

s22 (out of scope)



Australian Government

Services Australia

Requesting information (CLK) 104-04080010

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Background

s22 (out of scope)

This procedure is under **review**. Read Operational Message [RFI work items](#)

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 the legislation that allows Services Australia (the agency) to request information and outlines the guidelines that must be followed when making the request.

Making a request

Legislation allows the agency to request information from:

- a claimant - a person who has lodged a claim where the claim has been:
 - received but it is not yet determined, or
 - granted and is not yet payable
- current recipients
- an ex-recipient: a person who has previously been in receipt of a social security payment or holder of a concession card
- third parties

When a request for information should be made

Requests for information are made to ensure correct decisions are made when a customer:

- makes a claim
- advises a change of circumstance, or
- submits a document, **and**

- more details or clarification is needed

Information and/or documents **must only** be requested to determine qualification and payability relevant to the specific claim, payment or concession requirements.

Contact should be made for all requests for information or clarification to:

- get information immediately
- assist the customer in providing the correct information the first time, and
- provide an efficient claim outcome

Multiple requests for the same information must **not** be made unless the document was unreadable, or the scan is of poor quality.

Workflow vs manual advice

Make sure correct advice is issued using the relevant workflow in Process Direct and Customer First. If not available, a manual advice may be more appropriate:

- Q888 or Q999, see [Creating a Q999 or Q888 letter](#), or
- QSS32, see [Creating a manual letter or Online Advice \(OLA\)](#). **Note:** the QSS32 questionnaire is only used for information requests not currently covered by any other manual letter. The free text components in the QSS32 may be used where directed

Written vs verbal requests

Generally, all requests for information must be made in writing. However, Section 63 of the Social Security (Administration) Act 1999 also allows enforceable requests for information to be made verbally to claimants/recipients for payments/concessions administered under social security law.

Generally, for the agency to take action for non-compliance with requests for information, requests must include:

- details of the information/action needed
- the [time allowed to respond](#)
- the consequences of non-compliance
- the [reference to the relevant Act](#) that the request has been made under

The requirement for a customer to provide information under Section 63 must also be reasonable.

Information from third parties must be requested in writing. Information may be requested from a third party when there is difficulty obtaining information or documents from customers. Third party requests for information will generally be made by specialised teams.

Note: whilst legislation other than Section 63 of the Social Security (Administration) Act 1999 allows verbal requests for information, it is not enforceable.

Requesting information verbally

Enforceable verbal requests for information can only be made for payments/concessions administered under social security law. See the [Resources](#) page for a list of payments/concessions administered under social security law.

Appropriate action is required (reject, suspend or cancel) where the customer does not comply with an enforceable verbal request.

For new claims, a verbal request for all information may be the quicker, more effective option. Where a form is needed, issue by a written request.

A written request must be issued if:

- it is evident the claimant/recipient may not have full understanding of the verbal request, or
- for all change of circumstances where further details or written verification is needed

Correspondence nominees

Verbal requests for information may be made to:

- claimants/recipients who have a correspondence nominee, or
- the correspondence nominee themselves in some circumstances

Note: if the customer has an **involuntary** nominee arrangement in place, verbal requests **must always** be made to the correspondence nominee.

Circumstances where the correspondence nominee may be contacted (but not limited to):

- if the new claim or information was submitted by the correspondence nominee on the customer's behalf
- if the correspondence nominee is a financial planner and the request is income and asset related

When a **written request** for information has been issued to a claimant/recipient who has a correspondence nominee, a copy of the request must also be sent to the nominee.

Partnered claimant/recipients

If the claimant/recipient and their partner have both submitted individual claims or are currently receiving payments, and information is needed that will impact both claimant/recipient entitlements:

- both parties must be present to obtain the information verbally, or
- **individual written** requests for information must be issued

The requests for information must be sent at the same time with the same time allowed to respond to ensure efficient outcomes.

Adverse decisions (rejections/suspension) for failing to respond to requests cannot be applied to a claimant/recipient's partner unless they were also issued a request for information and also failed to respond to the request.

Both parties **do not need** to provide the same information requested.

Combined Age Pension claims

When a request for information is issued from within an Age Pension online combined claim:

- a Request for Information (RFI) letter is automatically sent to both the customer and partner, and if applicable to any correspondence nominees. There is no need to request the information from both parties separately
- tasks appear in both the customer's and partner's:
 - Process Direct records, and
 - Centrelink online accounts (if applicable)
- tasks will be completed when either the customer or partner uploads the requested documents. Both parties **do not need** to provide the same information requested

Obligation to supply information

Claimants, recipients and ex-recipients have a legal obligation to comply with written information request notices. Only verbal requests made under Section 63 of the Social Security (Administration) Act 1999 have a legal obligation for the claimant/recipient to comply.

An **ex-recipient** of a social security payment or concession card may be issued with a written notice that requires them to:

- inform the agency if a specified event or change of circumstances has occurred, and/or
- give the agency a statement about a matter that might have affected their entitlement to their payments/concessions

Note: the ex-recipient is not required to comply with a notice if it concerns an event or change of circumstances that occurred more than 13 weeks before the date of the notice, unless the notice was issued under Part 5 section 196 of the Social Security (Administration) Act 1999, where no time limits apply. See the [References](#) page for a link to the Social Security Guide 8.1.3.10 for more information.

Requests for a Tax File Number or Medicare number

The collection of a Tax File Number (TFN) must be authorised under specific legislation and comply with the TFN Guidelines issued by the Office of the Australian Information Commissioner (OAIC). The specific legislation for the payment type in question must be cited as the basis for collecting the TFN.

Medicare numbers do not have the additional protection of special guidelines. A Medicare number is protected and must not be used or disclosed except for the purpose it was provided. For example, if a recipient provides their Medicare number:

- to allow data matching with the Australian Immunisation Register (AIR), the number is encrypted
- for identification purposes the number can be recorded on their record, but it must not be used for any other purpose

Change of Circumstances (CoC) and re-indexed claims

A re-indexed claim creates a CoC transaction and are treated as a CoC for requesting information purposes.

There are 2 types of [s47E\(d\)](#) workflow:

- [s47E\(d\)](#) and
- [s47E\(d\)](#) for CoCs and re-indexed claims

Separate functions exist to create, show and manage the workflow.

The **s47E(d)** (preferred method) is created when requests for information for CoCs are made:

- within a **s47E(d)** workflow
- outside a Transaction

The **s47E(d)** shows as:

- the specific **s47E(d)** workflow name, or
- **s47E(d)**

The **s47E(d)** will issue a paper copy of the advice to a customer where they are not subscribed to online services and create an online task for customers to upload documents.

The **s47E(d)** is created when requests for information are made through a CoC update using **s47E(d)**

The **s47E(d)** shows as a **s47E(d)**

If a customer has initiated an online update (such as Income and Asset online update), the request must be made within the CoC transaction. This will link the request to the online update and tell the customer to upload documents to the relevant online task.

Mailing issues for some countries

Mail services for some countries are suspended. Care must be taken when requesting information from a customer in affected countries. See [Mailing issues - suspended postal services](#).

ABSTUDY

Exemptions regarding ABSTUDY have now been removed from the Electronic Transactions Regulations 2000 which allow for information or documents requested under section 343 Student Assistance Act 1973 (SSAA) or notices served in accordance with subsection 347(1) of the SSAA to be provided electronically.

Therefore, information provided in response to a request, for example modules or more information requested via a Request for Information (RFI) letter can now be accepted via fax. This does not relate to Proof of Identity documents for ABSTUDY new claims.

Family payments only

For Family Tax Benefit (FTB) and Parental Leave Pay (PPL) only **claims**, see [Information requests for FTB and PPL claims, and Add Newborn and PPL change of circumstances activities](#).

For FTB and PPL only Change of Circumstances (CoC), see the specific Operational Blueprint files relating to the change in circumstance.

Child Care Subsidy (CCS)

s47E(d)

For manual Q888 letter instructions and approved texts for CCS and Additional Child Care Subsidy (ACCS) requests, see Operational Blueprint letters and electronic messaging > [Families](#).

The [Resources](#) page has a link to the standards of customer correspondence and list of payments/concessions administered under social security law.

Related links

[Request for Information \(RFI\) letter](#)

[Documents required for Centrelink new claims](#)

[Requesting a Tax File Number \(TFN\)](#)

[Process Direct navigation, common screens and functions](#)

[Start Day](#)

[How to code and action a manual review](#)

[Suspension of payments \(CLK\)](#)

[Cancellation of payments](#)

[Circumstance Change Monitor \(CCM\)](#)

[Information requests for FTB and PPL claims, and Add Newborn and PPL change of circumstances activities](#)

[Creating a Q999 or Q888 letter](#)

[Creating a manual letter or Online Advice \(OLA\)](#)

[Rejecting a Centrelink claim](#)

[Family and domestic violence](#)

[Accessible letters for customers with vision loss](#)

Process

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 the legislation that allows Services Australia (the agency) to request information and outlines the guidelines that must be followed when making the request.

Process Direct

On this page:

[Request information for a new claim](#)

[Request information for a change of circumstance \(CoC\) and re-indexed claims](#)

Request information for a new claim

Table 1

| Step | Action |
|------|---|
| 1 | <p>More information needed to determine new claim + Read more ...</p> <p>When processing a new claim, more information may be needed to determine the claimant's entitlement.</p> <p>Multiple requests for the same information must not be made unless the document was unreadable, or the scan is of poor quality.</p> <p>Genuine attempts to contact by phone should be made for all requests for information or clarification to:</p> <ul style="list-style-type: none"> • get information immediately • assist the customer in providing the correct information the first time, and • provide an efficient claim outcome <p>Make sure the current contact details are correct. For more details, see Changing address or rent details.</p> <p>Note: a request for information should not be made where images and/or documents not related to the claim have been provided.</p> <p>Is the claim using Circumstances Change Monitor (CCM)?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No: <ul style="list-style-type: none"> ◦ for claims using the s47E(d) go to Step 2 ◦ for all other claim types, see Table 1 in the Customer First tab |
| 2 | <p>Claim type + Read more ...</p> <ul style="list-style-type: none"> • For Family Tax Benefit (FTB) and Parental Leave Pay (PPL) only claims, see Information requests for FTB and PPL claims, and Add Newborn and PPL change of circumstances |

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| | <ul style="list-style-type: none"> • If an unrelated image has been uploaded, reject the claim. Refer to the relevant Operational Blueprint file (assess, process or reject) for the specific claim type • For re-indexed claims, see Table 2 • If a claim Transaction/Work Item with a previous request is due or part of the information request has been allocated, go to Step 3 • If an initial request for information is required, go to Step 4 • If the claimant requests an extension of time to provide the requested information, go to Step 10 |
| 3 | <p>Work Item allocated + Read more ...</p> <p>When actioning the Transaction/Work Item, check claimant and/or their partner or correspondence nominee records to determine if they have provided all requested information.</p> <p>All parties do not need to provide the same information requested.</p> <p>Note: if not suitably skilled to make the assessment, or action the updates, contact Local Peer Support for assistance.</p> <p>All requested information has been supplied + Read more ...</p> <p>If all requested information has been supplied and:</p> <ul style="list-style-type: none"> • more information or clarification is needed, go to Step 4 • no more information needed: <ul style="list-style-type: none"> ○ complete all digital images and integrated review activities ○ finalise the claim ○ procedure ends here <p>All requested information has not been supplied + Read more ...</p> <p>If all requested information has not been supplied and Work Item is:</p> <ul style="list-style-type: none"> • due, go to Step 10 • not due, update the s47E(d) s47E(d) |
| 4 | <p>Determine if information can be requested verbally + Read more ...</p> <p>Genuine attempts to contact by phone should be made for all requests for information and must be made if information can be obtained immediately. For example, a payment destination may be obtained verbally.</p> |

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| | <p>The preferred method for requesting information is by a written notice. However, a verbal request for information may be the quicker, more effective option.</p> <p>Enforceable verbal requests for information can only be made for payments/concessions administered under social security law. See the Resources page for a list of payments/concessions administered under social security law.</p> <p>Check the claimant's record for any indicators, for example a language barrier, medical condition or disability that may restrict their capacity to understand a verbal request for information. If there is any doubt, they may not have the capacity to fully understand a verbal request, a written notice must be issued.</p> <p>Unless both parties are present, and the information can be obtained verbally, Service Officers must issue individual written requests for information, if the claimant and their partner:</p> <ul style="list-style-type: none"> • have both submitted a claim (excluding Age Pension online combined claims), or • are currently receiving payments, and • the information required will impact both claimant/partner's entitlements <p>Is it appropriate to obtain or request the information verbally?</p> <ul style="list-style-type: none"> • Yes, make an enforceable verbal request, go to Step 5 • No, contact should still be made to discuss request: <ul style="list-style-type: none"> ○ for claims using the s47E(d) , go to Step 9 ○ for all other claim types, go to Step 8 |
| 5 | <p>Contact to verbally request information + Read more ...</p> <p>If the claimant or correspondence nominee is not present, make genuine attempts to contact them by phone. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See Calling a customer or returning a customer's call.</p> <p>Note: if the customer has an involuntary nominee arrangement in place, verbal requests must always be made to the correspondence nominee.</p> <p>Is the claimant or correspondence nominee present or was phone contact successful?</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No: <ul style="list-style-type: none"> ○ For claims using the s47E(d) , go to Step 9 ○ For all other claim types, go to Step 8 |
| 6 | <p>Obtain, request or clarify information verbally + Read more ...</p> <p>If information has been obtained or clarified verbally in the first instance:</p> <ul style="list-style-type: none"> • refer to the relevant claim processing Operational Blueprint file to complete the claim assessment |

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| | <ul style="list-style-type: none"> • DOC the discussion. See Online Document Recording (ODR) <p>If requesting information verbally, the following must be discussed with the claimant or correspondence nominee and made clear:</p> <ul style="list-style-type: none"> • the information is needed to assess their entitlement for a payment • specific details of the information and/or action required • the information is requested under Section 63 of the Social Security (Administration) Act 1999 • the time allowed for them to provide the information and/or action and how they can get the information or documents to the agency • consequences of failing to provide the requested information and/or action, for example rejection of claim <p>Claims using the s47E(d) require a written notice to be issued in all cases to add a new task for the customer:</p> <ul style="list-style-type: none"> • Tell the claimant or correspondence nominee they will receive a written notice • Go to Step 9 <p>All other claims, close the conversation by reading the following statement ensuring a clear understanding of their required action and consequences for not complying with the request:</p> <ul style="list-style-type: none"> • s47E(d) <p>If there is any doubt that the claimant or correspondence nominee does not fully understand the verbal request for information, a written notice must be issued.</p> <p>Has the claimant or correspondence nominee acknowledged they fully understand the verbal request for information?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, tell them a written notice will be issued, go to Step 8 |
| 7 | <p>Record verbal request for information + Read more ...</p> <p>Details of the conversation must be recorded on the claimant's record addressing all the requested discussion points. This includes verbal requests made with a correspondence nominee.</p> <p>These details may be used as evidence of what was asked of them if they later apply for a formal review of decision, particularly where their claim was rejected for failure to provide the requested information.</p> <p>In addition to the verbal request, a written notice can be issued at the request of the:</p> |

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| | <ul style="list-style-type: none"> • claimant, and/or • correspondence nominee <p>Does the claimant or correspondence nominee want the request in writing?</p> <ul style="list-style-type: none"> • Yes, tell them a written notice will be issued, go to Step 8 • No: s47E(d) |
| 8 | <p>Request information for CCM claims + Read more ...</p> <p>Issue individual written requests for information at the same time if the claimant and their partner:</p> <ul style="list-style-type: none"> • have both submitted a claim, or • are currently receiving payments, and • the information required will impact both claimant/partner entitlements <p>Genuine attempts to contact by phone should be made to discuss the request if this has not already occurred. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See Calling a customer or returning a customer's call.</p> <p>Issue a written request for information notice to the claimant (and partner if applicable) using <input type="checkbox"/> s47E(d) See Table 4 in Circumstance Change Monitor (CCM).</p> <ul style="list-style-type: none"> • For combined Carer Payment (CP)/Carer Allowance (CA) claims, there is no legislative requirement for the request to specify both payments • s47E(d) See Families for manual Q888 letter instructions and approved texts for CCS and Additional Child Care Subsidy (ACCS) requests <p>If the workflow is not suitable/available or if directed in Operational Blueprint to issue another letter type, such as:</p> <ul style="list-style-type: none"> • Q999, see Creating a Q999 or Q888 letter • QSS32 questionnaire, see Creating a manual letter or Online Advice (OLA) <p>Go to Step 10.</p> |

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Request for information for claims using the s47E(d)[+ Read more ...](#)

A further request is required for [claims using the s47E\(d\)](#) where a document has been supplied and not all information has been:

- completed
- provided, or
- clarification required

[Genuine attempts to contact by phone](#) should be made to discuss the request if this has not already occurred. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See [Calling a customer or returning a customer's call](#).

To send a written request, go to the [s47E\(d\)](#) screen

[s47E\(d\)](#)

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| | <ul style="list-style-type: none"> The claim will automatically be placed on hold <p>s47E(d) does not leave a DOC on the customer record.</p> <p>Annotate the s47E(d) DOC with the information requested and the reason for the request. This assists Service Officers when responding to a customer enquiry regarding the progress of the claim.</p> <p>Procedure ends here.</p> |
| 10 | <p>Determine if an extension to the due date is needed + Read more ...</p> <p>The time allowed to respond can be extended if:</p> <ul style="list-style-type: none"> the claim is undetermined, and extra time is required to allow for postage there are special circumstances preventing the claimant from lodging the requested documents for the claim <p>Special circumstances may include:</p> <ul style="list-style-type: none"> a claimant that has practical difficulties in meeting the timeframe because they live in a remote area or overseas, and the necessary timeframe was not provided with the original request the claimant needs to get the documents from a third party, or an emergency interfering with the claimant's plans to lodge within the timeframe. Generally, the emergency is unforeseen and for a short term. For example: <ul style="list-style-type: none"> a medical emergency a family emergency recognised natural disasters family and domestic violence <p>For more information, see Intent to claim and vulnerable customers.</p> <p>Is an extension required?</p> <ul style="list-style-type: none"> Yes: <ul style="list-style-type: none"> For claims using the s47E(d), go to Step 11 Otherwise, see Table 4 in Circumstance Change Monitor (CCM) No, if: <ul style="list-style-type: none"> a written notice has previously been issued, procedure ends here the customer has not complied, go to Step 12 |
| 11 | <p>Extend review date + Read more ...</p> <p>Updates must be made within the specific claim Transaction.</p> <p>s47E(d)</p> |

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| | <p>s47E(d)</p> <p>See the Resources page for timeframes.</p> <p>The claim status will update automatically to the new review date.</p> <p>Procedure ends here.</p> |
| 12 | <p>Rejecting the claim + Read more ...</p> <p>Where the claimant has not supplied the requested information or documents by Due date, consider rejecting the claim. Follow the processes outlined in the relevant claim processing Operational Blueprint file (assess, process or reject) for the specific claim type.</p> <p>Procedure ends here.</p> |

Request information for a change of circumstance (CoC) and re-indexed claims

Table 2

| Step | Action |
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| 1 | <p>More information needed + Read more ...</p> <p>A re-indexed claim creates a CoC transaction and is treated as a CoC for requesting information purposes.</p> <p>When actioning a CoC or re-indexed claim, more information may be needed to determine the recipient's/ex-recipients' entitlement.</p> <p>Before issuing a Request for information (RFI), genuine attempts to contact by phone must be made to:</p> <ul style="list-style-type: none"> • clarify or gather more information, and • assist the customer in providing the correct information the first time <p>Requests for information for CoC must be issued using s47E(d) in Process Direct, including verbal requests.</p> <p>Exceptions include Families suite of payments:</p> <ul style="list-style-type: none"> • Child Care Subsidy (CCS) • Family Tax Benefit (FTB) • Parental Leave Pay (PPL) • Child Care Benefit (CCB) |

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| | <p>The notice must have the following:</p> <ul style="list-style-type: none"> • what information and/or action is needed • what are the consequences of failing to comply with this notice • the <u>time allowed</u> to respond • the reference to the relevant Act that the request has been made under <p>Issue individual written requests for information at the same time if the recipient and their partner:</p> <ul style="list-style-type: none"> • are currently receiving payments, and • the information required will impact both recipient/partner entitlements <p>If there is an existing transaction (for example, income and asset online update), s47E(d)</p> <p>Note: if the workflow is not suitable/available or if directed in Operational Blueprint to issue another letter type, such as:</p> <ul style="list-style-type: none"> • Q999, see Creating a Q999 or Q888 letter • QSS32 questionnaire, see Creating a manual letter or Online Advice (OLA) <p>Note: a request for information should not be made where images and/or documents not related to the change of circumstance have been provided.</p> <p>For:</p> <ul style="list-style-type: none"> • Families suite of payments, see Table 1 in the Customer First tab • Actioning a Transaction/Work Item with a previous request due or where part of the information request has been allocated or provided, go to Step 2 • Initial CoC or re-indexed claim, go to Step 3 • An ex-recipient, go to Step 7 • Extending a due date. Select s47E(d) , where the Work Item shows: <ul style="list-style-type: none"> ◦ s47E(d) , go to Step 8 ◦ s47E(d) or a specific s47E(d) workflow name, go to Step 9 |
| 2 | <p>Transaction/Work Item + Read more ...</p> <p>When actioning a CoC, check recipient/ex-recipient and/or their partner or correspondence nominee records to determine if they have complied with the information notice.</p> <p>All parties do not need to provide the same information requested</p> <p>Note: if not suitably skilled to make the assessment, or action the updates, contact Local Peer Support for assistance.</p> <p>All information has been provided + Read more ...</p> |

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| | <p>Use the information provided to complete all updates relating to the Request for Information (RFI), digital images and integrated reviews.</p> <p>Procedure ends here.</p> <p>Some but not all the information has been provided + Read more ...</p> <p>If some but not all the information has been provided and the Work Item is:</p> <ul style="list-style-type: none"> • due, go to Step 3 • not due s47E(d) <ul style="list-style-type: none"> ○ procedure ends here <p>No information provided + Read more ...</p> <p>If no information has been provided and the Work Item is due:</p> <ul style="list-style-type: none"> • For recipient, go to Step 10 • For ex-recipient, go to Step 11 |
| 3 | <p>Information supplied is insufficient or incomplete + Read more ...</p> <p>Recipients/ex-recipients may supply information that is:</p> <ul style="list-style-type: none"> • insufficient • incomplete, or • requires an initial or further request for information <p>To increase customer convenience and reduce processing time, contacting the customer or correspondence nominee verbally to discuss what is required may be appropriate.</p> <p>Enforceable verbal requests for information can only be made for payments/concessions administered under social security law. See the Resources page for a list of payments/concessions administered under social security law.</p> <p>Check the recipient/ex-recipient record for any indicators, for example a language barrier, medical condition or disability that may restrict their capacity to understand a verbal request for information. If there is any doubt they may not have the capacity to fully understand a verbal request, a written notice must be issued.</p> <p>The Service Officer must issue individual written requests for information if the customer and their partner:</p> <ul style="list-style-type: none"> • are currently receiving payments, and |

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| | <ul style="list-style-type: none"> the information required will impact both customer/partner's entitlements <p>Note: if the customer has an involuntary nominee arrangement in place, verbal requests must always be made to the correspondence nominee.</p> <p>If verbal contact is appropriate, see Calling a customer or returning a customer's call.</p> <p>Is the recipient/ex-recipient or correspondence nominee present or was phone contact successful?</p> <ul style="list-style-type: none"> Yes, and: <ul style="list-style-type: none"> information has been successfully obtained verbally, continue with CoC updates. Procedure ends here more information is needed and cannot be obtained verbally, go to Step 4 No, select s47E(d) where the transaction shows as a: <ul style="list-style-type: none"> s47E(d) or specific s47E(d) workflow name, go to Step 5 s47E(d), go to Step 6 |
| 4 | <p>Verbally advised information is insufficient or incomplete + Read more ...</p> <p>Tell the customer or correspondence nominee:</p> <ul style="list-style-type: none"> a written notice will be issued and an online task created the information is required to assess their current or previous payment entitlement (for review of circumstances) specific details of the information and/or action required the time allowed for them to provide the information and/or action how they can get the information or documents to the agency: <ul style="list-style-type: none"> subscribed to online self service, upload the requested documents to an online task under My Tasks. See Accessing and using Centrelink self service not subscribed to online self service, explain the benefits of online self service and provide options for the provision of information or documents in person or via mail. See Accessing and using self service and Self service for nominees consequences of failing to provide the requested information and/or action (for example suspension of current payment or overpayment) <p>Select s47E(d) where the transaction shows:</p> <ul style="list-style-type: none"> s47E(d) or a specific s47E(d) workflow name, go to Step 5 s47E(d), go to Step 6 |
| 5 | <p>s47E(d) or specific s47E(d) workflow requests + Read more ...</p> <p>Requests for information for change of circumstances updates must be completed using s47E(d) in Process Direct.</p> |

The ~~s47E(d)~~ workflow creates where a request is made and an update has:

- not started, or
- started through updates to a CoC using the ~~s47E(d)~~ workflow.

To request information:

~~s47E(d)~~

A review date will automatically apply. See the [Resources](#) page for timeframes.

Does the review date need to be extended?

- Yes, [go to Step 9](#)

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| | <ul style="list-style-type: none"> • No, procedure ends here |
| 6 | <p>Generic Circumstance Update requests + Read more ...</p> <p>The Standard RFI is created when requests for information are made through a CoCs via s47E(d)</p> <p>s47E(d)</p> <ul style="list-style-type: none"> • The CoC transaction will be placed on hold. See the Resources page for timeframes <p>Does the review date need to be extended?</p> <ul style="list-style-type: none"> • Yes, go to Step 8 • No, procedure ends here |
| 7 | <p>Request information from ex-recipient + Read more ...</p> <p>An ex-recipient of a social security payment or concession card is not obligated to answer questions about events that occurred more than 13 weeks before the date of the request unless the notice is issued under Part 5 section 196 of the Social Security (Administration) Act 1999, where no time limits apply. See the References page for a link to the Social Security Guide, 8.1.3.10 for more information.</p> <p>The notice must have the following:</p> <ul style="list-style-type: none"> • what information and/or action is required • the time allowed to respond |

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| | <ul style="list-style-type: none"> the reference to the relevant Act that the request has been made under <p>Issue a written request for information notice to the ex-recipient using Q888/Q999, see Creating a Q999 or Q888 letter.</p> <p>Create a review, see the Resources page for timeframes.</p> <p>Procedure ends here.</p> |
| 8 | <p>Extending a Generic Circumstance Update + Read more ...</p> <p>The Standard RFI is created when requests for information are made through a CoC update via s47E(d)</p> <p>The time allowed to respond can be extended if:</p> <ul style="list-style-type: none"> extra time is required to allow for postage there are special circumstances preventing the customer from lodging the requested documents for the change of circumstance <p>Special circumstances may include:</p> <ul style="list-style-type: none"> a customer that has practical difficulties in meeting the timeframe because they live in a remote area or overseas, and the necessary timeframe was not provided with the original request the customer needs to get the documents from a third party, or an emergency interfering with the customer's plans to lodge within the timeframe. Generally, the emergency is unforeseen and for a short term. It includes, but is not limited to: <ul style="list-style-type: none"> a medical emergency a family emergency recognised natural disasters family and domestic violence <p>Consider the circumstances relating to each individual customer.</p> <p>Is an extension required?</p> <ul style="list-style-type: none"> Yes: s47E(d) No: <ul style="list-style-type: none"> re-indexed claims, consider rejecting claim, go to Step 10 |

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| | <ul style="list-style-type: none"> ○ CoCs, consider suspension of payment/concession, go to Step 10 |
| 9 | <p>Extending a s47E(d) Read more ...</p> <p>The s47E(d) workflow creates where a request is made and an update has:</p> <ul style="list-style-type: none"> ● not started, or ● started through the s47E(d) workflow <p>The time allowed to respond can be extended if:</p> <ul style="list-style-type: none"> ● extra time is required to allow for postage ● there are special circumstances preventing the customer from lodging the requested documents for the change of circumstance <p>Special circumstances may include:</p> <ul style="list-style-type: none"> ● a customer that has practical difficulties in meeting the timeframe because they live in a remote area or overseas, and the necessary timeframe was not provided with the original request ● the customer needs to get the documents from a third party, or ● an emergency interfering with the customer's plans to lodge within the timeframe. Generally, the emergency is unforeseen and for a short term. It includes, but is not limited to: <ul style="list-style-type: none"> ○ a medical emergency ○ a family emergency ○ recognised natural disasters ○ family and domestic violence <p>Consider the circumstances relating to each individual customer.</p> <p>Is an extension required?</p> <ul style="list-style-type: none"> ● Yes, staff must be in the s47E(d) transaction: <ul style="list-style-type: none"> ○ Procedure ends here <ul style="list-style-type: none"> ● No: <ul style="list-style-type: none"> ○ re-indexed claims, consider rejecting claim, go to Step 10 ○ CoCs, consider suspension of payment/concessions, go to Step 10 |

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| 10 | <p>Consider suspension/rejection of claim/payment/concession + Read more ...</p> <p>As the claimant/recipient and/or their partner or correspondence nominee failed to provide the requested information/action within the time allowed to respond, consider rejecting or suspending their claim/payment/concession.</p> <p>Suspend payment/concession. For more information, see Suspension of payments.</p> <p>For re-indexed claims, see Rejecting a Centrelink claim.</p> <p>Finalise RFI, go to Step 12.</p> |
| 11 | <p>Application of Part 5 of the Social Security (Administration) Act 1999 + Read more ...</p> <p>If the notice concerns an event or change of circumstances, which occurred more than 13 weeks before the giving of the notice, an ex-recipient is not required to comply with this notice.</p> <p>However, if the notice was issued under Part 5 section 196 of the Social Security (Administration) Act 1999, where there is no 13 week restriction, the ex-recipient is required to provide the necessary information/documents or be subject to possible prosecution.</p> <p>See the References page for a link to the Social Security Guide, 8.1.3.10 for more information.</p> <p>Determine the appropriate action to take as the ex-recipient has failed to provide the requested information using relevant resources. For more details, refer to local guidelines or Tier 0 technical support - self-sufficiency.</p> <p>Procedure ends here.</p> |
| 12 | <p>Finalise RFI + Read more ...</p> <p>The RFI will complete with the CoC in most circumstances, where the RFI requires manual finalisation:</p> <p>Select s47E(d) , then either:</p> <ul style="list-style-type: none"> • s47E(d) <ul style="list-style-type: none"> ○ Procedure ends here • s47E(d) <ul style="list-style-type: none"> ○ Procedure ends here |

Customer First

On this page:

[Request information from a claimant/recipient](#)

[Request information from an ex-recipient](#)

Request information from a claimant/recipient

Table 1

| Step | Action |
|------|--|
| 1 | <p>More information needed to determine eligibility or entitlement + Read more ...</p> <p>Non-Circumstance Change Monitor (CCM) new claims or Families suite of payments change in circumstances (CoC), may need more information to determine the claimant/recipient's eligibility/entitlement.</p> <p>In these situations, a request for information is required using Customer First.</p> <p>Multiple requests for the same information must not be made unless the document was unreadable, or the scan is of poor quality.</p> <p>Genuine attempts to contact by phone should be made for all requests for information or clarification to:</p> <ul style="list-style-type: none"> • get information immediately • assist the customer in providing the correct information the first time, and • provide an efficient claim/CoC outcome <p>Make sure the current contact details are correct. For more details, see Changing address or rent details.</p> <p>Note: a request for information should not be made where images and/or documents not related to the claim or CoC have been provided.</p> <ul style="list-style-type: none"> • To request information from an ex-recipient, see Table 2 • For Family Tax Benefit (FTB) and Parental Leave Pay (PPL) only claims, see Information requests for FTB and PPL claims, and Add Newborn and PPL change of circumstances • If an unrelated image is uploaded with a claim/CoC, consider rejecting claim/suspending or cancelling payment/concession. Go to Step 12 • If a request for information is required for non CCM claims and Families suite of payments change of circumstances, go to Step 2 • If a Work Item is allocated, go to Step 9 • If the claimant/recipient is requesting an extension of time to provide the requested information, go to Step 10 |
| 2 | Determine if information can be requested verbally + Read more ... |

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| | <p>Genuine attempts to contact by phone should be made for all requests for information and must be made if information can be obtained immediately. For example, a payment destination may be obtained verbally.</p> <p>The preferred method for requesting information is by a written notice and will be issued for all change of circumstances (CoC). However, a verbal request for information may be the quicker, more effective option.</p> <p>Enforceable verbal requests for information can only be made for payments/concessions administered under social security law. See the Resources page for a list of payments/concessions administered under social security law.</p> <p>Check the claimant/recipient's record for any indicators, for example a language barrier, medical condition or disability that may restrict their capacity to understand a verbal request for information. If there is any doubt they may not have the capacity to fully understand a verbal request, a written notice must be issued.</p> <p>The Service Officer must issue individual written requests for information if the claimant/recipient and their partner:</p> <ul style="list-style-type: none"> • have both submitted a claim, or • are currently receiving payments, and • the information required will impact both claimant/recipient entitlements <p>Is it appropriate to obtain or request the information verbally?</p> <ul style="list-style-type: none"> • Yes, make an enforceable verbal request, go to Step 3 • No, contact should still be made to discuss request, go to Step 8 |
| 3 | <p>Contact to verbally request information + Read more ...</p> <p>If the claimant/recipient or correspondence nominee is not present, Genuine attempts to contact by phone should be made. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See Calling a customer or returning a customer's call.</p> <p>Note: if the customer has an involuntary nominee arrangement in place, verbal requests must always be made to the correspondence nominee.</p> <p>Is the claimant/recipient or correspondence nominee present or was phone contact successful?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, <ul style="list-style-type: none"> ○ to request information for Circumstance Change Monitor (CCM) claims, go to Step 7 ○ for all other requests for information, go to Step 8 |
| 4 | <p>Obtain, request or clarify information verbally + Read more ...</p> <p>If information has been obtained or clarified verbally, in the first instance:</p> |

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| | <ul style="list-style-type: none"> • refer to the relevant claim processing or CoC process to complete the assessment • DOC the discussion. See Online Document Recording (ODR) <p>If requesting information verbally, the following must be discussed with the claimant/recipient or correspondence nominee:</p> <ul style="list-style-type: none"> • the information is required to: <ul style="list-style-type: none"> ○ assess entitlement for a payment (claimant) ○ review current payment entitlement (recipient) • specific details of the information and/or action required • the information is requested under Section 63 of the Social Security (Administration) Act 1999 (if needed) • the time allowed for them to provide the information and/or action and how they can get the information or documents to the agency • how they can get the information or documents to the agency: <ul style="list-style-type: none"> ○ subscribed to online self service, upload the requested documents to an online task under My Tasks. See Using Centrelink self service ○ not subscribed to online self service, explain the benefits of online self service and provide options for the provision of information or documents in person or via mail. See: <ul style="list-style-type: none"> - Accessing and using self service - Self service for nominees • consequences of failing to provide the requested information and/or action, for example rejection of claim and/or suspension of current payment <p>A closing statement is required for claimants, including where contact was made with the correspondence nominee. A written notice will be issued for recipients:</p> <ul style="list-style-type: none"> • For claimant or claimant/recipient, go to Step 5 • For recipient, go to Step 8 |
| 5 | <p>Closing verbal statement for claimant or claimant/recipient + Read more ...</p> <p>Close the conversation by reading the following statement ensuring a clear understanding of their required action and consequences for not complying with the request:</p> <ul style="list-style-type: none"> • s47E(d) • s47E(d) |

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| | <p>If there is any doubt that the claimant/recipient or correspondence nominee does not fully understand the verbal request for information, a written notice must be issued.</p> <p>Has the claimant, claimant/recipient or correspondence nominee acknowledged they fully understand the verbal request for information and do not wish to have the request made in writing?</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No, <ul style="list-style-type: none"> ○ To request information for Circumstance Change Monitor (CCM) claims, go to Step 7 ○ For all other requests for information, go to Step 8 |
| 6 | <p>Record verbal request for information + Read more ...</p> <p>Details of the conversation must be recorded on the claimant/recipient's record addressing all the requested discussion points. This includes verbal requests made with a correspondence nominee.</p> <p>These details may be used as evidence of what was asked of the claimant/recipient if they later apply for a formal review of decision, particularly where their claim was subsequently rejected or payment/concession suspended/cancelled for failure to provide the requested information.</p> <p>In addition to the verbal request, a written notice can be issued at the request of the:</p> <ul style="list-style-type: none"> • claimant/recipient, and/or • correspondence nominee <p>Does the claimant/recipient or correspondence nominee want the request in writing?</p> <ul style="list-style-type: none"> • Yes, tell them a written notice will be issued: <ul style="list-style-type: none"> ○ For CCM claims, go to Step 7 ○ For non CCM claims and CoC, go to Step 8 • No: <ul style="list-style-type: none"> ○ Record the details using s47E(d) ○ Go to Step 11 |
| 7 | <p>Request information for CCM claims + Read more ...</p> <p>CCM process does not support:</p> <ul style="list-style-type: none"> • paper claims • ABSTUDY secondary school student claims • ABSTUDY Schooling A claims • ABSTUDY Pensioner Education Supplement claims, or • claims created as Social Application (SOA) shells • Child Care Subsidy (CCS) claims lodged as a combined claim with Family Tax Benefit (FTB) and/or Parental Leave Pay (PPL) • Additional Child Care Subsidy (ACCS) Change of Circumstance (CoC) applications |

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| | <p>For more information, see Circumstance Change Monitor (CCM).</p> <p>Issue individual written requests for information at the same time if the claimant/recipient and their partner:</p> <ul style="list-style-type: none"> • have both submitted a claim, or • are currently receiving payments, and • the information required will impact both claimant/recipient entitlements <p>Contact the customer to discuss the request if this has not already occurred. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See Calling a customer or returning a customer's call.</p> <p>Issue a written request for information notice to the claimant (and partner if applicable) using the s47E(d) guided procedure. For help, see Customer First - requesting information table in Circumstance Change Monitor (CCM).</p> <p>For Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS), issue a Q888 letter. See Operational Blueprint letters and electronic messaging > Families.</p> <p>Note: for combined Carer Payment (CP)/Carer Allowance (CA) claims, there is no legislative requirement for the request to specify both payments.</p> <p>Procedure ends here.</p> |
| 8 | <p>Request information for non CCM claims and/or change of circumstances + Read more ...</p> <p>The notice must have the following:</p> <ul style="list-style-type: none"> • What information and/or action is needed • What are the consequences of failing to comply with this notice • The time allowed to respond • The reference to the relevant Act that the request has been made under <p>Note: any forms issued using the s47E(d) guided procedure will not automatically issue an advice containing sufficient information to enable subsequent action to be taken, such as rejection, where claimant/recipient fails to provide the information required.</p> <p>Issue individual written requests for information at the same time if the claimant/recipient and their partner:</p> <ul style="list-style-type: none"> • have both submitted a claim, or • are currently receiving payments, and • the information required will impact both entitlements <p>Contact the customer to discuss the request if this has not already occurred. Send a pre-call notification SMS if the customer is subscribed to electronic messaging. See Calling a customer or returning a customer's call.</p> |

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| | <p>Issue a written request for information notice to the claimant/recipient (and partner if applicable) via the most appropriate method:</p> <ul style="list-style-type: none"> • Use the s47E(d) guided procedure. Make sure the s47E(d) : <ul style="list-style-type: none"> ○ s47E(d) ○ • Alternatively, if the guided procedure is not suitable and/or available, or if directed in Operational Blueprint to issue another letter type, for example Q999 see Creating a Q999 or Q888 letter, or QSS32 questionnaire see Creating a manual letter or Online Advice (OLA): <ul style="list-style-type: none"> ○ Create a manual letter. If the claimant/recipient has a correspondence nominee, issue the same letter to the correspondence nominee ○ For aged care assessments, use the manual request for information templates located in s47E(d) ○ For families related new claims, see Information requires for FTB, PPL, and CCB lump sum claims ○ For Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS), issue a Q888 letter. See Operational Blueprint letters and electronic messaging > Families <p>Go to Step 11.</p> |
| 9 | <p>Work Item allocated + Read more ...</p> <p>When actioning the activity, check the claimant/recipient and/or their partner or correspondence nominee records to determine if they have complied with the information notice.</p> <p>Note: all parties do not need to provide the same information requested.</p> <p>Have they and/or their partner or correspondence nominee complied?</p> <ul style="list-style-type: none"> • Yes, using the information provided, finalise updates to the claimant/recipient's and/or partner's record. If the activity requires manual finalisation: s47E(d) <ul style="list-style-type: none"> • Procedure ends here • No, go to Step 10 |
| 10 | <p>Determine if an extension to the due date is required + Read more ...</p> <p>The time allowed to respond can be extended if:</p> <ul style="list-style-type: none"> • extra time is required to allow for postage, or • there are special circumstances preventing the claimant/customer from lodging the requested documents for the claim or change of circumstance <p>Special circumstances may include:</p> |

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| | <ul style="list-style-type: none"> • a claimant/customer that has practical difficulties in meeting the timeframe because they live in a remote area or overseas, and the necessary timeframe was not provided with the original request • the claimant/customer needs to get the documents from a third party, or • an emergency interfering with the claimant/customer's plans to lodge within the timeframe. Generally, the emergency is unforeseen and for a short term. It includes, but is not limited to: <ul style="list-style-type: none"> ◦ a medical emergency ◦ a family emergency ◦ recognised natural disasters ◦ <u>family and domestic violence</u> • For claimants, see Intent to claim and vulnerable customers • For recipients, consider the circumstances relating to each individual customer <p>Is an extension needed?</p> <ul style="list-style-type: none"> • Yes, go to Step 11 • No: <ul style="list-style-type: none"> ◦ for claimant, go to Step 12 ◦ for recipients, go to Step 13 |
| 11 | <p>Extend review date + Read more ...</p> <p>To extend the review date for a request for information, for a:</p> <ul style="list-style-type: none"> • New claim: s47E(d) • Change of circumstances (CoC): s47E(d) • Verbal request for information Fast Note: s47E(d) • All other cases: s47E(d) |

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| | <p>Where there is no claim, relevant activity or integrated review, service officers must create a manual review to enable the request for information to be followed up.</p> <p>The manual review will only be required in limited circumstances if there is no claim, relevant activity or integrated review. A manual review must be created in Customer First.</p> <p>s47E(d)</p> <p>See the Resources page for timeframes.</p> <p>Procedure ends here.</p> |
| 12 | <p>Reject the claim + Read more ...</p> <p>Reject the claim, see Rejecting a Centrelink claim. Generally, these claims will reject s47E(d) failed to reply to correspondence or s47E(d) failed to supply documents.</p> <p>Is the claimant also a recipient?</p> <ul style="list-style-type: none"> • Yes, if a separate advice <ul style="list-style-type: none"> ○ has been issued for the change of circumstance, go to Step 13 ○ has not been issued for the change of circumstance, the recipient's payment/concession cannot be suspended at this point. See the specific Operational Blueprint file relating to the change in circumstance • No, procedure ends here |
| 13 | <p>Consider suspension/cancellation of payment/concession + Read more ...</p> <p>As the recipient and/or their partner or correspondence nominee failed to provide the requested information/action within the time allowed to respond, consider suspending/cancelling their payment/concession.</p> |

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| | <p>For more information, see Suspension of payments or Cancellation of payments.</p> <p>Procedure ends here.</p> |
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Request information from an ex-recipient

Table 2

| Step | Action |
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| 1 | <p>Determine if more information needed + Read more ...</p> <p>If the ex-recipient has advised of an event or change of circumstances, information may be required to determine prior entitlement to the payment/concession. In these circumstances, a request for information may be made to the ex-recipient.</p> <ul style="list-style-type: none"> • If a new request for information is needed, go to Step 2 • If the activity is due, go to Step 4 • If the ex-recipient is contacting to request an extension to provide the requested information, go to Step 5 • If enough information has been provided to update the ex-recipient's record, go to Step 6 |
| 2 | <p>Request more information + Read more ...</p> <p>An ex-recipient of a social security payment or concession card is not obligated to answer questions about events that occurred more than 13 weeks before the date of the request unless the notice is issued under Part 5 section 196 of the Social Security (Administration) Act 1999, where no time limits apply. See the References page for a link to the Social Security Guide, 8.1.3.10 for more information.</p> <p>The notice must have the following:</p> <ul style="list-style-type: none"> • What information and/or action is required • What are the consequences of failing to comply with this notice • The time allowed to respond • The reference to the relevant Act that the request has been made under <p>Note: any forms issued using the s47E(d) guided procedure will not automatically issue an advice containing sufficient information to enable subsequent action to be taken where ex-recipient fails to provide the information required.</p> <p>Issue a written request for information notice to the ex-recipient using the most appropriate method:</p> <ul style="list-style-type: none"> • Use the s47E(d) guided procedure. Make sure the s47E(d) of s47E(d) is used. See the Resources page for a task card on using the s47E(d) guided procedure • In limited circumstances, create a manual letter if: <ul style="list-style-type: none"> ○ the s47E(d) guided procedure is not suitable and/or available, or |

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| | <ul style="list-style-type: none"> ○ if directed in Operational Blueprint to issue another letter type, for example Q999 see Creating a Q999 or Q888 letter, or QSS32 questionnaire see Creating a manual letter or Online Advice (OLA) <p>Note: if creating a manual letter and the ex-recipient has a correspondence nominee, issue the same letter to the correspondence nominee.</p> <p>Go to Step 5</p> |
| 3 | <p>Activity falls due - determine if ex-recipient has complied with request + Read more ...</p> <p>When actioning the review activity, check if the ex-recipient has complied with the information?</p> <p>Has the ex-recipient complied?</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No, go to Step 4 |
| 4 | <p>Determine if special circumstances warrant an extension + Read more ...</p> <p>The time allowed to respond can be extended if:</p> <ul style="list-style-type: none"> • extra time is required to allow for postage • there are special circumstances preventing the customer from lodging the requested documents for the claim <p>Special circumstances may include:</p> <ul style="list-style-type: none"> • an ex-recipient that has practical difficulties in meeting the timeframe because they live in a remote area or overseas, and the necessary timeframe was not provided with the original request • the ex-recipient needs to get the documents from a third party, or • an emergency interfering with the ex-recipient's plans to lodge within the timeframe. Generally, the emergency is unforeseen and for a short term. It includes, but is not limited to: <ul style="list-style-type: none"> ○ a medical emergency ○ a family emergency ○ recognised natural disasters ○ family and domestic violence <p>Consider the circumstances relating to each individual.</p> <p>Does the ex-recipient have special circumstances that warrant an extension?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 7 |
| 5 | <p>Extend the review date + Read more ...</p> |

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| | <p>When the s47E(d) open s47E(d) guided procedure in Customer First is used to issue an RFI an work item is created within the s47E(d) .</p> <p>To extend the review date for a request for information to allow the ex-recipient the time allowed to respond to the request:</p> <p>s47E(d)</p> <p>Where there is no relevant activity or integrated review, service officers must create a manual review to enable the request for information to be followed up.</p> <p>The manual review will only be required in limited circumstances if there is no relevant activity or integrated review, a manual review must be created in Customer First.</p> <p>s47E(d) screen</p> <ul style="list-style-type: none"> • In Customer First, create a manual review on the s47E(d) screen and complete the fields as follows: <p>s47E(d)</p> <p>See the Resources page for applicable timeframes.</p> <p>Procedure ends here.</p> |
| 6 | <p>Information/documents received + Read more ...</p> <p>Has the requested information and/or documents been received?</p> <ul style="list-style-type: none"> • Yes: s47E(d) |

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| | <ul style="list-style-type: none"> ○ procedure ends here ● No, go to Step 7 |
| 7 | <p>Application of Part 5 of the Social Security (Administration) Act 1999 + Read more ...</p> <p>Determine the appropriate action to take as the ex-recipient has failed to provide the requested information.</p> <p>If the notice concerns an event or change of circumstances, which occurred more than 13 weeks before the giving of the notice, an ex-recipient is not required to comply with this notice.</p> <p>However, where the notice was issued under Part 5 section 196 of the Social Security (Administration) Act 1999, where there is no 13 week restriction, the ex-recipient is required to provide the necessary information/documents or be subject to possible prosecution.</p> <p>See the References page for a link to the Social Security Guide, 8.1.3.10 for more information.</p> |

References

Policy

[Social Security Guide, 8.1.3.10, Provision of Information](#)

Legislation

Links to the Federal Register of Legislation site go to an 'All versions' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999](#)

- Section 63, Requirement to attend etc.
- Section 64, Requirement to undergo medical examination etc.
- Section 66, Notice to obtain foreign payment
- Section 68, Person receiving social security payment or holding concession card
- Section 69, Person who has received a social security payment or who has held a concession card
- Section 72, Provisions relating to notice
- Section 80, Cancellation or suspension determination
- Section 81, Cancellation or suspension for non-compliance with certain notices
- Section 85, Resumption of payment after cancellation or suspension
- Division 1, Part 5, Information gathering
- Section 192, General power to obtain information
- Section 196, Written notice of requirements

[Student Assistance Act 1973, section 343, General power to obtain information](#)

Resources

Claims using the enhanced RFI

Table 1: this table lists claim and concession types using the [s47E\(d\)](#)

workflow in

Process Direct.

| Payment/Concession |
|---|
| ABSTUDY including: |
| <ul style="list-style-type: none"> • ABSTUDY Apprentice Incidental • ABSTUDY Apprentice Living Allowance • ABSTUDY Student Incidental • ABSTUDY Tertiary Living Allowance |
| Age Pension |
| Austudy including: |
| <ul style="list-style-type: none"> • Austudy • Austudy Australian Apprentice |
| Carers payments including: |
| <ul style="list-style-type: none"> • Carer Allowance (CA) • Carer Payment (CP) • Carer Allowance and Carer Payment Combined |
| Commonwealth Seniors Health Card (CSHC) |
| Concession Cards including: |
| <ul style="list-style-type: none"> • Ex-Carer Allowance (child) Health Care Card (EHC) • Foster Child Health Care Card (FST) • Low Income Health Care Card (LIC) • Low Income Health Care Card (LIC) renewals |
| Crisis Payment (CrP) including: |
| <ul style="list-style-type: none"> • Extreme circumstance family and domestic violence (EXV) • Extreme circumstances other (EXO) |

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| <ul style="list-style-type: none"> • Humanitarian entrants (HUM) • Release from prison or psychiatric confinement (PRI) |
| Disability Support Pension (DSP) |
| Emergency payments including: |
| <ul style="list-style-type: none"> • Disaster Recovery Allowance (DRA) • Disaster Recovery Payment (DRP) |
| Essential Medical Equipment Payment (EMEP) |
| Farm Household Allowance (FHA) |
| Home Equity Access Scheme (HEAS) |
| JobSeeker Payment (JSP) |
| Mobility Allowance |
| Parenting payment including: |
| <ul style="list-style-type: none"> • Parenting Payment Partnered (PPP) • Parenting Payment Single (PPS) |
| Pensioner Education Supplement (PES) |
| Special Benefit (SpB) |
| Status Resolution Support Services (SSRS) |
| Transfer to Age Pension (TTA) |
| Youth Allowance (YA) including: |
| <ul style="list-style-type: none"> • YA Australian Apprentice • YA job seeker • YA students |

List of payments/concession administered under social security law

Table 2

| Payment/Concession types |
|---|
| Age Pension (AGE) |
| Assurance of Support (AoS) |
| Australian Victim of Terrorism Overseas Payment (AVTOP) |

| |
|---|
| Austudy (AUS) |
| Carers Allowance (CA) |
| Carers Payment (CP) |
| Commonwealth Seniors Health Card (CSHC) |
| Crisis Payment (CrP) |
| Disability Support Pension (DSP) |
| Disaster Recovery Allowance (DRA) |
| Disaster Recovery Payment (DRP) |
| Double Orphan Pension (DOP) |
| Essential Medical Equipment Payment (EMEP) |
| Ex-Carer Allowance (Child) Health Care Card (EHC) |
| Farm Household Allowance (FHA) |
| Foster Child Health Care Card (FST) |
| JobSeeker Payment (JSP) |
| Low Income Health Care Card (LIC) |
| Mobility Allowance (MOB) |
| Parenting Payment Partnered (PPP) |
| Parenting Payment Single (PPS) |
| Home Equity Access Scheme (PLS) |
| Pensioner Concession Card (PCC) |
| Pensioner Education Supplement (PES) |
| Special Benefit (SpB) |
| Youth Allowance (YA) |

Letters and electronic messages

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.

[Q888 Request for information - CCS and Additional CCS](#)

Standards of customer correspondence

[Mandatory standards - requirements in correspondence requesting action](#)

Time allowed to respond

Table 3: Determining the delivery method

Most notices will be delivered by the customer's preferred delivery channel - online via myGov Inbox or by surface mail. However, some requests may be sent by SMS or email and some requests can only be sent by surface mail.

If the delivery method is not able to be clearly determined by the service officer, the default period of 9 days should be allowed (16 days for remote/overseas).

| Notice type | Subscribed to myGov Inbox | Subscribed to Electronic Messaging only | Not subscribed |
|--|---------------------------|---|----------------|
| Assessment of Living Arrangements - SS293 | surface mail | surface mail | surface mail |
| CCM Claim On Hold Notification | online letter | SMS/email | surface mail |
| IRS Request for Information | online letter | surface mail | surface mail |
| Payment Accuracy Reviews (PAR) Request to Contact | surface mail | surface mail | surface mail |
| Q004 - Request to complete form | surface mail | surface mail | surface mail |
| Q164 - Request to contact | surface mail | surface mail | surface mail |
| Q888 - Free format text shell | surface mail | surface mail | surface mail |
| Q999 - Free format text shell | surface mail | surface mail | surface mail |
| Q777 - Family Assistance Request for Information/Documents | surface mail | surface mail | surface mail |
| QSS32 - free text questionnaire | surface mail | surface mail | surface mail |
| Rent Certificate | surface mail | surface mail | surface mail |
| Request Documents - Process Direct - claim | online letter | SMS/email | surface mail |
| Request Documents - Process Direct - continuation | online letter | surface mail | surface mail |
| Request for Information guided procedure | online letter | surface mail | surface mail |

Table 4: Working out a review date

The day that the letter is created is 'Day 0', the count starts from the next calendar day.

A customer generally has 14 days to provide information from the time it has been requested.

| Delivery Method of Notice | Days Given to Respond | Additional Delivery Days (minimum) | Total Days Given to Respond |
|---|-----------------------|------------------------------------|-----------------------------|
| Verbal request (if permitted) SMS/Email (if permitted) | 7 days | 0 days | + 7 days |
| | 14 days | | + 14 days |
| | 21 days | | + 21 days |

| | | | | |
|---|---------|----------------|-----------|--|
| | 28 days | | + 28 days | |
| Online letters | 7 days | 2 working days | + 9 days | |
| | 14 days | | + 16 days | |
| | 21 days | | + 23 days | |
| | 28 days | | + 30 days | |
| Surface mail - metropolitan/regional | 7 days | 9 days | + 16 days | |
| | 14 days | | + 23 days | |
| | 21 days | | + 30 days | |
| | 28 days | | + 37 days | |
| Surface mail - remote/overseas/ accessible letter | 7 days | 16 days | + 23 days | |
| | 14 days | | + 30 days | |
| | 21 days | | + 37 days | |
| | 28 days | | + 44 days | |
| Notes: | | | | |
| Days are calendar days unless otherwise specified. | | | | |
| Additional days must be added to allow for public holidays or where the compliance period ends on a weekend. | | | | |
| 'Surface mail' means that the notice has been posted. For further information, see Allow extra time for mail delivery . | | | | |

Training & Support

Add the course number to the [s47E\(d\)](#) field in the [s47E\(d\)](#) in ESSENTIALS:

- [s47E\(d\)](#) - Requesting information
- [s47E\(d\)](#) - Suspensions, cancellations & restoration

Request for Information in [Process Direct](#).