

s 22



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Services Australia

Change in relationship status from partnered to single 277-50080000

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Background

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Risks to a customer's privacy have been identified, see [Separating Safely - protecting personal details](#) to make sure the customer's personal details are safe before progressing.

This document outlines information and updates required when a customer currently in receipt of payments or services separates from their partner.

Separating Safely - protecting personal details

There are key steps a customer should consider when separating to protect their personal information. See [Separating Safely - protecting personal details](#). Customers can also find information on the Services Australia website by searching 'Breaking up'.

Note: to protect customers privacy, records should be unlinked before any personal updates are made to the customer's record.

Customers s47E(d)

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Updating a customer's relationship status

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To prevent any privacy breaches, the records should be unlinked before any updates are made to the customer's record, see [Separating Safely – protecting personal details](#).

Before updating the customer's relationship status

If the customer has contacted **make sure the customer is aware of the following**:

- If their partner is in receipt of payment, if applicable, s47E(d)
- If their partner has an online account:
 - their partner's relationship status will automatically update to a non-partnered relationship status, for example separated
 - their partner will be able to view their updated relationship status in their Centrelink online account and Express Plus Centrelink App
 - the relationship information will also be visible to the ex-partner if the ex-partner applies for a payment **in the future**

Giving the customer this information allows them to make an informed decision of the risk and make any necessary safety preparations.

Updating nominee arrangements

When a customer who has their partner appointed as their nominee advises they have separated, **ask them at the first point of contact** if they wish to cancel the nominee arrangement.

Action the request for cancellation of the arrangement immediately. The request does not have to be in writing.

Updating Person Permission to Enquire (PPE)

If the partner has permission to enquire, the coding of the separation will automatically cease the PPE authority.

Updating personal details

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customer has advised of any [family and domestic violence](#) concerns, make sure they are aware their ex-partner may experience a change in rate if they are receiving any RA entitlements so they can make any necessary safety preparations.

Recording a voiceprint - voice biometrics technology makes a customer's records more secure. See [Voiceprints for phone self-service](#)

[Process](#) contains further information on the specific actions required when customers advise they have separated from their partner and are at risk of [family and domestic violence](#).

Contact with other government departments (including service delivery brands within the agency)

Customers should be advised information used for their Centrelink, Child Support and Medicare payments and services is not transferred:

- within Services Australia, or
- to other government agencies (for example, the Australian Taxation Office)

If there are safety concerns for a customer and the other party is not aware of the separated under one roof assessment, tell the customer they must contact the relevant agency to get information/support for their circumstances.

Recording a voiceprint - voice biometrics technology makes a customer's records more secure. See [Voiceprints for phone self-service](#).

The [Process](#) page contains more details about the specific actions required when customers advise:

- they have separated from their partner, and
- they are at risk of [family and domestic violence](#)

Customer advises a change in relationship status

Member of a couple definition

A person is considered a member of a couple if they are:

- legally married
- in a registered relationship
- in a de facto relationship and
 - not in a prohibited relationship
 - both over the age of consent in the state or territory they live in
- not living separately and apart on a permanent or indefinite basis

If a marriage, registered relationship, or a de facto relationship ceases to exist, the partners of that relationship are no longer members of a couple.

Living separately and apart (genuine separation)

To be living separately and apart, it must be established that:

- they are living apart either permanently or indefinitely, (physical separation) and/or
- there has been an estrangement or breakdown in their relationship (emotional separation)

Living separately and apart does not require the customer to have physically moved out of shared accommodation. The customer must establish there is a genuine separation in the relationship, and they are living separate lives.

Generally, living separately and apart should not be accepted if the couple are [living apart because of ill health](#). Explore all other options before determining that a couple are living separately and apart.

Living separately and apart (genuine separation) vs illness separation

See [Assessment of circumstances for a couple separated due to illness](#) for details about the assessment of genuine separation vs illness separation, if one member of a couple has entered into care.

Parenting Payment Partnered (PPP) customer or their ex-partner advises of the separation

If the PPP customer or their **ex-partner advises of the separation**, by lodging a MOD S, by phone, in person or via an online claim/Assisted Customer Claim (ACC), there must be no action taken to unlink the records prior to the transfer activity. The unlinking must occur within the benefit transfer activity, see [Transfer from Parenting Payment Partnered to Parenting Payment Single](#).

If the records are unlinked, it will result in the automatic cancellation of PPP in which case the customer may suffer hardship while waiting for their new claim to be processed.

See [Transfer from Parenting Payment Partnered \(PPP\) to Parenting Payment Single \(PPS\)](#).

Family Tax Benefit (FTB) or Child Care Subsidy (CCS) customer separates

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In these cases, verification of separation occurs through the SUOR assessment using a SS293 - Relationship Details – Separated under one roof form. A MOD S is not required.

These customers are not eligible to use the online Update relationship details service.

If a non-income support FTB/CCS customer separates and their ex-partner is in receipt of income support payment, the ex-partner must advise a change of circumstances by:

- an online update of their relationship details, or
- MOD S

They must notify the agency within 14 days of the separation. These are required before updating the customer's relationship status and unlinking records.

These customers must either provide an estimate or revise an existing estimate of income.

If separating from a parent of an FTB child, maintenance action and income details must be checked and discussed. For more information, see [Maintenance Action Test \(MAT\) for Family Tax Benefit \(FTB\) customers](#).

If separating from a parent of a CCS child, discuss who will be liable for the childcare fees. See [Eligibility for Child Care Subsidy \(CCS\)](#).

Concession card holder separates

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For Commonwealth Seniors Health Card (CSHC), Low Income Health Care Card (LIC) and Ex Carer Allowance Health Care Card (EHC), Service Officers will need to update the marital status and the date of separation. Evidence of the new income may need to be supplied for CSHC and LIC, as marital status and dependents impacts on the applicable income threshold. See [Change in a customer's circumstances and effect on concession card entitlement](#) for process to follow when a concession card holder separates.

Types of separation

Two people who were previously a member of a couple may be:

- separated and no longer live together under the same roof (a member of a couple separates)
- separated and continuing to live together under the same roof with their ex-partner (SUOR). This may be a temporary or permanent arrangement however, there must be a genuine separation with no plans to resume the relationship

Other separations include customers who separate however still consider themselves a couple. Different processes apply to these customers. For customers who separate due to:

- imprisonment or psychiatric confinement, see [Assessment of circumstances for customers with partner in prison](#)
- illness, see [Assessment of circumstances for a couple separated due to illness](#)
- one or both members of the couple accessing approved respite care, see [Customer is separated from their partner – temporarily or due to respite care](#)

Customers not currently in receipt of payments or services

If a customer and ex-partner are not currently in receipt of payments or services and have:

- **contacted to advise they have separated, and advise they will be claiming a payment**, an update of relationship details is not immediately required as the customer will provide relationship details as part of their claim and relationship status updates will be done as part of claim processing. **Note:** if the customer has changed their address due to the separation, their address **must** be updated by staff before the customer claims a payment
- **notified of separation (via MOD S)**, the MOD S must still be processed
- **contacts by phone to notify of separation** and is **not** claiming a payment the customer must be advised to lodge a MOD S if they wish for their record to be updated. This ensures all relevant information is collected and updated and helps to protect the customer's privacy and safety

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[personal information](#).

and key steps for [protecting](#)

Customers currently in receipt of payments or services

When a partnered customer in receipt of income support payments and/or services separates, they must advise Services Australia of the change in relationship status within 14 days. If both the customer and their ex-partner are in receipt of payments/services, separation details are only needed from one member of the couple for unlinking to occur. Details on follow up with the other person is outlined on the Process page.

Separation details are provided via:

- a completed MOD S form for current customers
- the online [Update relationship details](#) service, (if eligible to use this service)
- the online claim or Assisted Customer Claim (ACC) workflow for customers making a claim

A MOD S is **not** required when the customer is:

- **s47E(d)**
- advising of a separation within an online or paper claim. Separation details are in their claim. **Note:** this includes Parenting Payment Partnered (PPP) to Parenting Payment Single (PPS) benefit transfers
- advising of a separation by using the online Update relationship details service
- their partner has passed away
- living overseas, a separate procedure applies, see [Change in relationship status for a customer residing outside Australia](#)
- separated from their partner due to:
 - [imprisonment or in psychiatric confinement](#)
 - [illness](#)
 - [respite care](#)
- **only** in receipt (or the holder) of the following payments/concession cards:
 - Family Tax Benefit (FTB) and/or Child Care Subsidy (CCS)
 - Carer Allowance (CA)
 - Mobility Allowance (MOB)
 - Commonwealth Seniors Health Card (CSHC)
 - Low Income Health Care Card (LIC)
 - Ex Carer Allowance Health Care Card (EHC)

Non-income support customer separates from an income support partner

If a non-income support customer separates and their ex-partner is in receipt of an income support payment, the ex-partner must provide a MOD S and verification of separation, if required, before updating the customer's relationship status and unlinking records. This includes customers that only receive FTB/CCS, but the partner is receiving an income support payment.

Parents of dependent YA/ABY customer separates

A MOD S is not required for parents/guardians of dependent YA/ABY customers who have separated where the parents/guardians are not receiving an income support payment. See [Changes which may affect the Parental Income Test \(PIT\)](#) for further information.

Separated Under One Roof (SUOR)

Where a concurrent separation and SUOR assessment is required, **do not** unlink the records on receipt of MOD S/online separation update. The SUOR assessment must be conducted to determine whether the customer's living arrangements with their ex-partner also supports they are not a member of a couple. That is, assessed as single, not

partnered. s47E(d)

An SUOR assessment is **not** required where the customer contacts to advise they no longer live with their ex-partner, and they stopped living together **within 14 days** of the date of separation.

The SUOR assessment must be put on hold if:

- an SS293 is received, **and**
- a MOD S is required but has not been returned

Advise the customer to submit an online Update relationship details service (if eligible) or lodge a MOD S. This **must** be done to make sure any other change in circumstances the customer notifies are also updated.

SUOR customer is no longer living with their ex-partner

If a customer who is **currently assessed** as separated under one roof advises they or their ex-partner have now moved out of the shared residence, this is not a separation. They are already considered separated, so an assessment of their relationship status is not required. The customer's record **must** be updated, and the 'Separated Under One Roof' Relationship Qualifier Code removed on the s 47E(d) screen.

Verifying separation

Notification of separation via a completed **MOD S** or online service **is not** the same as verification of separation. The form and online service are simply the methods by which customers can advise of their separation.

When a customer separates, the [separation may need to be verified](#).

Risk based verification of separation

Staff skilled in separation work can use a **risk-based verification of separation** process to determine if the customer is required to provide verification of the separation. The **risk-based verification of separation** process streamlines the separation assessment and improves the customer experience.

If the customer:

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Documents to verify separation

If a customer is in one of the high-risk separation categories, separation may be verified by documentation already supplied and stored on the customer's record. See [Sufficient written documentation to verify that a bona fide separation has occurred](#).

The customer must provide objective evidence they have separated on a permanent or indefinite basis. s 47E(d)

Proof of divorce is not required but can be used to [verify separation](#). If a customer has been separated for 12 months or longer and advise they are now divorced and want their relationship status updated from separated to divorced, verification should not be requested unless there is doubt about the customer's relationship status.

Insufficient documents to verify separation

Where there is not sufficient [written documentation to verify that a bona fide separation](#) has occurred, contact with a [referee](#) may be required.

Customer used the MOD S (2104 and 2110 form version) to advise of separation

If a customer advises of their separation via a MOD S form (2104 and 2110 version), they need to have an suitable [referee](#) complete section 2 of the form to verify separation. This is sufficient and there is no other verification needed unless the customer has used an unsuitable referee.

If a referee has not confirmed the customer is separated, no further contact with the referee is required and the customer is to continue to be assessed as partnered.

Customer used the MOD S (2211 version) or online Update relationship details service to advise of separation.

Both the MOD S (2211 version) and Update relationship details online service require customers to provide details of one suitable [referee](#) that knows about their separation

If a customer has used the MOD S (211 version) or the online [Update relationship details](#) service to advise of their separation, contact with a referee provided by the customer may be required if:

- the customer is in one of the high-risk separation categories, and

- there is not already [sufficient verification](#) of separation available on the customer's record.

Requesting information from a referee

Under Section 192 of the Social Security (Administration) Act 1999 (the Act), all requests for information from third parties must be made in writing. The agency accommodates this by using a Q270 letter which is sent to the customers' nominated referee. Section 63 of the Act allows verbal requests for information from claimants/recipients. A verbal request for referee contact details can be made to the customer. Service Officers can also verbally accept the response from a referee to the Q270 that was issued.

Referee contacts in response to Q270 request

If the referee is contacting in response to a Q270 letter/request to verify separation, there are a list of questions that are to be asked. These are like the questions asked on the Q270 letter.

Unable to verify separation

The customer is not regarded as being separated if:

- they are in one of the high-risk separation categories, and
- there is insufficient documentation to [verify the separation](#) and a customer is unable to provide the details of a referee, or
- a referee has indicated the customer is not single

If the customer is in receipt of a payment, they are to continue to be assessed as a member of a couple and paid at the partnered rate.

Nominee advising of separation

Information in relation to separation provided by the appointed correspondence nominee should be accepted and actioned as if the customer provided it. For more information, see [Accepting information from and disclosing information to nominees](#).

Updating customer details

When a customer advises of a separation, several updates to their record may be required. Consider the steps the customer needs to take to [keep their personal information safe](#).

Address and accommodation details, s47E(d)

If a customer separates from their partner, the customer remains linked until they provide separation details, and their separation is verified. A s 47E(d) **must** be recorded on the ^{s 47E(d)} screen when advising of a change of address due to separation. This makes sure the address and accommodation details for the customer can be updated independently.

Note: the s 47E(d) ' and s 47E(d) ' **must not** be used as updates to the partner's address as updates cannot be made based on the customer advising separation.

Nominee

When a customer who has their partner appointed as their nominee advises they have separated, they must be asked at **first point of contact** if they wish to [cancel the nominee arrangement](#). A request for cancellation of the arrangement must be actioned immediately. The request does not have to be in writing.

Person Permission to enquire (PPE)

If the ex-partner has permission to enquire, the customer must be asked at **first point of contact** if they wish to end this arrangement. The coding of the separation will automatically cease the PPE authority.

Other updates to consider

Other updates Service Officers must consider when updating the customer's record include, but not limited to, changes to:

- bank account details (noting that customers may have had a joint account previously and the ex-partner may still have access)
- income and assets
- the level of care of children for FTB/CCS and ISP purposes
- manual [reassessment of a Crisis Payment](#) entitlement

Reporting requirements

If the customer's ex-partner is working, the customer may need to continue reporting their ex-partner's earnings, until the separation is processed (that is, records are unlinked).

This includes where a separated under one roof (SUOR) assessment is required for a customer who is separated but continues to live with their ex-partner.

See [Reporting employment income online](#) for more details about partnered customers reporting requirements.

Ongoing entitlements following separation

If it is determined the customer is separated from their partner, care must be taken to check the most appropriate payment and rate is made to the customer, and the ex-partner's continuing entitlement to their payment is also checked. For example, where the customer is in receipt of JobSeeker Payment (JSP) and it has been determined they are the principal carer of a child under 14 years of age, the customer may choose to apply for PPS by lodging an online claim.

To determine the most appropriate service offer, see [Payment and Service Finder](#) to help customers find out what payments they may be eligible for.

Considerations in multiple relationships

When updating a customer's relationship status, additional cultural considerations may need to be considered to make an accurate determination. If a customer discloses more than 1 partner - a multiple relationship - Service Officers must establish with the customer exactly who they are in a relationship with to determine the [central couple](#).

A multiple relationship is where a person has more than one concurrent member of a couple relationship. Multiple relationships are not recognised under social security law, therefore all parties to the relationship, outside the central

couple, must be assessed for entitlements under Section 24 provisions. See [Treatment of a partnered person as single under Section 24 new determinations](#) for more information.

If a customer in a multiple relationship advises of a separation from one of their partners, care must be taken when undertaking updates to make sure the correct partner's details are updated. This may include changing partner links to another member of the multiple relationship if the customer is currently linked in the system to the partner from whom they have now separated.

Customers living overseas

This procedure does not apply to customers living overseas. There is a separate procedure where a [Centrelink International Services \(CIS\) customer living outside Australia advises they have separated](#).

The [Resources](#) page contains links to the Services Australia website, forms, and letter templates.

Contents

[Change in relationship status to single for a customer residing outside Australia](#)

[Member of a Couple \(MoC\) and separated under one roof \(SUOR\) assessments](#)

[Family Tax Benefit \(FTB\), Parental Leave Pay \(PPL\) and/or Child Care Subsidy \(CCS\) customer separates](#)

[Youth Allowance \(YA\) or ABSTUDY independence impacts when a customer separate](#)

Related links

[First Contact Service Offer \(FCSO\) workflow](#)

[Separating safely - protecting personal details](#)

[Transfer from Parenting Payment Partnered \(PPP\) to Parenting Payment Single \(PPS\)](#)

[Assessing the Separation details MOD S and online updates](#)

[Assessing independence when a customer is/was married or a member of a couple](#)

[Assessing independence for ABSTUDY customers](#)

[Assessment of circumstances for a couple separated due to illness](#)

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Process

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If risks to a customer's privacy have been identified, see [Separating Safely - protecting personal details](#) to make sure the customer's personal details are safe before progressing.

This document outlines information and updates required when a customer currently in receipt of payments or services separates from their partner.

On this page:

[Change in customer relationship](#)

[Separation processing for customers at risk of family and domestic violence](#)

[Verification of separation](#)

[Update customer's record](#)

Change in customer relationship

Table 1

Step	Action
1	<p>Support the customer to separate safely + Read more ...</p> <p>When a customer separates, changes to their record must be made to reflect their new circumstances. These changes can result in a potential privacy breach if they are not done correctly. Customers must be supported to separate safely.</p> <p>Discuss separating safely with the customer before updating any personal information</p>
2	<p>Customer's current circumstances + Read more ...</p>

Select from the following:

Do not follow this process if the customer: + Read more ...

- **or ex-partner** are receiving **Parenting Payment Partnered (PPP)**, see [Transfer from Parenting Payment Partnered \(PPP\) to Parenting Payment Single \(PPS\)](#). **Note:** this includes where a PP customer is at risk of [family and domestic violence](#)
- is **under 22 years** of age and receiving **Youth Allowance (YA)** or **ABSTUDY (ABY)**, see [Youth Allowance \(YA\) or ABSTUDY independence impacts when a customer separates](#)
- is **only** receiving a **Low Income Health Care Card (LIC)**, **Commonwealth Seniors Health Card (CSHC)** or **Ex-Carer Allowance (child) Health Care Card (EHC)**, see [Change in a customer's circumstances and effect on concession card entitlement](#)
- is **only** receiving **Mobility Allowance (MOB)**, see [Change of circumstances for Mobility Allowance \(MOB\) customers](#)
- is **only** receiving **Family Tax Benefit (FTB)**, **Parental Leave Pay (PPL)** and/or **Child Care Subsidy (CCS)** and their ex-partner is not in receipt of an income support payment, see [FTB, PPL and/or CCS customer separates](#)
- **lives overseas**, see [Change in relationship status to single for a customer residing outside Australia](#)

If a customer is advising they have separated and: + Read more ...

- they are **at risk of family and domestic violence**, [Table 2 > Step 1](#)
- they are a customer who is currently assessed as **separated (SEP)**, **divorced (DIV)** or **widowed (WID)** is asking for their relationship status to be updated to **single** (including Centrelink online and Express Plus Centrelink app), [go to Step 13](#)
- the **referee is contacting in response to a Q270** letter/request to verify separation, see [Table 3 > Step 5](#)
- they are contacting about getting a Q164 request to contact letter and they are:
 - at risk of family and domestic violence, see [Table 2, Step 18](#)
 - not at risk of family and domestic violence see [Table 3, Step 8](#)
- the customer's **ex-partner** contacts about receiving a Q164 letter, see [Table 4, Step 13](#)
- they are **only** receiving **Carer Allowance (CA)** or a **care receiver whose ex-partner is their carer**, [go to Step 12](#)
- they are **currently assessed as separated under one roof** and advising they or their ex-partner have now moved out, see [Member of a couple reviews - Separated Under One Roof \(SUOR\)](#)
- they are advising their relationship **status will change in future**, [go to Step 4](#)
- they are advising their relationship status has changed from **separated to divorced** (customer currently recorded as separated), [go to Step 11](#)
- they are in **receipt of payment under Section 24** (S24) provisions (a **S24** relationship qualifier code current on ^{s 47E(d)}), [go to Step 5](#)
- they are **not in receipt of Centrelink payments or services**, [go to Step 3](#)
- they or their ex-partner are in receipt of one of the **following payments** (including those that may **also** be receiving or claiming FTB):
 - Austudy (AUS), JobSeeker Payment (JSP), Disability Support Pension (DSP), Age Pension (AGE), Carer Payment (CAR), Special Benefit (SPB), Farm Household Allowance (FHA)
 - [Go to Step 5](#)

	<p>If a review activity/work item falls due: + Read more ...</p> <ul style="list-style-type: none"> to follow up the return of a Separation details (MOD S) form, see Assessing the Separation details MOD S and online updates for a scanned/uploaded MOD S form, see Assessing the Separation details MOD S and online updates for an online separation update, see Assessing the Separation details MOD S and online updates for the return of evidence of separation (from customer or referee via Q270 letter), if <ul style="list-style-type: none"> s47E(d) Table 2 > Step 15 otherwise, see Table 3 > Step 6 for a response to a Request to contact Q164 from the customer, see Assessing the Separation details MOD S and online updates for a response to a Q164 from the ex-partner, see Table 4 > Step 13 for a customer impacted by family and domestic violence where a second outbound contact is attempt is required, see Table 2, Step 9
3	<p>Customers not currently in receipt of payments or services + Read more ...</p> <p>Updating relationship details for customers wishing to claim, but not currently receiving Centrelink payments or services is not required.</p> <p>Customers that separate are unable to complete changes to their address within an online claim because of system limitations. If the customer has separated and their address has changed their record will still be linked to their ex-partner in the online claim until the claim is finalised. At this point of contact the customers address must be updated. If this update is not completed correspondence may be sent to the ex-partner's address.</p> <p>Note: if the ex-partner is in receipt of payments or services, an online update of their relationship details or MOD S is required from the ex-partner who is required to advise a change of circumstances within 14 days. A Request for Information can be sent from the ex-partner's record.</p> <p>If the customer notifies of a separation via a MOD S, their record must still be updated. If the contact is by phone, the same procedures apply as if they were receiving payment or services. Tell the customer to lodge a MOD S. Verification of the separation is not required for customers not currently receiving Centrelink payments or services. Note: notification of separation via a completed MOD S is not the same as verification of separation.</p> <p>Does the customer intend to claim a government payment from Services Australia?</p> <ul style="list-style-type: none"> Yes, <ul style="list-style-type: none"> consider the key steps required for them to separate safely check PPE authority and if the customer wishes to update their PPE to no ('N'), see Person Permitted to Enquire (PPE) authority direct them to lodge a claim online. Separation details will be captured where applicable as part of the new claim. See Claiming income support payments from Centrelink if the customer has separated, is still linked to their ex-partner and their address has changed, go to Step 6 record details on a DOC

	<ul style="list-style-type: none"> ○ procedure ends here ● No, and the customer has: <ul style="list-style-type: none"> ○ already lodged a MOD S, see Assessing the Separation details MOD S and online updates ○ not lodged a MOD S, go to Step 5 <p>Note: a MOD S is not required for parents/guardians of dependent YA/ABY customers who have separated where the parents/guardians are not receiving an income support payment. See Changes which may affect the Parental Income Test (PIT) for further information.</p>
4	<p>Customer advises their relationship status will change in the future + Read more ...</p> <p>If a customer advises their relationship status will change at a future date, do not code the change.</p> <p>As the customer is separating from their partner, other changes related to the customer's privacy/security should be discussed to determine if immediate updates are required.</p> <ul style="list-style-type: none"> ● Tell the customer that if they believe their ex-partner knows their Self-Service PIN or Password, they should access the Self-Service Channel to change these details as soon as possible ● If the customer has their ex-partner appointed as their nominee or they are recorded as a nominee for their ex-partner, ask if they wish to cancel the nominee arrangement. Note: tell the customer that when a nominee arrangement is cancelled the nominee will receive a letter to tell them the arrangement has ended ● If the customer has payments made to an account which their ex-partner has access to, or a joint account, it may be appropriate to change their payment destination also ● Tell the customer the Person Permitted to Enquire authority will not be updated until the separation has been coded. If the customer wishes to update their PPE to no ('N') immediately, see Person Permitted to Enquire (PPE) authority ● Direct the customer to advise of the separation through their Centrelink Online account via Menu > My Details > Personal and contact details > Update relationship details service. If the customer cannot use online services, the customer can go to the Services Australia website to download the Separation Details (MOD S) online. If the customer indicates they cannot download the form, issue one via the s 47E(d) ● If the customer's ex-partner is working, explain reporting requirements, (that is, all income up to the date of separation must be reported) ● Discuss with the customer other key steps they need to consider. If a customer advises they are intending to separate, see Separating safely - protecting personal details, to ensure personal information is kept safe. You can also direct them to the Services Australia website 'Breaking up' <p>Procedure ends here.</p>
5	<p>Check nominee arrangement and/or PPE authority + Read more ...</p> <p>Check the customer's record to determine if nominee arrangement and/or PPE authority exists.</p> <p>Nominee arrangement</p> <p>If the customer has their ex-partner appointed as their nominee or they are recorded as a nominee for their ex-partner, ask if they wish to cancel the nominee arrangement. Note: tell the customer that when a nominee arrangement is cancelled the nominee will receive a letter to tell them the arrangement has</p>

	<p>ended.</p> <p>PPE authority</p> <p>If PPE authority exists, Service Officers should also take the opportunity to establish if the customer's address and/or accommodation details need to be updated due to separation. This update should be done within the same activity as a temporary qualifier code is required to update the customer's address independently.</p> <p>Is a change of address and/or accommodation details due to separation required?</p> <ul style="list-style-type: none"> • Yes, if: <ul style="list-style-type: none"> ○ PPE authority exists, PPE authority should be updated within the same activity as the change of address. Go to Step 6 ○ PPE authority does not exist. Go to Step 6 • No, if PPE authority exists, advise the customer the Person Permitted to Enquire authority will not be updated until the separation has been coded. If the customer wishes to update their PPE to no ('N') immediately, see Person Permitted to Enquire (PPE) authority. Go to Step 7
6	<p>Change of address and/or accommodation details due to separation is required - record a temporary qualifier code + Read more ...</p> <p>If a customer separated from their partner and advises of a change of address and/or accommodation details, the customer remains linked until they provide separation details, and their separation is verified. Separation details can be provided via the online claim, Update relationship details service or MOD S.</p> <p>Note: s47E(d)</p> <p>See Table 2 > Step 1.</p> <p>Code, a s 47E(d) relationship qualifier code on the s 47E(d) screen to make sure address and/or accommodation details for the customer can be updated independently to the ex-partner's record. Do not update the customer's relationship status currently.</p> <p>To update the customer's address and/or accommodation details, go to the s 47E(d) screen.</p> <p>In Customer First, key s 47E(d) in s 47E(d) field to access new screen for updating:</p> <p>s 47E(d)</p> <hr/>
7	<p>Update any other change of details for the customer if required + Read more ...</p> <p>If the customer advises other circumstances to have changed because of separating, they must be</p>

	<p>updated before updating their relationship status and unlinking the records.</p> <p>Do not update the customer's relationship status at this time as this will occur after separation has been verified.</p> <p>Update any other changes, including s 47E(d) screen, by selecting the appropriate screens from the s 47E(d) screen.</p> <p>If the customer:</p> <ul style="list-style-type: none"> has had a change in address (including postal address) and/or accommodation details: <ul style="list-style-type: none"> on the s 47E(d) screen, update all current addresses (including postal address), ensuring the correct start date is recorded. The start date is the date the customer advises they have moved record s 47E(d) : field to make sure the address update is not applied to the ex-partner's record for all separations (including where the customer is separated but living under the same roof as their ex-partner), ask the customer if they wish to provide a different postal address on the s 47E(d) screen, select the 'provisional activity' via the s 47E(d) that has defaulted from the date entered on the s 47E(d) screen when the s 47E(d) home qualifier code was recorded. Note: where the separation date is different to the date the customer moved address, an s 47E(d) update for both the s 47E(d) and s 47E(d) will be required make sure s 47E(d) field is s 47E(d) r the code of s 47E(d) will display in the s 47E(d) : field. This will need to be updated or Rent Assistance (if applicable) will stop. See Determining proof of rent for the Verification field on the Accommodation Details (AC) screen review and update all accommodation details as required. For more information, see Completing the Accommodation Details (AC) screen and assessing Rent Assistance (RA) is caring for a dependent child, see Principal carer of a dependent child: <ul style="list-style-type: none"> for change of care, see Change of Care for Family Tax Benefit (FTB) if the customer is also receiving Family Tax Benefit (FTB), see Maintenance Action Test (MAT) for Family Tax Benefit (FTB) customers if the customer has a child attending approved child care and is not CCS current, see Eligibility for Child Care Subsidy (CCS) is not currently receiving a payment or service and is intending to lodge a claim online, procedure ends here has payments made to an account which their ex-partner has access to, or a joint account, it may be appropriate to also change their payment destination has changed their email address, see Adding, changing or removing an email address believes their ex-partner knows their Self-Service PIN or Password they should access the Self-Service Channel to change these details as soon as possible go to the s 47E(d) screen and check results are correct (that is, debts/arrears) before finalising the activity check if the customer's entitlement is affected by the move, for example, a job seeker with mutual obligation requirements moves to an area of lower employment. See Moving to an Area of Lower Employment Prospects (MALEP) employment related exclusion period If the customer's ex-partner is working, explain reporting requirements (that is, all income up to the date of separation must be reported)
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	<ul style="list-style-type: none"> record details on a DOC
8	<p>Check the principal carer status + Read more ...</p> <p>Is the customer the principal carer for a dependent child under 14 years of age?</p> <ul style="list-style-type: none"> Yes, and the customer's ex-partner is in receipt of PPP: advise the customer they may wish to claim PPS: <ul style="list-style-type: none"> if they want to claim PPS, see Claiming Parenting Payment (PP). Procedure ends here if they do not want to claim PPS, go to Step 9. Note: see Transfer from PPP to PPS for correct process for ex-partner in receipt of PPP No, go to Step 9
9	<p>Check if the customer has provided separation details + Read more ...</p> <p>Check the customer's record to determine if they have already advised of their separation via a MOD S or the online Update relationship details service.</p> <p>To view:</p> <ul style="list-style-type: none"> if a MOD S has been lodged, check Customer First > s 47E(d) for scanned MOD S online updates, see Update relationship details service <p>Note:</p> <ul style="list-style-type: none"> If the customer has advised of separation within a non-ISP online claim/ACC a MOD S must be issued. For example, ISP customer advises they have separated within an FTB claim. If evidence of a separation is received without an online update, form or a claim, the customer's relationship status is not to be updated until the appropriate form/online update (if eligible) is also received. <p>If the customer has:</p> <ul style="list-style-type: none"> already lodged a MOD S or advised of the separation via the online Update relationship details service, review the form/online update then see Table 3 > Step 1 not lodged a MOD S or advised of their separation online, check if the customer is eligible to use the online service <p>Is the customer able to use the online Update relationship details service?</p> <ul style="list-style-type: none"> Yes, tell the customer: <ul style="list-style-type: none"> to update the details of their separation online using the Update relationship details service of the General 14-day notification provisions procedure ends here until online updates are complete No, go to Step 10

10	<p>Issue a Request for Information (letter or verbal) requesting the MOD S + Read more ...</p> <p>Request the MOD S using a request for information (RFI) letter.</p> <p>See Requesting information (CLK).</p> <p>Check if the customer also needs to lodge additional forms with the MOD S. For customers separated under one roof with their ex-partner, a Separated under one roof (SS293) is required.</p> <p>Advise the customer of General 14 day notification provisions.</p> <p>Procedure ends here until the MOD S is returned.</p>
11	<p>Customer's relationship status has changed from separated to divorced + Read more ...</p> <p>If a customer has been separated for 12 months or longer and they advise they are now divorced, a request for verification of divorce is not required unless there is doubt about the customer's relationship status.</p> <p>The date of event is the date the divorce became absolute. This is one month after the decree nisi but may vary by court order. This will be noted on the decree.</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Update any other information by selecting the appropriate screens from the s 47E(d) screen. If a customer requests a change to their legal name, see Aliases and other names (legal, preferred, sex and gender diverse customers, cultural considerations etc.) • Go to the s 47E(d) screen to finalise the activity • Record details on a DOC <p>Procedure ends here.</p>
12	<p>Carer Allowance (CA) only customer advises of separation + Read more ...</p> <p>For customers in receipt of only CA (and neither they or their ex-partner receive an income support payment), s47E(d)</p> <p>If a CA only customer is separated under one roof (SUOR), verification of separation is done using the Relationship details - Separated under one roof form (SS293).</p> <p>CA only customer lives with their ex-partner + Read more ...</p> <ul style="list-style-type: none"> • Do not unlink records on advice of separation. A SUOR assessment must be done to determine

	<p>if the customer's living arrangements with their ex-partner also supports they are not a member of a couple</p> <ul style="list-style-type: none"> • Issue the appropriate form and letter • DOC the record with the date the customer said they have separated from their ex-partner • s 47E(d) <p>CA only customer does not live with their ex-partner + Read more ...</p> <p>Go to Table 4.</p> <p>In all cases + Read more ...</p> <p>If the:</p> <ul style="list-style-type: none"> • ex-partner is not their carer or care receiver, procedure ends here • customer is receiving CA only, or the customer is a care receiver, check if CA customer is still eligible. See Eligibility for Carer Payment (CP) and/or Carer Allowance (CA). If care requirements are no longer met, cancel CA. See Cancellation and suspension of Carer Payment (CP) and/or Carer Allowance (CA)
13	<p>Customer asks to change their relationship status from SEP/DIV/WID to SIN + Read more ...</p> <p>The relationship status in a customer's Centrelink online account comes from the s 47E(d) screen.</p> <p>A customer assessed as SEP/DIV/WID may ask to update their relationship status to single (including Centrelink online and Express Plus Centrelink app).</p> <p>As the customer has been assessed as SEP/DIV/WID, further assessment of their relationship status is not needed. Update the customer's record as requested.</p> <p>In Customer First, key s 47E(d) in s 47E(d) : field to access new screen for updating: s 47E(d)</p> <ul style="list-style-type: none"> • Go to the s 47E(d) screen to finalise the activity • Record details on a DOC <p>Procedure ends here.</p>

Separation processing for customers at risk of family and domestic violence

Table 2

Step	Action
1	<p>Risk identification - referral process + Read more ...</p> <p>If the customer has experienced family and domestic violence (FDV):</p> <ul style="list-style-type: none"> • See Family and domestic violence procedure to conduct the risk identification and referral process, and to offer suitable services and referrals, including directing them to the 'Keeping your information safe' webpage • Offer the customer a referral to a social worker • Go to Step 2
2	<p>Check nominee arrangement and/or PPE authority + Read more ...</p> <p>Check the customer's record to determine if nominee arrangement and/or PPE authority exists.</p> <p>Nominee arrangement</p> <p>If the customer has their ex-partner appointed as their nominee or they are recorded as a nominee for their ex-partner, ask if they wish to cancel the nominee arrangement. Note: tell the customer that when a nominee arrangement is cancelled the nominee will receive a letter to tell them the arrangement has ended.</p> <p>After the nominee arrangement has been cancelled, check if PPE authority exists and needs to be updated.</p> <p>PPE authority</p> <p>If PPE authority exists, the coding of the separation will automatically cease the PPE authority. This happens at Step 3 when records are unlinked.</p>
3	<p>Unlink records and update any other change of details for the customer if required</p> <p>Inform vulnerable customers + Read more ...</p> <p>To protect vulnerable customers, those considered s47E(d) When speaking to a customer about their separation, ensure they are aware of the following:</p> <ul style="list-style-type: none"> • the relationship status on their ex-partner's record will automatically update to a non-partnered (for example, separated) relationship status once their records are unlinked • if their ex-partner has an online account they will be able to view the new relationship status and changes to their rate of payment via their Centrelink online account and Express Plus Centrelink App • If their ex-partner is in receipt of a payment they will also receive a letter advising the update to their relationship status <p>Giving the customer this information allows them to make an informed decision of the risk and make any necessary safety preparations.</p>

	<p>As information will be taken verbally, the MOD S and online update will not be required. Verification of separation after the records have been unlinked may need to be followed up if there is insufficient written documentation to verify that a bona fide separation has occurred on the customer's record.</p> <p>s47E(d)</p> <p>Avoid further risk to the customer + Read more ...</p> <p>Consider the key steps required to keep the customer's personal information safe from inadvertent disclosure. See Separating Safely - protecting personal information.</p> <p>When updating the relationship and completing the 'unlinking' activity on the s 47E(d) screen:</p> <ul style="list-style-type: none"> • care must be taken when updating the customer's address • make sure updates do not flow onto their ex-partner's record <p>Seek technical support during this process as required.</p> <p>s 47E(d)</p> <p>Other changes + Read more ...</p> <p>To update any other changes, including s 47E(d) screen:</p> <ul style="list-style-type: none"> • select the appropriate screens from the s47E(d) screen s 47E(d) <p>If the customer:</p> <ul style="list-style-type: none"> • has had a change in address (including postal address)/accommodation details: <ul style="list-style-type: none"> ○ on the s 47E(d) screen update all current addresses (including postal address) ○ record 'No' in the s 47E(d) : field to make sure the address update is not applied to the partner record
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	<ul style="list-style-type: none"> ○ for all separations (including where the customer is separated but living under the same roof as their ex-partner), ask the customer if they wish to provide a different mailing (postal) address. s 47E(d) ○ s 47E(d) <p style="text-align: center;">This will need to be updated or Rent Assistance (if applicable) will stop. See Determining proof of rent for the Verification field on the Accommodation Details (AC) screen</p> <ul style="list-style-type: none"> ○ review and update all accommodation details as required. For more information, see Completing the Accommodation Details (AC) screen and assessing Rent Assistance (RA) ● has not had a change in address/accommodation details: <ul style="list-style-type: none"> ○ for all separations (including where the customer is separated but living under the same roof as their ex-partner), ask the customer if they wish to provide a different mailing (postal) address. s 47E(d) ○ even where there have been no changes to the address/accommodation details, an update to the s 47E(d) screen will still be required for customers in receipt of payments that attract Rent Assistance ○ s 47E(d) <p style="text-align: right;">For more details, see Determining proof of rent for the Verification field on the Accommodation Details (AC) screen</p> <ul style="list-style-type: none"> ● is caring for a dependent child, see Principal carer of a dependent child: <ul style="list-style-type: none"> ○ for a change of care, see Change of care for Family Tax Benefit (FTB) ○ if the customer is also receiving Family Tax Benefit (FTB), see Maintenance Action Test (MAT) for Family Tax Benefit (FTB) customers ○ if the customer has a child attending approved child care and is not CCS current, see Eligibility for Child Care Subsidy (CCS) ● has had a change in income and/or assets as a result of the separation, see Coding income and assets for Centrelink payments and services ● has payments made to an account which their ex-partner has access to, or a joint account, it may be appropriate to change their payment destination ● has changed their email address, see Adding, changing or removing an email address ● believes their ex-partner knows their Self Service PIN or Password, advise them they should access the Self Service Channel to change these details as soon as possible ● go to the s 47E(d) screen and check results are correct (that is, debts/arrears) before finalising the activity ● check if the customer's entitlement is affected by the move, for example, a job seeker with mutual obligation requirements moves to an area of lower employment, see Moving to an Area of Lower Employment Prospects (MALEP) employment related exclusion period
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	<ul style="list-style-type: none"> if the customer's ex-partner is working, explain reporting requirements (that is, all income up to the date of separation must be reported) received a Crisis Payment in the period the updates were applied, a manual reassessment of Crisis Payment may be required. For more information, see Reviewing and reassessing Crisis Payment (CrP) record all details on a DOC
4	<p>Check if the customer has provided separation details + Read more ...</p> <p>Check the customer's record to determine if they have already advised of their separation via a MOD S or the online Update relationship details service.</p> <p>To view:</p> <ul style="list-style-type: none"> if a MOD S has been lodged, check Customer First > s 47E(d) for scanned MOD S online updates, see Update relationship details service <p>Go to Step 5</p>
5	<p>Check if the customer lives with their ex-partner + Read more ...</p> <p>If the customer is separated and continues to live with their ex-partner (SUOR), tell the customer:</p> <ul style="list-style-type: none"> information used for their Centrelink, Child Support and Medicare payments and services are not routinely transferred: <ul style="list-style-type: none"> within Services Australia, or to other government agencies (for example, the Australian Taxation Office) if there are safety concerns for the customer and the other party is not aware of the separated under one roof assessment, the customer must contact the relevant agency/department to get information/support relative to their circumstances <p>Customer lives with their ex-partner + Read more ...</p> <p>Check the customer's record for the returned Relationship details - Separated under one roof form (SS293).</p> <p>Has the SS293 been returned?</p> <ul style="list-style-type: none"> Yes: <p>s47E(d)</p> <ul style="list-style-type: none"> procedure ends here until a formal assessment of the SS293 is completed No:

	<ul style="list-style-type: none"> ○ issue the appropriate forms and letter to the customer only ○ update the status of the MOD S scan s 47E(d) work item to s 47E(d) ○ procedure ends here until the s 47E(d) activity is due <p>Customer does not live with their ex-partner + Read more ...</p> <p>Go to Step 6.</p>
6	<p>Check the customer's record for evidence of high risk separation categories + Read more ...</p> <p>s 47E(d)</p>
7	<p>Check the customer's record for verification of separation + Read more ...</p> <p>If there is sufficient written documentation on the customer's record to verify that a bona fide separation has occurred s47E(d)</p> <p>s 47E(d)</p> <p>Is there sufficient written documentation?</p> <ul style="list-style-type: none"> • Yes, if the ex-partner is: <ul style="list-style-type: none"> ○ not in receipt of Centrelink payment or service, go to Step 10 ○ in receipt of a Centrelink payment or service, go to Step 8 • No, go to Step 14
8	<p>Outbound contact attempt required + Read more ...</p> <p>Make a genuine attempt to contact the customer.</p> <p>If the customer is registered for electronic messaging, a pre-call SMS notification must be sent before making the outbound contact.</p>

	<p>Was the contact attempt successful?</p> <ul style="list-style-type: none"> • Yes, advise the customer: <ul style="list-style-type: none"> ○ the relationship status on their ex-partner's record will automatically update to separated once their records are unlinked ○ if their ex-partner has an online account, they will be able to view the new relationship status via their online account or the Express Plus Centrelink App ○ if their ex-partner is in receipt of a payment, they will also receive a letter advising the update to their relationship status. ○ go to Step 10 • No, <ul style="list-style-type: none"> ○ hold the activity for the next working day, see process for Hold to User ○ when the activity falls due (next working day), go to Step 9
9	<p>Second outbound contact attempt + Read more ...</p> <p>Make a second genuine attempt to contact the customer the next working day.</p> <p>If the customer is registered for electronic messaging, a pre-call SMS notification must be sent prior to making the outbound contact.</p> <p>Was the second contact attempt successful?</p> <ul style="list-style-type: none"> • Yes, advise the customer of the following: <ul style="list-style-type: none"> ○ the relationship status on their ex-partner's record will automatically update to separated once their records are unlinked ○ if their ex-partner has an online account, they will be able to view the new relationship status via their online account or the Express Plus Centrelink App ○ if their ex-partner is in receipt of a payment, they will also receive a letter advising the per update to their relationship status. ○ go to Step 10 • No, go to Step 10
10	<p>Issue a decision letter to the customer + Read more ...</p> <ul style="list-style-type: none"> • Finalise all associated activities and DOCs. If the customer has advised of separation via MOD S or online service, this includes finalising the separation activity • In Process Direct, issue a manual Q888 letter (General separation - favourable) to advise the customer in writing of the decision. Use the approved templates. See Resources for links to approved Q888 letter text <p>Note: do not issue a decision letter to a claimant who advises of a separation within an online or paper claim. This is because the customer makes a declaration in their claim about the accuracy of information. A MOD S is also not required for new claims</p> <ul style="list-style-type: none"> • If the customer's ex-partner is a current Centrelink customer, also issue a letter to the ex-partner from their own record • If a correspondence nominee exists, ensure a copy of the letter is issued to the appointed nominee. See Nominees
11	<p>Customer receiving Carer Payment (CP) and/or Carer Allowance (CA) or is a care receiver + Read</p>

	<p>more ...</p> <p>Is the customer receiving Carer Payment (CP) and/or Carer Allowance (CA), or the customer is a care receiver?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ check if CP/CA customer is still eligible. See Eligibility for Carer Payment (CP) and/or Carer Allowance (CA). If care requirements are no longer met, cancel CP/CA. See Cancellation and suspension of Carer Payment (CP) and/or Carer Allowance (CA) ○ if the customer also receives FTB, go to Step 13 • No, go to Step 12
12	<p>Check if the customer still qualifies for their current income support payment + Read more ...</p> <p>Note: as the customer has identified FDV, do not check the ex-partner's record or contact them.</p> <p>This is different to the question of payability, such as income over limit.</p> <p>Will the customer's income support payment automatically cancel following updates to their relationship status?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ check if the customer is eligible for any other income support payment, see Contact in relation to an intended claim (CLK) ○ customers receiving ABSTUDY Incidentals Allowance only (ABY/CUR) may be entitled to full ABSTUDY including Living Allowance following separation ○ go to Step 14 • No, go to Step 14
13	<p>Receiving family assistance or Paid Parental Leave (PPL) + Read more ...</p> <p>Note: as the customer has identified FDV, do not check the ex-partner's record or contact them.</p> <p>Is the customer and/or ex-partner receiving Family Tax Benefit (FTB) or Paid Parental Leave (PPL)?</p> <ul style="list-style-type: none"> • Yes, see Family Tax Benefit (FTB), Parental Leave Pay (PPL) and/or Child Care Subsidy (CCS) customer separates • No, check eligibility and invite them to claim if appropriate: <ul style="list-style-type: none"> ○ Claiming Family Tax Benefit (FTB) instalments for children in care other than a newborn or adopted child ○ Eligibility for Child Care Subsidy (CCS) <p>Procedure ends here.</p>
14	<p>Determine if the customer can provide evidence of separation + Read more ...</p> <p>s47E(d)</p>

	<p>Is the customer able to provide evidence of the separation?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ request all the information they must provide. See Requesting information (CLK) for processes. Procedure ends here until evidence is returned from the customer • No: <ul style="list-style-type: none"> ○ request the name, address, and contact phone number of an appropriate referee who can verify the customer's relationship status. See Requesting information (CLK) ○ issue the Q270 via the s 47E(d) guided procedure to the referee ○ the system will create an automatic review to follow up on the return of the Q270. This review will mature in 21 days on the s 47E(d) screen <p>If an online s 47E(d) separation activity:</p> <ul style="list-style-type: none"> • exists: <ul style="list-style-type: none"> ○ complete the s 47E(d) review activity on the s 47E(d) screen. ○ resubmit the separation activity to fall due after an allowance for mail delivery has been added ○ procedure ends here until the activity matures • does not exist: <ul style="list-style-type: none"> ○ resubmit the s 47E(d) review activity on the s 47E(d) screen to fall due after an allowance for mail delivery has been added ○ update the status of the MOD S scan s 47E(d) work item to s 47E(d) ○ procedure ends here until the activity matures
15	<p>A review activity falls due for the return of evidence of separation (from customer or referee via Q270) due to family and domestic violence + Read more ...</p> <p>When a request for information activity falls due for a customer who has been s47E(d) check the customer's record for the return of evidence of separation. Evidence may have been previously requested from the customer or referee.</p> <p>Has evidence that supports the separation status been returned?</p> <ul style="list-style-type: none"> • Yes, close all associated work items and record a closed DOC using s 47E(d) - select s 47E(d) the record confirming evidence assessed for previous s47E(d). Procedure ends here • No, and it is the: <ul style="list-style-type: none"> ○ customer who has not returned evidence of separation, go to Step 16 ○ referee who has failed to verify separation, go to Step 17
16	<p>Customer who is at risk of family and domestic violence has not returned evidence of separation + Read more ...</p> <p>If the separation was already coded prior to the separation being verified (that is, the relationship status on s 47E(d) was updated to single/separated due to the risk of family and domestic violence), suspend the customer's payment for the reason of failing to reply to correspondence (FRC).</p>

	<p>See Suspension of payments (CLK).</p> <p>The Decision Maker (DM) must explain the decision to the customer. Make genuine attempts to contact the customer by phone before issuing written advice of the decision outcome. See Advising verbally of an unfavourable decision.</p> <p>Procedure ends here.</p>
17	<p>Separation not verified for a customer at risk of family and domestic violence + Read more ...</p> <p>The customer must be contacted to discuss their circumstances, as:</p> <ul style="list-style-type: none"> the referee is unsuitable and therefore was not issued a Q270 letter, or the referee is suitable and has not verified the separation or has not responded to the Q270 letter, and there is insufficient written documentation to verify that a bona fide separation has occurred <p>Conduct a file review</p> <p>Has there been evidence subsequently provided to verify that a bona fide separation has occurred?</p> <ul style="list-style-type: none"> Yes, close all associated work items and record a closed DOC using s 47E(d) - select s 47E(d) include confirming evidence assessed for previous s47E(d) Procedure ends here No, attempt to contact the customer to discuss their circumstances. If contact is: <ul style="list-style-type: none"> successful, go to Step 18 not successful, Issue a Q164 letter to the customer In Customer First, s 47E(d) on the s 47E(d) screen and complete the following fields: s 47E(d) <p>The review will mature on the Due Date coded in the s 47E(d) activity. Workload Management will allocate the review for manual action Procedure ends here until the review activity is due</p>
18	<p>Successful contact with customer + Read more ...</p> <p>Successful contact may be through an outbound call to a customer or an inbound call from a customer after receiving a Q164 letter.</p>

	<p>If the customer insists, they are separated and no longer partnered:</p> <p>s 47E(d)</p>
19	<p>Issue a decision letter + Read more ...</p> <p>A letter must be issued to the customer to advise of the assessment outcome that they will be treated as partnered.</p> <ul style="list-style-type: none"> Finalise all associated activities and DOCs on s 47E(d) screen In Process Direct, s 47E(d)) to advise the customer in writing of the decision. Use the approved templates. See Resources for links to approved Q888 letter text <p>Note: do not issue a decision letter to a claimant who advises of a separation within an online or paper claim. This is because the customer makes a declaration in their claim about the accuracy of information. The MOD S is also not assessed</p> <ul style="list-style-type: none"> If the customer's ex-partner is a current Centrelink customer, also issue a letter to the ex-partner from their own record If a correspondence nominee exists, ensure a copy of the letter is issued to the appointed nominee. See Nominees <p>Procedure ends here.</p>

Verification of separation

Table 3

Step	Action
1	<p>MOD S returned or online Relationship details update submitted - check if the customer lives with their ex-partner + Read more ...</p> <p>Consider the Separating Safely key steps and their sequence.</p> <p>Do not unlink the customer from their partner on receipt of the MOD S/online separation update, where a concurrent separation and SUOR assessment is needed. The SUOR assessment must be completed to decide if the customer's living arrangements with their ex-partner also support that they are not a member of a couple s47E(d). See Table 2 > Step 1.</p> <p>Customer lives with their ex-partner + Read more ...</p> <p>Check the customer's record for the returned Relationship details - Separated under one roof form (SS293).</p> <p>Has the SS293 been returned?</p> <ul style="list-style-type: none"> • Yes, <ul style="list-style-type: none"> ○ check the customer's response to the family and domestic violence question and make a social worker referral if required ○ record a DOC using s 47E(d) ○ include in the DOC that the customer's separation will be assessed after the SUOR assessment has been finalised ○ leave related SS293 form/s scan activity open. The open scan activity will map to a MoC streaming Service Officer who will confirm the need for a MoC and create a referral if required ○ update the status of the MOD S scan s 47E(d) work item to Completed ○ procedure ends here until a formal assessment of the SS293 is completed • No, <ul style="list-style-type: none"> ○ issue the appropriate forms and letter ○ record a DOC using s 47E(d) ○ document that the request for the SS293 was sent to the customer (and ex-partner if needed) ○ update the status of the MOD S scan s 47E(d) work item to Completed ○ procedure ends here until the s 47E(d) activity matures <p>Customer does not live with their ex-partner + Read more ...</p> <p>Go to Step 2.</p>
2	<p>Check the customer's record for evidence of high risk separation categories + Read more ...</p> <p>The customer is in a 'high risk' separation category if:</p> <p>s 47E(d)</p>

	<p>s47E(d)</p> <p>Is the customer in a high risk separation category?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, see Table 4 > Step 1
3	<p>Check the customer's record for verification of separation + Read more ...</p> <p>If there is sufficient written documentation to verify that a bona fide separation has occurred, there is no requirement to follow up verification of separation in the future.</p> <p>Is there sufficient written documentation?</p> <ul style="list-style-type: none"> • Yes, see Table 4 > Step 1 • No, and the referee is: <ul style="list-style-type: none"> ○ suitable, go to Step 4 ○ unsuitable, go to Step 7
4	<p>Issue a Q270 to referee + Read more ...</p> <p>Under Section 192 of the Social Security (Administration) Act 1999 (the Act), all requests for information from third parties must be made in writing. The agency accommodates this by using a Q270 letter which is sent to the customers' nominated referee. If the referee contacts in response to a Q270 letter, Service Officers can verbally accept the response from a referee to the Q270 that was issued.</p> <p>Using the s47E(d) guided procedure</p> <p>Issue a Q270 to the referee provided by the customer in the paper MOD S or online service. The system will create an automatic review to follow up on the return of the Q270. This review will mature in 21 days on the s 47E(d) screen.</p> <p>If an online s 47E(d) separation activity:</p> <ul style="list-style-type: none"> • exists: <ul style="list-style-type: none"> ○ complete the s 47E(d) review activity on the s 47E(d) screen ○ resubmit the separation activity to fall due after an allowance for mail delivery has been added ○ procedure ends here until the activity matures or the Q270 is received • does not exist: <ul style="list-style-type: none"> ○ resubmit the s 47E(d) review activity on the s 47E(d) screen to fall due after an allowance for mail delivery has been added ○ update the status of the MOD S scan s 47E(d) work item to Completed

	<ul style="list-style-type: none"> ○ procedure ends here until the activity matures or the Q270 is received
5	<p>Referee contacts in response to a Q270 letter + Read more ...</p> <p>If the referee is contacting in response to a Q270 letter advise the referee their responses can be taken over the phone.</p> <p>Note: information from a referee can only be gathered verbally if:</p> <ul style="list-style-type: none"> • a written request (Q270) has been sent previously, and • the referee is contacting in response to the written request <p>If the referee is providing a response to a Q270 over the phone:</p> <p>Authenticate the referee:</p> <p>Service Officers are not required to search for referee details on the system. A referee may not always have a Centrelink record. The following information is contained within the Q270 letter and is suitable to authenticate the referee:</p> <p>s47E(d)</p> <p>Read the following Privacy and your personal information statement:</p> <p>'The privacy and security of your personal information is important to us, and is protected by law. We collect this information to provide payments and services. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, see www.servicesaustralia.gov.au/privacy'</p> <p>Ask the referee the following questions:</p> <p>s47E(d)</p> <p>Read the following Declaration about false and misleading information statement:</p> <p>Do you declare that the information you have provided is complete and correct and understand that giving false or misleading information is a serious offence?</p> <p>Record a DOC + Read more ...</p> <ul style="list-style-type: none"> • Record the following details: <ul style="list-style-type: none"> ○ referee's full name ○ referee contact details ○ relationship to the customer, and

	<ul style="list-style-type: none"> ○ responses provided by the referee • Include in the DOC the privacy and declaration about false and misleading information has been read to and accepted by the referee <p>Can the separation be verified from information provided by the referee?</p> <ul style="list-style-type: none"> • Yes, if the separation was: <ul style="list-style-type: none"> ○ s 47E(d) ○ procedure ends here ○ not already coded, see Table 4 > Step 1 • No, go to Step 7
6	<p>A review activity falls due for the return of evidence of separation (from customer or referee via Q270) + Read more ...</p> <p>When a review activity falls due, check the customer's record for the return of evidence of separation. Evidence may have been previously requested from the customer or referee.</p> <p>Has evidence that supports the separation status been returned?</p> <ul style="list-style-type: none"> • Yes, and the customer's relationship status on s 47E(d) screen: <ul style="list-style-type: none"> ○ has been updated to single s47E(d) close all associated work items and DOC s47E(d) Procedure ends here ○ has not been updated to single, see Table 4 > Step 1 • No, if evidence has not been returned from the: <ul style="list-style-type: none"> ○ customer, the customer's payment must be suspended for the reason of failing to reply to correspondence s 47E(d), see Suspension of payments (CLK). Procedure ends here until the customer contacts ○ referee, go to Step 7
7	<p>Separation not verified + Read more ...</p> <p>The customer must be contacted to discuss their circumstances, as:</p> <ul style="list-style-type: none"> • the referee is unsuitable and therefore was not issued a Q270 letter, or • the referee is suitable and has not verified the separation or has not responded to the Q270 letter, and • there is insufficient written documentation to verify that a bona fide separation has occurred <p>Conduct a file review</p> <p>If there is:</p> <ul style="list-style-type: none"> • sufficient written documentation to verify that a bona fide separation has occurred, see Table 4 > Step 1

	<ul style="list-style-type: none"> • insufficient written documentation, contact the customer to discuss their circumstances <p>If contact with the customer is:</p> <ul style="list-style-type: none"> • successful, go to Step 8 • not successful: <ul style="list-style-type: none"> ○ issue a Q164 letter to the customer ○ in Customer First s 47E(d) <p>Procedure ends here until the review activity is due</p>
8	<p>Successful contact with customer + Read more ...</p> <p>If the customer insists they are separated and no longer partnered and: s47E(d)</p> <p>If there are family and domestic violence concerns ensure the customer is aware of the following:</p> <ul style="list-style-type: none"> • the relationship status on their ex-partner's record will be updated to a partnered (married, registered or de facto) relationship status once their records are linked • if their ex-partner has an online account they will be able to view the new relationship status via their online account or the Express Plus Centrelink App • if their ex-partner is in receipt of a payment, they will also receive a letter advising them that their rate of payment has changed <p>Note: If the customer has concerns for their safety after advising of the above points, ask the customer if they would like to be referred to a social worker for support.</p>


	<ul style="list-style-type: none"> Record a closed DOC using s 47E(d), detailing the decision. Make sure all information provided by the customer is also recorded In Process Direct, issue a manual Q888 letter (General separation - unfavourable) to advise the customer in writing of the decision. Use the approved templates. See Resources for links to approved Q888 letter text <p>Note: do not issue a decision letter to a claimant who advises of a separation within an online or paper claim. This is because the separation decision forms part of the claim decision notice. A MOD S is also not required for new claims as the customer is making a declaration about their circumstances in the claim</p> <ul style="list-style-type: none"> If the customer's ex-partner is a current Centrelink customer, also issue a letter to the ex-partner from their own record If a correspondence nominee exists, ensure a copy of the letter is issued to the appointed nominee. See Nominees If the customer is receiving FTB and CCS, see Family assistance customer becomes partnered Procedure ends here
9	<p>Unfavourable decision - customer is to continue to be assessed as a member of couple + Read more ...</p> <p>The customer will continue to be assessed as a member of a couple and paid at the partnered rate, as the separation has not been verified.</p> <p>The Decision Maker (DM) must explain the decision to the customer. Make genuine attempts to contact the customer by phone before issuing a written advice of the decision outcome. See Advising verbally of an unfavourable decision.</p> <p>After advising the customer or genuine attempts to contact them:</p> <ul style="list-style-type: none"> Record a closed DOC using s 47E(d) Finalise all associated activities and DOCs on ^{s 47E(d)} screen In Process Direct, issue a manual Q888 letter (General separation - unfavourable) to advise the customer in writing of the decision. Use the approved templates. See Resources for links to approved Q888 letter text <p>Note: do not issue a decision letter to a claimant who advises of a separation within an online or paper claim. This is because the customer makes a declaration in their claim about the accuracy of information. A MOD S is also not required for new claims</p> <ul style="list-style-type: none"> If the customer's ex-partner is a current Centrelink customer, also issue a letter to the ex-partner from their own record If a correspondence nominee exists, ensure a copy of the letter is issued to the appointed nominee. See Nominees <p>Procedure ends here.</p>

Update customer's record

Table 4

Step	Action
1	<p>Check if the ex-partner is in receipt of a payment + Read more ...</p> <p>Prior to unlinking the customer from their ex-partner, check if the ex-partner is in receipt of a payment.</p> <p>Is the ex-partner in receipt of a payment?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, <ul style="list-style-type: none"> ○ for Process Direct, go to Step 4 ○ for Customer First, go to Step 7
2	<p>Check ex-partner has provided separation details + Read more ...</p> <p>Note: Where a MOD S work item has been allocated, s 47E(d)</p> <p>Has the ex-partner provided separation details?</p> <p>If ex-partner in receipt of a payment:</p> <ul style="list-style-type: none"> • has provided details of the separation via the online Update relationship details service or provided a MOD S: <ul style="list-style-type: none"> ○ check whether there have been any changes of circumstances because of separation, for example, address, bank account, income, or assets. Consider the Separating Safely before making updates as required. If safety concerns have been identified please see family and domestic violence. Note: if the ex-partner has confirmed address/accommodation changes, make updates when unlinking records as instructed in Step 4 ○ if the ex-partner is in receipt of PPP, make sure updates are actioned in a benefit transfer activity. See Transfer from Parenting Payment Partnered (PPP) to Parenting Payment Single (PPS) ○ For Process Direct, go to Step 4 ○ For Customer First, go to Step 7 • has not already provided details of the separation via the online Update relationship details service or provided a MOD S, go to Step 3
3	<p>Contact the ex-partner + Read more ...</p> <p>Do not contact the ex-partner if the customer has indicated safety concerns.</p> <p>If the customer has indicated safety concerns, see Table 2.</p> <p>If the customer has not indicated safety concerns, attempt one outbound contact with the ex-partner.</p> <ul style="list-style-type: none"> • Contact successful: <ul style="list-style-type: none"> ○ check whether there have been any changes of circumstances because of separation,

	<p>for example, address, bank account, income, or assets. Make updates as required.</p> <p>Note: if the ex-partner has confirmed address/accommodation changes, make updates when unlinking records as instructed in Step 4</p> <ul style="list-style-type: none"> ○ if the ex-partner is in receipt of PPP, make sure updates are actioned in a benefit transfer activity. See Transfer from Parenting Payment Partnered (PPP) to Parenting Payment Single (PPS) ○ for Process Direct, go to Step 4 ○ for Customer First, go to Step 7 <ul style="list-style-type: none"> • Contact unsuccessful: <ul style="list-style-type: none"> ○ issue a Q164 letter to the ex-partner ○ in Customer First, create a manual review on the s 47E(d) screen and complete the following fields: s 47E(d) <p>Procedure ends here until the review activity is due</p> <ul style="list-style-type: none"> ○ for Process Direct, go to Step 4 ○ for Customer First, go to Step 7
4	<p>Process Direct - Unlink the customer from their ex-partner + Read more ...</p> <p>If the customer's ex-partner is in receipt of PPP, make sure the unlinking is actioned in a benefit transfer activity. See Transfer from Parenting Payment Partnered (PPP) to Parenting Payment Single (PPS).</p> <p>If the customer has used the online Update relationship details service, answers will be populated into Process Direct. If the customer has been asked to provide or has provided supporting documentation, this will need to be checked and actioned prior to finalisation.</p> <p>Before assessing the work item make sure that a provisional separation line displays on the s 47E(d)</p> <p>If provisional line displays, go to Step 5</p> <p>If no provisional line displays:</p> <p>s 47E(d)</p>

	s 47E(d)
5	<p>Process Direct - Process Change of Circumstance work item + Read more ...</p> <ul style="list-style-type: none"> Select s 47E(d) s 47E(d)  screen will display with flags against all screens that contain provisional data Select Next to go through the selected screens and process the separation update as per information provided in online service If the customer has had a change in address (including postal address)/accommodation <ul style="list-style-type: none"> Review and update all accommodation and rent assistance details as required For more details, see Completing the Accommodation Details (AC) screen and assessing Rent Assistance (RA) s 47E(d) If the customer has not had a change in address/accommodation: <ul style="list-style-type: none"> Even where there have been no changes to the address/accommodation details, an update to the s 47E(d) screen is still required. This is for customers in receipt of payments that attract Rent Assistance s47E(d) For more details, see Determining proof of rent for the Verification field on the Accommodation Details (AC) screen Manually navigate to any additional screens that require action/update, via s 47E(d) <p>s 47E(d) will display any errors created with existing coding. These must be fixed before the update can be finalised. For help, see Using Digital Assistant Roxy in Process Direct.</p>
6	<p>Process Direct - Finalise workflow + Read more ...</p> <ul style="list-style-type: none"> Action any errors or warnings then select s 47E(d) to finalise workflow The s 47E(d) screen displays any ongoing rate If adjustments are required, this can be actioned by navigating to the s 47E(d) screen via the s 47E(d) Once the mandatory fields are coded, select s 47E(d) If negative adjustments are required, this can be actioned by navigating to the s 47E(d) screen via the s 47E(d) Once the mandatory fields are coded, select s 47E(d) Select s 47E(d) In the Finalise pop up, add any additional information as per update coding and select s 47E(d)

	<p>s 47E(d) in the Finalise pop up will display in a DOC and will be updated on the customer's record.</p> <p>Issue a decision letter, go to Step 8</p>
7	<p>Customer First - Unlink the customer from their ex-partner + Read more ...</p> <p>Complete the following:</p> <p>Unlink the records + Read more ...</p> <p>As the separation has been verified, the customer and partner's records must be unlinked. s 47E(d)</p> <p>For Parenting Payment Partnered (PPP) customers and their ex-partners, see Transfer from Parenting Payment Partnered to Parenting Payment Single (PPS).</p> <p>For all other customers, go to the s 47E(d) screen. Key s 47E(d) in s 47E(d) field to access new screen for updating. s47E(d)</p> <p>s47E(d)</p> <p>Other changes + Read more ...</p> <p>To update any other changes, including s 47E(d) screen:</p> <ul style="list-style-type: none"> Select the appropriate screens from the s 47E(d) screen s 47E(d) <p>If the customer:</p> <ul style="list-style-type: none"> has had a change in address (including postal address)/accommodation details: <ul style="list-style-type: none"> on the s 47E(d) screen, update the address record 'No' in the s 47E(d) field to make sure the address update is not applied to the partner record if the customer is separated but living under the same roof as their ex-partner,

	<p>ask the customer if they wish to provide a different mailing (postal) address</p> <ul style="list-style-type: none"> on the s 47E(d) <p>This will need to be updated or Rent Assistance (if applicable) will stop</p> <ul style="list-style-type: none"> review and update all accommodation details as required. For more details, see Completing the Accommodation Details (AC) screen and assessing Rent Assistance (RA) <ul style="list-style-type: none"> has not had a change in address/accommodation details: <ul style="list-style-type: none"> even where there have been no changes to the address/accommodation details, an update to the s 47E(d) screen will still be required for customers in receipt of payments that attract Rent Assistance on the s 47E(d) <p style="text-align: right;">For</p> <p>more details, see Determining proof of rent for the Verification field on the Accommodation Details (AC) screen</p> <ul style="list-style-type: none"> is caring for a dependent child, see Principal carer of a dependent child: <ul style="list-style-type: none"> for a change of care, see Change of care for Family Tax Benefit (FTB) if the customer is also receiving Family Tax Benefit (FTB), see Maintenance Action Test (MAT) for Family Tax Benefit (FTB) customers if the customer has a child attending approved child care and is not CCS current, see Eligibility for Child Care Subsidy (CCS) has a change in income and/or assets from real estate, for example, a homeowner becoming a non-homeowner and their previous home becoming an asset has payments made to an account which their ex-partner has access to, or a joint account, it may be appropriate to change their payment destination has changed their email address, see Adding, changing or removing an email address believes their ex-partner knows their Self Service PIN or Password, advise them they should access the Self Service Channel to change these details as soon as possible go to the s 47E(d) screen and check results (that is, debts/arrears) before and finalising the activity check if the customer's entitlement is affected by the move for example, a job seeker with mutual obligation requirements moves to an area of lower employment, see Moving to an Area of Lower Employment Prospects (MALEP) employment related exclusion period record details on a DOC received a Crisis Payment in the period the updates were applied, a manual reassessment of Crisis Payment may be required. For more information, see Reviewing and reassessing Crisis Payment (CrP). record details on a DOC if the customer is also s 47E(d), see Step 4 > Other updates in the Customer advises separated due to illness table
8	<p>Issue a decision letter + Read more ...</p> <ul style="list-style-type: none"> Finalise all associated activities and DOCs on s 47E(d) screen In Process Direct, issue a manual Q888 letter (General separation - favourable) to advise the

	<p>customer in writing of the decision. Use the approved templates. See Resources for links to approved Q888 letter text</p> <p>Note: do not issue a decision letter to a claimant who advises of a separation within an online or paper claim. This is because the customer makes a declaration in their claim about the accuracy of information. A MOD S is also not required for new claims</p> <ul style="list-style-type: none"> • If the customer's ex-partner is a current Centrelink customer, also issue a letter to the ex-partner from their own record • If a correspondence nominee exists, ensure a copy of the letter is issued to the appointed nominee. See Nominees
9	<p>Customer receiving Carer Payment (CP) and/or Carer Allowance (CA) or is a care receiver + Read more ...</p> <p>Is the customer receiving Carer Payment (CP) and/or Carer Allowance (CA), or the customer is a care receiver?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ check if CP/CA customer is still eligible. See Eligibility for Carer Payment (CP) and/or Carer Allowance (CA). If care requirements are no longer met, cancel CP/CA. See Cancellation and suspension of Carer Payment (CP) and/or Carer Allowance (CA) ○ if the customer also receives FTB or PPL, go to Step 11 • No, go to Step 10
10	<p>Check if the customer and ex-partner still qualify for their current income support payment + Read more ...</p> <p>s 47E(d)</p> <p>This is different to the question of payability, for example, income over limit.</p> <p>Will the customer's or ex-partner's income support payment automatically cancel following updates to their relationship status?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ check if the customer is eligible for any other income support payment. See Contact in relation to an intended claim (CLK) ○ customers receiving ABSTUDY Incidentals Allowance only (ABY/CUR) may be entitled to full ABSTUDY including Living Allowance following separation ○ go to Step 11 • No, go to Step 11
11	<p>Receiving family assistance or Paid Parental Leave (PPL) + Read more ...</p> <p>s 47E(d)</p> <p>Is the customer and/or ex-partner receiving family assistance or Paid Parental Leave (PPL)?</p> <ul style="list-style-type: none"> • Yes, see FTB, PPL and/or CCS customer separates • No, check eligibility and invite them to claim if appropriate:

	<ul style="list-style-type: none"> ○ Claiming Family Tax Benefit (FTB) instalments for children in care other than a newborn or adopted child ○ Eligibility for Child Care Subsidy (CCS) <p>Procedure ends here.</p>
12	<p>Ex-partner contacts about a Q164 letter + Read more ...</p> <p>As the ex-partner is in receipt of payment, even the though separation has been processed, they need to confirm whether other personal circumstances have changed because of the separation.</p> <p>Has there been any change of circumstances because of separation, for example, address, bank account, income, or assets?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ○ make the required updates ○ finalise the review activity and DOC the record ○ if required, advise the customer of alternative payment options, see Payment and Service Finder • No, finalise the review activity and DOC the record <p>Procedure ends here.</p>
13	<p>Review activity for Q164 to ex-partner matures + Read more ...</p> <p>Did the ex-partner contact due to receiving a Q164 letter about the separation?</p> <ul style="list-style-type: none"> • Yes, finalise the review activity. Procedure ends here • No, suspend their payment. Procedure ends here until the ex-partner contacts

References

Policy

[Social Security Guide, 1.1.M.120, Member of a couple](#) contains a definition of a member of a couple (other than a Youth Allowance (YA) couple).

[Social Security Guide, 2.2.5, Verifying Membership of a Couple](#)

[Social Security Guide, 2.2.5.10, Types of members of a couple of relationships](#)

[Social Security Guide, 2.2.5.30, Determining member of a couple of relationships](#)

[Social Security Guide, 2.2.5.50 Determining separated under one roof](#)

[Social Security Guide, 2.2.5.60, Determining an Illness Separated Couple](#)

[Social Security Guide, 2.2.5.70, Determining a Respite Care Couple](#)

[Social Security Guide, 2.2.5.80, Determining Treatment of Claimant/Recipient with Partner in Gaol – General Provisions](#)

[Social Security Guide, 3.10.4, table 310, General Notification Period - 14 days](#)

Legislation

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

[Social Security Act 1991](#)

- section 4, Family relationships definitions - couples
 - subsection 2, Member of a couple - general
 - subsection 6, Member of a couple - special excluding determination
 - subsection 6A, A person who: (a) has claimed youth allowance and is not independent within the meaning of Part 3.5
 - subsection 11, Standard family situation categories
 - subsection 7, Illness separated couple
 - subsection 8, Respite care couple
 - subsection 9A, Temporarily separated couple
- section 24, Person may be treated as not being a member of a couple (subsection 4(2))

Resources

Services Australia website

[Centrelink online accounts](#) allow customers to update some of their details, including contact details.

[Separated parents](#)

[Breaking up](#)

[Keeping your information safe when leaving a relationship](#)

[Payment and Service Finder](#)

Forms

[Separation details form \(MOD S\)](#)

Q888 letter text

Services Australia has endorsed the letter or electronic message for use. It is the latest version. Do not use locally produced letters or electronic message. For all approved Q888 letter text, see [Change of circumstances](#).

[General separation - favourable \(Q888\)](#)

[General separation - unfavourable \(Q888\)](#)