	14:55:14	PEN	!DOC	14:55:45	ODR	!JD	14:55:45	PEN	!FNOTE
14:59:52	I2	!FNO	14:59:52	PEN	AL	14:59:57	IAM	!AL	14:59:57	PEN	DL
14:59:57	PEN	DL	15:00:02	ODR	DL	15:00:02	PEN	!DOC	15:00:06	ODR	!AD
15:00:06	PEN	DL	15:00:06	PEN	DL	15:00:11	ODR	DL	15:00:11	PEN	!DOC
15:00:21	ODR	!XD	15:00:21	PEN	DL	15:00:21	PEN	DL	15:00:27	ODR	DL
15:00:27	PEN	!MM	15:00:28	CDC	!MM	15:00:28	----	CLEARED*	15:00:28	PEN	!MM
15:03:35	CDC	!MM	15:03:35	----	CLEARED*	15:03:35	PEN	!MM	15:03:35	CDC	!MM
15:03:35	CPISM	L									

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISP - Times are NSW local time >>>>--  
14:45:56 PEN !ENVSWTH 14:45:56 JIW !EN 14:45:56 IAM !AY

--<<<< Environment: ISR - Times are NSW local time >>>>--

29/05/2023 **s22**

NAME LIST (IL) Date: 29/05/2023 Time: 15:08:39

Name DOB Address

1. DOS SANTOS DE SOUSA, NEL 27APR1982 GREEN VALL 2168 AGPAPL+ A

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

04/07/2023 **s22**

18:58:43	NSS	!DOC	18:59:03	ODR	!JD	18:59:03	NSS	!MM	18:59:04	CDC	!MM
18:59:04	NSS	#SUWSUM	18:59:52	AKT	!SU	18:59:52	NSS	!MM	19:00:10	CDC	!MM
19:00:12	NSS	!SUWAMSS	19:00:33	I2	!SUW	19:00:33	NSS	DL	19:00:34	NSS	DL
19:00:43	ODR	DL	19:00:43	NSS	!DOC	19:01:03	ODR	!JD	19:01:03	NSS	DL

== Continued ==

CRAM



GRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		19:01:03	NSS	DL	19:01:06	ODR	DL	19:01:06	NSS	!DOC	19:01:48	ODR	!JD
		19:01:48	NSS	DL	19:01:48	NSS	DL	19:01:53	ODR	DL	19:01:53	NSS	!DOC
		19:02:28	ODR	!JD	19:02:28	NSS	!MM	19:02:28	CDC	!MM	19:02:28	NSS	#SUWSUM
		19:02:32	AKT	!SU	19:02:32	NSS	DL	19:02:33	NSS	DL	19:03:18	ODR	DL
		19:03:18	NSS	!DOC	19:10:24	ODR	!JD	19:10:24	NSS	!MM	19:10:37	CDC	!MM
		19:10:37	NSS	!FNOTE	19:14:00	I2	!FNO	19:14:00	NSS	AL	19:14:07	IAM	!AL
		19:14:07	----	CLEARED*	19:14:07	NSS	!MM	19:14:57	CDC	!MM	19:14:57	----	CLEARED*
		19:14:57	NSS	!MM	19:14:57	CDC	!MM	19:14:57	CPISM	L			

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISG - Times are NSW local time >>>>--  
18:58:43 NSS !ENVSUWH|18:58:43 JIW !EN |18:58:43 IAM !AY |

--<<<< Environment: COLP - Times are NSW local time >>>>--

04/07/2023 \*SPKVFN ( )

20:20:31 SpeakerVerificationIvr. retrieveRegoProf  
CHNL IVR  
RSQ 2  
AppService  
au.gov.centrelink.ivr.speakerverification.service.SpeakerVerificationAppService  
retrieveRegoProf:crn=505373619K

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

04/07/2023 505373619K ( )

20:20:32 \*\* No screens recorded \*\*

20:20:35 \*\* No screens recorded \*\*

04/07/2023 s22

20:31:25 FAO !DOC |20:31:29 WSS #WS |20:31:30 WSS #WS |20:31:30 ODR !JD

== Continued ==



GRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		20:31:30	FAO	!MM	20:31:35	CDC	!MM	20:31:35	FAO	!MM	20:31:35	CDC	!MM
		20:31:35	FAO	#SUWSUM	20:32:36	AKT	!SU	20:32:36	FAO	!MM	20:32:36	CDC	!MM
		20:32:36	FAO	!MM	20:32:43	CDC	!MM	20:32:44	FAO	!SUWAMSS	20:33:02	I2	!SUW
		20:33:02	FAO	DL	20:33:02	FAO	DL	20:33:07	ODR	DL	20:33:07	FAO	!DOC
		20:33:18	ODR	!JD	20:33:18	FAO	DL	20:33:18	FAO	DL	20:33:25	ODR	DL
		20:33:25	FAO	!DOC	20:34:03	ODR	!JD	20:34:03	FAO	DL	20:34:03	FAO	DL
		20:34:06	ODR	DL	20:34:06	FAO	!MM	20:34:06	CDC	!MM	20:34:06	FAO	!MM
		20:34:10	CDC	!MM	20:34:10	FAO	!SUWAMSS	20:34:25	I2	!SUW	20:34:25	FAO	#SUWSUM
		20:34:29	AKT	!SU	20:34:29	FAO	!MM	20:34:29	CDC	!MM	20:34:29	FAO	!MM
		20:34:35	CDC	!MM	20:34:36	FAO	!SUWAMSS	20:34:49	I2	!SUW	20:34:49	FAO	DL
		20:34:49	FAO	DL	20:34:56	ODR	DL	20:34:56	FAO	!DOC	20:35:08	ODR	!JD
		20:35:08	FAO	DL	20:35:09	FAO	DL	20:35:11	ODR	DL	20:35:11	FAO	!DOC
		20:35:19	ODR	!JD	20:35:19	FAO	DL	20:35:19	FAO	DL	20:35:21	ODR	DL
		20:35:21	FAO	!DOC	20:35:59	ODR	!JD	20:35:59	FAO	DL	20:35:59	FAO	DL
		20:36:03	ODR	DL	20:36:03	FAO	!DOC	20:36:09	ODR	!JD	20:36:09	FAO	DL
		20:36:09	FAO	DL	20:36:11	ODR	DL	20:36:11	FAO	!DOC	20:36:14	ODR	!JD
		20:36:14	FAO	!DOC	20:38:24	ODR	!AD	20:38:24	FAO	DL	20:38:24	FAO	DL
		20:38:29	ODR	DL	20:38:29	FAO	!DOC	20:39:08	ODR	!JD	20:39:08	FAO	DL
		20:39:08	FAO	DL	20:39:13	ODR	DL	20:39:13	FAO	!DOC	20:39:56	ODR	!JD
		20:39:56	FAO	DL	20:39:56	FAO	DL	20:39:59	ODR	DL	20:39:59	FAO	!DOC
		20:41:07	ODR	!JD	20:41:07	FAO	DL	20:41:07	FAO	DL	20:41:12	ODR	DL
		20:41:12	FAO	!DOC	20:41:41	ODR	!JD	20:41:41	FAO	DL	20:41:41	FAO	DL
		20:41:43	ODR	DL	20:41:43	FAO	!DOC	20:42:11	ODR	!JD	20:42:11	FAO	DL
		20:42:11	FAO	DL	20:42:18	ODR	DL	20:42:18	FAO	!DOC			

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISG - Times are NSW local time >>>>--  
20:31:25 FAO !ENVSUWH|20:31:25 JIW !EN

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

== Continued ==

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

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Report ID: UFKZO189129

Address: 260 WHITFORD RD, GREEN VALLEY 2168

# CRAM





Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen		Time	Syst	Screen		Time	Syst	Screen		Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)																
		3:02:59	**	No screens recorded	**											
		3:10:08	**	No screens recorded	**											
		3:10:08	**	No screens recorded	**											
25/09/2023	SAPAPP ( )					10:24:34	**	No screens recorded	**							
25/09/2023	505373619K ( )					10:24:35	**	No screens recorded	**							
25/09/2023	SAPAPP ( )					10:45:03	**	No screens recorded	**							
26/09/2023	SAPAPP ( )					8:33:38	**	No screens recorded	**							
26/09/2023	505373619K ( )					8:33:39	**	No screens recorded	**							
26/09/2023	SAPAPP ( )					8:37:58	**	No screens recorded	**							
		8:38:03	**	No screens recorded	**											
		8:38:11	**	No screens recorded	**											
		8:38:35	**	No screens recorded	**											
		8:38:56	**	No screens recorded	**											
26/09/2023	s22	08:39:08	NSS	DL		08:39:08	NSS	DL		08:39:11	ODR	DL		08:39:11	NSS	!MM

== Continued ==

GRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

# SECURITY MONITOR SYSTEM

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Report SMS861

## CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K

Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		08:39:20	CDC	!MM	08:39:21	NSS	!SUWAMSS	08:39:28	I2	!SUW	08:39:28	----	CLEARED*
		08:39:28	NSS	!MM	08:39:58	NSS	IN						

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISS - Times are NSW local time >>>>--

08:39:58 IAM !AY

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

08:40:00	ISM	IN	08:40:00	NSS	DL	08:40:04	ODR	DL	08:40:04	NSS	DOC
08:40:09	ODR	DOC	08:40:09	NSS	DCO	08:40:19	NSS	DCO	08:40:21	ODR	DCO
08:40:21	NSS	DL	08:40:23	ODR	DL	08:40:23	NSS	DOC	08:40:26	ODR	DOC
08:40:26	NSS	DCO	08:40:33	ODR	DCO	08:40:33	NSS	DL	08:40:39	ODR	DL
08:40:39	----	CLEARED*	08:40:39	NSS	IN	08:41:53	CDC	!MM	08:41:53	NSS	!MM

26/09/2023 SAPAPP ( )

8:41:47 \*\* No screens recorded \*\*

26/09/2023 s22

8:41:55 \*\* No screens recorded \*\*

08:41:55	WSS	#WS	08:41:55	WSS	#WS	08:42:27	CDC	!MM	08:42:27	NSS	!MM
08:42:28	CDC	!MM	08:42:28	----	CLEARED*	08:42:28	NSS	!MM	08:43:45	ISM	IN
08:43:45	NSS	IN									

26/09/2023 SAPAPP ( )

8:42:33 \*\* No screens recorded \*\*

26/09/2023 s22

08:43:49	ISM	IN	08:43:49	----	CLEARED*	08:43:49	NSS	IN	08:43:52	CDC	!MM
----------	-----	----	----------	------	----------	----------	-----	----	----------	-----	-----

== Continued ==

CRAM

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

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Report ID: UFKZO189129

Address: 260 WHITFORD RD, GREEN VALLEY 2168

```
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)
```

26/09/2023 SAPAPP ( )

```
9:36:32 ** No screens recorded **
```

== Continued ==

# CRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K

Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
------	------	------	------	--------	------	------	--------	------	------	--------	------	------	--------

<<<< Environment: ISA - Times are NSW local time >>>> (cont.)

10:13:56	NSS	DL	10:14:00	ODR	DL	10:14:00	NSS	DL	10:14:08	ODR	DL
10:14:08	NSS	AL	10:14:11	IAM	!AL	10:14:11	----	CLEARED*	10:14:11	NSS	AL
10:15:23	IAM	!AL	10:15:23	----	CLEARED*	10:15:23	NSS	!MM	10:16:45	CDC	!MM
10:16:45	NSS	!MM	10:16:49	CDC	!MM	10:16:49	NSS	!DOC	10:19:41	ODR	!JD
10:19:41	NSS	AL	10:19:44	IAM	!AL	10:19:44	NSS	DL	10:19:44	NSS	DL
10:19:48	ODR	DL	10:19:48	NSS	!DOC	10:20:23	ODR	!AD	10:20:23	NSS	DL
10:20:23	NSS	DL	10:20:27	ODR	DL	10:20:27	----	CLEARED*	10:20:27	NSS	AL
10:20:30	IAM	!AL	10:20:30	----	CLEARED*	10:20:30	NSS	!MM	10:21:53	CDC	!MM
10:21:53	NSS	!MM									

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISS - Times are NSW local time >>>>--

09:37:08	PEN	!ENVSWTH	09:37:08	JIW	!EN	09:37:08	IAM	!AY	10:12:20	NSS	!MM
10:12:20	CDC	!MM	10:12:20	NSS	!ENVSWTH	10:12:20	JIW	!EN	10:12:20	IAM	!AY
10:31:48	NSS	!MM	10:31:48	CDC	!MM	10:31:48	NSS	!MM	10:32:00	NSS	!MM
10:32:00	CDC	!MM	10:32:00	NSS	!MM	10:32:05	CDC	!MM			

--<<<< Environment: COLP - Times are NSW local time >>>>--

26/09/2023 \*SPKVFN ( )

9:38:24 SpeakerVerificationIvr. retrieveRegoProf

CHNL IVR

RSQ 2

AppService

au.gov.centrelink.ivr.speakerverification.service.SpeakerVerificationAppService

retrieveRegoProf:crn=505373619K

\*\*\* Customer NAME has changed FROM: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

\*\*\* Customer NAME has changed TO: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISA - Times are NSW local time >>>>--

02/10/2023 s22

11:36:58	FAO	!MM	11:37:04	CDC	!MM	11:37:05	FAO	!SUWAMSS	11:37:12	I2	!SUW
----------	-----	-----	----------	-----	-----	----------	-----	----------	----------	----	------

== Continued ==

CRAM



GRAM

Requested by : s22  
Forward to : LEX85691

\*\*\*\*\*  
\*\* IN CONFIDENCE \*\*  
\*\*\*\*\*

08/07/2025 11:52

SECURITY MONITOR SYSTEM

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Report SMS861

CUSTOMER RECORD ACCESS MONITOR REPORT

Report ID: UFKZO189129

Customer CRN: 505373619K  
Name: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
Address: 260 WHITFORD RD, GREEN VALLEY 2168

Date	User	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen	Time	Syst	Screen
<<<< Environment: ISA - Times are NSW local time >>>> (cont.)													
		11:37:12	FAO	DL	11:37:12	FAO	DL	11:37:16	ODR	DL	11:37:16	FAO	!DOC
		11:37:37	ODR	!JD	11:37:37	FAO	DL	11:37:37	FAO	DL	11:37:41	ODR	DL
		11:37:41	FAO	!DOC	11:38:22	ODR	!JD	11:38:22	FAO	DL	11:38:23	FAO	DL
		11:38:27	ODR	DL	11:38:27	FAO	!DOC	11:38:59	ODR	!JD	11:38:59	FAO	DL
		11:38:59	FAO	DL	11:39:05	ODR	DL	11:39:05	FAO	!DOC	11:39:18	ODR	!JD
		11:39:18	FAO	DL	11:39:18	FAO	DL	11:40:35	ODR	DL	11:40:35	FAO	!DOC
		11:40:41	ODR	!JD	11:40:41	FAO	!MM	11:40:41	CDC	!MM	11:40:41	FAO	!MM
		11:40:51	CDC	!MM	11:40:52	FAO	!SUWAMSS	11:41:59	I2	!SUW	11:41:59	FAO	DL
		11:41:59	FAO	DL	11:42:26	ODR	DL	11:42:26	FAO	!DOC	11:42:31	ODR	!JD
		11:42:31	FAO	!DOC	11:43:05	ODR	!AD	11:43:05	FAO	DL	11:43:05	FAO	DL
		11:43:30	ODR	DL	11:43:30	FAO	!MM	11:43:30	CDC	!MM	11:43:30	----	CLEARED*
		11:43:30	FAO	!MM	11:49:16	CDC	!MM	11:49:16	FAO	!MM	11:49:20	CDC	!MM
		11:49:21	FAO	!SUWAMSS	11:49:29	I2	!SUW	11:49:29	----	CLEARED*	11:49:29	FAO	!MM
		11:55:36	CDC	!MM									

\*\*\* Customer NAME has changed FROM: (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA  
\*\*\* Customer NAME has changed TO: MR NELSON,EDUARDO,DOS SANTOS DE SOUSA

--<<<< Environment: ISJ - Times are NSW local time >>>>--													
		11:36:58	FAO	!ENVSUTH	11:36:58	JIW	!EN	11:36:58	IAM	!AY			

===== END OF REPORT =====

## Access management for self service



## History of access:

[Return to Summary](#)

Date/Time	CAN	Credential	Action Type	Action Reason	User
10/08/2024 09:13:52 AM	210469178A		Auto-upgrade to AL3 ineligible	Auto-upgrade to AL3 via OLC ineligible	*RS
10/07/2024 01:37:02 PM	505373619K		Update (replicate) Online Letters status	Status change: MIB	*RUCSAC
10/07/2024 01:36:31 PM	505373619K	Password	SEND_LETTER	registerOnlineCustomer 505373619K	505373619K
10/07/2024 01:36:30 PM	210469178A		Register	registerOnlineCustomer 505373619K	505373619K
10/07/2024 01:36:30 PM	505373619K		Check if Secondary in ISIS	isSecondaryCRN for 505373619K: no	
10/07/2024 01:36:30 PM	210469178A	Password	Add Access Right	registerOnlineCustomer 505373619K	505373619K
10/07/2024 01:36:30 PM	210469178A	Password	Adhoc Customer Record Change	Added historical mbun	505373619K
10/07/2024 11:39:26 AM	505373619K		Check if Secondary in ISIS	isSecondaryCRN for 505373619K: no	
10/07/2024 11:39:26 AM	210469178A	Password	Register	Register Customer by Portfolio App.	PORT-USER
10/07/2024 11:39:26 AM	210469178A	Password	Add Access Right	Register Customer by Portfolio App.	PORT-USER
10/07/2024 11:39:26 AM	505373619K	Password	SEND_LETTER	Register Customer by Portfolio App.	PORT-USER
10/07/2024 11:39:26 AM	505373619K		Extend SAP BP	Success: checkExtendBP for 505373619K	
02/10/2023 11:41:07 AM	210469178A	Password	Activate Registration	Unauthorised use resolved	s22
19/05/2023 04:02:10 PM	505373619K		Update (replicate) Online Letters status	Status change: LSA	*RUCSAC
19/05/2023 02:53:22 PM	505373619K		Unsubscribe Online Letter	Online Letters unsubscription	s22
19/05/2023 02:18:21 PM	210469178A	Password	Lock Registration	Unauthorised use (no consent)	s22
05/05/2021 11:05:25 AM	210469178A		Auto-upgrade to AL3 ineligible	Auto-upgrade to AL3 via OLC ineligible	*RS

s37(1)(a)

s37(1)(a)



s37(1)(a)

s22



## Australian Government

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### Services Australia

## Emergency payments - preventing fraud 110-21120238

Historical Version valid from 17/04/2023 5:00 am to 3/07/2023 10:40 am

### Background

s22

This document highlights key areas of concern about fraud and emergency payments. Staff must continue to follow processes, including fraud processes, in the Operational Blueprint for the relevant payment.

### Purpose of emergency payments

Emergency payments may become available after an [emergency event](#) (for example, a major disaster, pandemic or overseas terrorist attack). This is only after a determination has been made by the relevant Minister (for a major disaster) or by the Prime Minister (for an overseas terrorist attack).

Services Australia receives a large volume of claims for emergency payments. Some of these claims are fraudulent.

### Emergency payment fraud

Under the Commonwealth Fraud Control Framework 2017, fraud is 'dishonestly obtaining a benefit, or causing a loss by deception or other means'.

It is a responsibility of all Service Australia staff to [report suspected fraud and corruption](#).

Important points about fraud:

- Fraud always needs intent. It is never an accident or a mistake
- The losses from fraud can include money, property, information or a person's identity
- The benefit can be gained by the offender, or a third party, or both

Fraud against the agency can be committed by:

- members of the public (external fraud), or
- by staff or contractors either intentionally or by exploitation by an outsider ([internal fraud](#))

It can also be a combination of internal and external threats.

External fraud examples include:

- Compromises the pre-existing identity of another person, with or without consent to make a claim for payment
- Creates a fabricated identity to make a claim for payment
- Submits multiple claims in compromised or fabricated identities for the same or multiple events
- Makes an unauthorised payment destination change to a legitimate customer's record to obtain their payment
- Deliberately provides false or incomplete information about the adverse effect they have experienced to claim payment
- Falsely declares they reside in a qualifying Local Government Area (LGA) or location
- Falsely claims to have one or more dependent children to claim a higher rate of payment
- A NZ DRP customer falsely claims payment for a secondary claimant

If the customer is a victim of a scam or identity fraud, see [Identity fraud](#).

Internal fraud examples include:

- Staff or contractors using their agency system access to make false claims, redirect customer payments, or code a larger payment than what the customer is entitled to
- Colludes with, or coerced by another staff member, customer or third party to process fraudulent claims
- Unauthorised access and/or disclosure of customer or agency information
- As a customer of the agency, falsely claims a payment they are not entitled to

s37(2)(b)

s37(2)(b)

The [Resources](#) page contains links to False image repositories and false evidence examples, relevant intranet links, myGov, Document Verification Service (DVS) website and Australian Business Number (ABN) look up.

## Related links

[Emergency management events](#)

[Claiming emergency payments](#)

[New claim for Crisis Payment - National Health Emergency](#)

[Fraud](#)

[Identity fraud](#)

[Report Suspected Fraud and Corruption](#)

## Process

s37(2)(b)

s37(2)(b)





s47E(d)

s47E(a)

s47E(a)

s47E(d)

s47E(d)



s37(2)(b)







s37(2)(b)

















## References

Historical Version valid from 17/04/2023 5:00 am to 3/07/2023 10:40 am

### Policy

[Social Security Guide, 2.2.1, Verifying Identity](#)

[Social Security Guide, 1.2.6.20, Australian Government Disaster Recovery Payment \(AGDRP\)](#)

[Social Security Guide, 3.7.3, AGDRP - Qualification & Payability](#)

[Social Security Guide, 9.2, Visa subclasses & payment eligibility for visas issued after 1/9/9](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security Act 1991, section 1061K, Qualification for Australian Government Disaster Recovery Payment](#)

[Public Governance, Performance and Accountability Act 2013](#)

[Financial Framework \(Supplementary Powers\) Act 1997](#)

## Resources

s37(2)(b)

s37(2)(b)

















s37(2)(b)

s37(2)(b)



s37(2)(b)

Nxt: [ ] Lock Sys: NSS Env: A SA US1 11BL s22 8 JUL 2025  
 CRN: 505 373 619K (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA Rct:  
 XRN: IES8166269809 260 WHITFORD RD, GREEN VALLEY 2168 Ptr: Y CCP  
 Act: Rgn: LIVERPOOL(LIV) DOB: 27 APR 1982 Enq: PTR  
 BSt: DAP/PAY AGP/REJ-QNM JSP/REJ-COP JSR/INA FTB/CAN-INC PPP/CAN-CLR LIC/CA+  
 Display 1 of 1 ----->>> Document (DOC) <<<----- Page 1 of 1  
 ServRsn: FTB AdlServ: Enquiry Type:  
 Who: CSP Source: INT Receipt Date: 19 MAY 2023  
 Channel Type: INT DOA DOC: OTH Expiry: 18 JUL 2023  
 Tfr To: Storage: NIL Storage Date:  
 Workgroup: Position: Resub To:  
 Keywords: Auth: s22  
 Complete Act: Y Annotate: N Office: DBR  
 Sum: CSP OTH FTB Ext Detail: Do NOT grant EMG pymts:READ  
 Txt: Urgent free text message exists until 18 JUL 2023. Centrelink  
 Specialist Officer actioned record on 19 MAY 2023 regarding Family  
 Tax Benefit. Information was obtained via Internal. Document created  
 by s22 on 19 MAY 2023.  
 Customer is to attend CSC with photo id to have SS unlocked.  
 TDS on claims is linked to multiple CRNs and claims may not be made by  
 customer. Follow up and full assessment (PORO) to be done for all  
 claims.

Nxt: [ ] Lock Sys: NSS Env: A SA US1 158T s22 8 JUL 2025  
 CRN: 505 373 619K (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA Rct:  
 XRN: IES8166269809 260 WHITFORD RD, GREEN VALLEY 2168 Ptr: Y CCP  
 Act: Rgn: LIVERPOOL(LIV) DOB: 27 APR 1982 Enq: PTR  
 BSt: DAP/PAY AGP/REJ-QNM JSP/REJ-COP JSR/INA FTB/CAN-INC PPP/CAN-CLR LIC/CA+  
 Display 1 of 1 ----->>> Document (DOC) <<<----- Page 2 of 2  
 Complete Act: Y Annotate: N  
 Sum: CSP OTH FTB Ext Detail: Do NOT grant EMG pymts:READ  
 Txt:

Nxt: [ ] Lock Sys: [NSS] Env: [A] SA US1 11BL s22 8 JUL 2025  
 CRN: [505 373 619K] (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA Rct:  
 XRN: IES8166269809 260 WHITFORD RD, GREEN VALLEY 2168 Ptr: Y CCP  
 Act: Rgn: LIVERPOOL(LIV) DOB: 27 APR 1982 Enq: PTR  
 Bst: DAP/PAY AGP/REJ-QNM JSP/REJ-COP JSR/INA FTB/CAN-INC PPP/CAN-CLR LIC/CA+  
 Display [1] of 1 ----->>> Document (DOC) <<<----- Page [1] of 3  
 ServRsn: FTB AdlServ: Enquiry Type:  
 Who: CSP Source: INT Receipt Date: 19 MAY 2023  
 Channel Type: INT DOA DOC: OTH Expiry: 29 MAY 2023  
 Tfr To: Storage: NIL Storage Date:  
 Workgroup: Position: Resub To:  
 Keywords: Auth: s22  
 Complete Act: Y Annotate: [N] Office: DBR  
 Sum: CSP OTH FTB Ext Detail: Self Services Locked  
 Txt: Urgent free text message exists until 18 JUL 2023. Centrelink  
 Specialist Officer actioned record on 19 MAY 2023 regarding Family  
 Tax Benefit. Information was obtained via Internal. Document created  
 by s22 on 19 MAY 2023.  
 s37(1)(a)  
 Self Service locked - no consent. DO NOT RESTORE SS UNLESS CUSTOMER AT  
 TENDS SC WITH PHOTO ID.  
 Refer to Emergency payments - preventing fraud 110-21120238.

0022 OVR 002/007

Nxt: [ ] Lock Sys: [NSS] Env: [A] SA US1 158T s22 8 JUL 2025  
 CRN: [505 373 619K] (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA Rct:  
 XRN: IES8166269809 260 WHITFORD RD, GREEN VALLEY 2168 Ptr: Y CCP  
 Act: Rgn: LIVERPOOL(LIV) DOB: 27 APR 1982 Enq: PTR  
 Bst: DAP/PAY AGP/REJ-QNM JSP/REJ-COP JSR/INA FTB/CAN-INC PPP/CAN-CLR LIC/CA+  
 Display [1] of 1 ----->>> Document (DOC) <<<----- Page [2] of 3  
 Complete Act: Y Annotate: [N]  
 Sum: CSP OTH FTB Ext Detail: Self Services Locked  
 Txt: Real Time Analysis / Intelligence Branch  
 Refer to RMS Referral s37(1)(a)  
 ANNOTATE BY s22 ON 29 MAY 2023  
 RFT3384096  
 SD4946818  
 Request raised by: s22  
 POI provided in person & sighted at office.  
 PORO established.  
 The decision has been made to remove lock from Web Self Service only  
 as requested in escalation lodged.  
 Please contact customer to advise and generate a linking code if  
 required due to Customer creating a new myGov account..  
 Please ensure customer updates password regularly to ensure that the  
 security of

0023 OVR 002/007

Nxt: [ ] Lock Sys: [NSS] Env: [A] SA US1 158T s22 8 JUL 2025  
CRN: [505 373 619K] (M) MR NELSON,EDUARDO,DOS SANTOS DE SOUSA Rct:  
XRN: IES8166269809 260 WHITFORD RD, GREEN VALLEY 2168 Ptr: Y CCP  
Act: Rgn: LIVERPOOL(LIV) DOB: 27 APR 1982 Enq: PTR  
BSt: DAP/PAY AGP/REJ-QNM JSP/REJ-COP JSR/INA FTB/CAN-INC PPP/CAN-CLR LIC/CA+  
Display [1] of 1 ----->>> Document (DOC) <<<----- Page [3] of 3  
Complete Act: Y Annotate: [N]  
Sum: CSP OTH FTB Ext Detail: Self Services Locked  
Txt: their Online Account is not jeopardised & if applicable remind  
Customer that if self-service is used inappropriately this can lead to  
access being locked &/or revoked. (Due to account being locked by Real  
Time Analysis / Intelligence Branch, due to potentially fraudulent  
Emergency payment claims made.)  
This incident has been closed.  
Thank you,  
ICT OLS LVL1 Helpdesk