Australian Government

Services Australia

Person Permitted to Enquire (PPE) or Update (PPU) authority 106-07090000

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Background

s 22 - irrelevant material
s 47E(d)

This document outlines what information staff can give to a person permitted to enquire on a customer's behalf. It explains the process for setting up a PPE or PPU authority.

Who can be given PPE or PPU authority

Customers can give permission for people such as partners, friends, parents, or organisations to enquire on their behalf, known as PPE, or to both enquire and make updates on their behalf, known as PPU.

A PPE or PPU cannot make decisions on behalf of the customer.

Note: for ABSTUDY purposes, the applicant is the only person who can give the authorisation.

Separating safely

If a PPE or PPU authority is ending due to a relationship breakdown, discuss with the customer the key tasks they should consider to keep their personal information safe.

PPE authority

PPE authority is a form of express consent.

The primary purpose of PPE is to ask questions on behalf of the customer to help the customer to better understand their Centrelink payments, services and entitlements including aged care costs.

Enquiries from a PPE must be specific and should not be for information the person would reasonably know. It is essential when disclosing information, Services Australia employees **provide only the minimum information necessary** to answer the question/s asked.

A PPE cannot:

- advise about changes to the customer's circumstances
- act on the customer's behalf with Centrelink or aged care
- apply for payments on the customer's behalf
- complete and sign forms and statements for the customer

- come to appointments for the customer
- make updates online
- request a review of decision on behalf of a customer

PPE details are recorded on a s 47E(d) **DOC**.

If the PPE is the customer's partner. The authority is displayed:

s 47E(d)

PPU authority

PPU authority is also a form of express consent.

Unlike PPE, PPU gives the person or organisation the authority to ask questions and make updates on the customer's behalf. A PPU helps the customer to understand and make sure they are receiving their correct rate of Centrelink payment or service and entitlements including aged care costs information.

The PPU can:

- ask about the current rate of payment
- ask about the reason payment has stopped and what action or information is required
- ask about the reason why payments have gone up or down for example income and assets, debt and back payment information
- provide information like how much the customer has earned and changes in their circumstances
- update information like change of address, updating income and assets

The PPU on the customer's behalf cannot do the following on the customer's behalf:

- update a customer's payment destination
- respond to letters
- complete reviews
- attend interviews
- complete and sign forms and statements
- claim a Centrelink payment or service
- appoint a nominee, PPE or PPU
- receive Centrelink payments
- make updates online
- receive copies of the customer's letters on an ongoing basis
- request a review of decision on behalf of a customer

PPU details are recorded on a s 47E(d) **DOC.**

Note: PPU is not available for Status Resolution Support Service Payment.

Information provided by a third party who is not a PPE or PPU

s 47E(d)

s 47E(d)

Information provided by a third party should be documented on the customer's record whether it is used or not.

Starting and ending PPE/PPU

All PPU arrangements must be in writing using the Authorising a person or organisation to enquire or act on your behalf (SS313) form.

It is preferred that PPE arrangements are also made via SS313 form, however the customer can make the arrangement verbally.

Customers can change their PPE authority for their partner online, from

- Y to N, and
- N to Y

A customer or their correspondence nominee can end a PPE and PPU arrangement anytime:

- over the phone
- in person, or
- in writing

The Resources page contains a link to the SS313 form.

PPE/PPU identification

The PPE/PPU's identity must be established **before** actioning a verbal request (PPE only) or processing the Authorising person or organisation to enquire or act on your behalf (SS313) form.

They can do this:

- in person
- online
- over the phone

The Resources page contains a link to the SS313 form.

PPE or PPU has expired or status is N

If a third party or the customer's partner contacts stating they have PPE on behalf of the customer there is no express consent recorded when:

s 47E(d)

The customer must provide a new PPE/PPU authorisation before information can be released.

Note: a previous PPE or PPU authority does not have effect historically. PPE or PPU must be current at the time of the enquiry. For example, a person had PPE authority for 2 years previously, but no longer has authority. The PPE enquires today about the customer's circumstances during the authority period. No information can be disclosed.

s 47E(d) DOCs and new claims

When a customer submits their online claim, if their claim states they:

- **do not** want someone to enquire on their behalf, and they have an existing s 47E(d) **DOC**s on their record:
  - all previous s 47E(d) **DOCs** will automatically expire
- **want** someone to enquire on their behalf:
  - new s 47E(d) **DOC** automatically creates, and
  - all previous s 47E(d) **DOCs** will automatically expire

Phone self service

A PPE or PPU must never be transferred to the phone self-service line to access the customer's account.

Do not issue Personal Identification Numbers (PIN) and passwords to a PPE or PPU. When the customer is issued with a PIN and/or password, they are advised that although they have a PPE or PPU, their **PIN and/or password is only for the customer** to use and cannot be given out to anyone.

s 47E(d)

Generally, a PPE or PPU is not to be outbound called. If the only contact phone number given belongs to the PPE and the customer is not available, a short message asking the customer to call us can be left with the PPE or PPU.

Do not provide any other details. If the PPE or PPU specifically ask why we want to speak to the customer, the Service Officer can answer **but** must only provide the minimum information necessary to answer the question. This contact **must** be recorded as a **DOC**.

Online Service

A PPE or PPU must never be given online access to a customer's record.

A customer and partner will have limited access to each other's information on their Centrelink online account, even when the s 47E(d). This is because the customer and partner's records are linked.

The partner can update any income and assets they own in part with the customer or solely, no matter the PPE status, including:

- earnings
- managed investments
- real estate details
- savings
- shares
- other income
- income streams
- gifts and deprived assets
- other assets
- foreign income and assets

There are limitations on how this information will be applied to the customer and partner's records, depending on their PPE status. See Income and assets options online for more information.

If the customer has given their partner permission to enquire, i.e. customer's s 47E(d), from their own Centrelink online account their partner will be able to:

- access all the customer's information
- submit forms and some online services with pre-populate customer's information
- make updates to joint income and assets owned by the customer

If the customer has been given permission to enquire about their partner, that is, partner's s 47E(d), the customer will be able to access the partner's information.

PPE/PPU requested documents

Requests for documents containing personal information should be considered on a case by case basis. The document may be sent to the PPE/PPU, but never emailed. Examples of appropriate circumstances to send information include, but are not limited to:

s 47E(d)

When sending information, either to a customer or third party, care must be taken to make sure details are correct, current and for the intended recipient. Details of the request and resulting action (including the name and address) must be documented on the customer record.

Customers who use their Centrelink online account can provide the information directly to the PPE or PPU, as this process could be a quicker result. For example, the customer could request a document online, such as an income and assets statement, which as a PDF file can then be either saved and emailed or printed and faxed to the PPE or PPU.

Partner PPE for new claims

For customised or online claims, the following display rules apply:

- Known customer and partner information will be populated into a customised or online claim form when:
  - a customer and their partner are linked in the system, and
  - the partner has given permission for the customer to enquire, that is, s 47E(d)

    Note: limited information about the partner's income and assets will display even when s 47E(d)
- The pre-population of partner information will not occur if the customer advises:

  s 47E(d)

If either the customer or partner have not given permission for the other to enquire, the Service Officer should explain the benefits of allowing permission to enquire. This should include that any future or additional claims will also maximise the use of known customer and partner information.

When a customer authorises their partner to have permission to enquire by another means, such as through the PPE online service, this authority must be actioned immediately.

The Resources page contains:

- a link to the Authorising a person or organisation to enquire or act on your behalf (SS313) form
- a link to the Privacy intranet page
- a link to the privacy Services Australia website
- information staff can provide to a PPE
- information and examples for interactions with a partner PPE and PPU
- online access rules for displaying partner information
- explanations of the relevant Australian Privacy Principles (APP), and the Privacy Statement

Related links

Nominees

Disclosing information to third parties

Family and domestic violence

Identity documents A to Z

Accepting and disclosing information

Accepting information from and disclosing information to Power of Attorney

Change in relationship status from partnered to single

First Contact Service Offer (FCSO) workflow

Separating safely – protecting personal details

Process

Historical Version valid from 28/01/2026 10:51 am to 13/02/2026 10:13 am

s 47E(d)

This document outlines what information staff can give to a person permitted to enquire on a customer's behalf. It explains the process for setting up a PPE or PPU authority.

On this page:

Adding a PPE authority

Table 1

Step	Action
1	**A customer contacts to update their Person Permitted to Enquire (PPE) status** + Read more ... The customer may wish to: • authorise another person (including their partner) or organisation to enquire on their behalf, or • amend or end existing PPE details **Note:** for ABSTUDY purposes, the applicant is the only person who can give the authorisation. • Customer's identity is confirmed in the usual way, by authentication • Unless a PPE authority is to be ended, make sure the customer is aware of what information can be given to the PPE • If the customer advises of separation as the reason to end a PPE authority, support them to consider the key tasks that help keep their personal information safe Identify what action is required: • To record a new PPE verbally, go to Step 2 • To record a new PPE from an Authorising person or organisation to enquire or act on your behalf (SS313) form, go to Step 7 • To update PPE identity, go to Step 8 • To record or amend a PPE authority from a claim, go to Step 9 • To amend an existing PPE, go to Step 2 • To end an existing PPE, see Table 2 > Step 1

2	**Make sure that the customer wants to update PPE authority and does not require nominee arrangement** + Read more ...
	
	Does the customer want the person to make updates or act on their behalf?
	
	• **Yes**, to:
	    ◦ make updates, tell the customer how they can appoint a Person Permitted to Update, see Table 4 > Step 1
	    ◦ act on their behalf, tell the customer how they can request to have a nominee. Procedure ends here
	• **No**, go to Step 3

3	**Who is the customer giving permission to enquire?** + Read more ... • If the customer is giving permission for their partner to enquire, go to Step 8 • If the person is not the customer's partner, go to Step 4
4	**Obtain details** + Read more ...

	Obtain the following information from the customer: - If it is an individual, get their name, date of birth, relationship to customer, daytime phone number and address - If it is an Organisation, get the name, Australian Business Number (ABN), address, contact name and daytime phone number - Password - Period of authorisation: Indefinite or specific dates - Any limitations to the authority - The customer's acceptance of PPE Is the PPE with the customer? **Yes**, go to Step 5 **No**, go to Step 6
5	**Identity requirements and privacy** + Read more ... If the PPE arrangement has been made over the phone or face to face and the person being authorised is present, the Service Officer should ask to speak to the PPE. **PPE is a person** + Read more ... If a PPE does not have a confirmed identity status, they can establish their identity when: - they provide a photo identification document in person at a service centre or Services Australia Agent. See Coding identity documents, or - they provide an approved Commencement of Identity (CoI) or Primary Use in Community (PUiC) identity document, and - one of these documents are verified using the s 47E(d) **Note:** documents can be provided in person, uploaded online or details provided by phone. If provided in person or by phone, PPE must give consent to verify document details through the s 47E(d) **PPE is an organisation** + Read more ... If the PPE is an organisation or an employee of an organisation the Service Officer is to verify their business details (not the individual's identity) by checking the details provided, such as: - the Australian Business Number (ABN) - the organisation's name and address with the organisation's website and the Australian Business Register **Privacy statement** + Read more ... The Service Officer is to tell the PPE the following: 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 Your right to privacy on the Services Australia website. Any personal information about the customer you are given access to, in your role as PPE, is protected under Commonwealth legislation. You should only access, use or disclose the information as authorised by the person to whom the information relates. Once the privacy statement has been read: - For partner PPE, go to Step 9 - For person or organisation PPE, go to Step 11.

6	**Identity requirements still to be established** + Read more ... If the PPE has been made over the phone or face to face and the person being authorised is not present and does not have a confirmed identity status, tell the customer: • The PPE will be documented, but the person being authorised must contact to establish their identity before any information can be given about the customer • If the PPE does not own an approved photographic identity document, ask for and code a Commencement of Identity (CoI) or Primary Use in Community (PUiC) identity document which can be verified through the s 47E(d) • Documents can be provided in person, uploaded online or details provided by phone. If provided in person or by phone, PPE must give consent to verify document details through the s 47E(d) • Once the PPE's identity has been established a s 47E(d) **DOC** should be recorded and the following statement read to them: The privacy and security of your personal information is important to us and is protected by law. We collect this information to provide payment 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 Your right to privacy on the Services Australia website. Any personal information about the customer you are given access to, in your role as PPE, is protected under Commonwealth legislation. You should only access, use or disclose the information as authorised by the person to whom the information relates. If the PPE is an organisation or an employee of an organisation the Service Officer is to verify their business details (not the individual's identity) by checking the details provided, such as: • the Australian Business Number (ABN) • the organisation's name and address with the organisation's website and the Australian Business Register Once the privacy statement has been read: • For partner PPE, go to Step 9 • For person or organisation PPE, go to Step 11

7	**SS313 received** + Read more ...
	
	When an SS313 with a Person Permitted to Enquire arrangement is received:
	
	• Copy any relevant documentation, for example:
	    ○ court documents
	    ○ power of attorney and/or medical evidence, and
	    ○ return the originals to the customer
	
	See Sighting, recording and recording original documents.
	
	• The **SS313 must be scanned** with any other relevant documentation to the customer's record
	• When the SS313 is being processed at a service centre, it must be stored on the site's **on-file** batch after it has been scanned
	• Check all required evidence has been provided for arrangements. This may include checking scanned documents or lodgement and storage at a Service Centre. If unable to locate:
	    ○ tell the proposed PPE that the arrangement cannot be finalised until documentary evidence is provided and **DOC** customer record
	    ○ once the evidence is provided, scan to the record
	• Check the PPE has supplied a password. This is used to identify the PPE when they contact on behalf of the customer over the phone
	• Check the required signatures for an SS313 form have been provided
	
	Note: when completing a SS313 for an ABSTUDY student, the form should be completed with the student details and authorised by the applicant.

	Go to Step 8.

8	**PPE's identity requirements** + Read more ...
	
	Select relevant option:
	
	PPE is a person + Read more ...
	
	If the PPE does not have a confirmed identity status, the PPE can provide photographic identification document either:
	
	• **in person** – at a service centre or Agent
	• **online** – can set up their digital identity online
	• **over the phone**
	
	If the PPE does not own an approved photographic identity document, they may supply a Commencement of Identity (CoI) or Primary Use in Community (PUiC) identity document.
	
	The document must then be verified using the s 47E(d)
	
	Record the PPE:
	
	• For a partner PPE, go to Step 9
	• For a PPE who is not the partner:
	  ◦ If s 47E(d) **DOC** is already on customer's record, record that identity has been verified. Procedure ends here.
	  ◦ If s 47E(d) **DOC** is not on customer's record go to Step 11
	
	PPE is an organisation + Read more ...
	
	A PPE Organisation with a current Customer Reference Number (CRN) can be authenticated by verifying the business details provided in the SS313 form against their system record.
	
	If an organisation does not have a CRN, check the details on the SS313, or obtain them verbally, such as the ABN, the organisation's name and address on the organisation's website against the Australian Business Register and record this in the s 47E(d) **DOC**. Go to Step 11.

9	**Update Partner PPE** + Read more ...
	
	Is the update to partner PPE part of a claim?
	
	• **Yes**, refer to applicable claim processing instructions
	• **No**,
	  ◦ if this is a verbal PPE request and the customer is present **or** the PPE request is from a received SS313, go to Step 10
	  ◦ if there is a Partner PPE activity on the customer's record, see Table 3 > Step 1

10	**Update partner PPE to give authority** + Read more ... **Note:** staff **must** establish the partner's identity before recording PPE authority. Update the marital status by s 47E(d) **Process Direct:** see Process Direct navigation, common screens and functions on how to update the s 47E(d) screen, then return to this file and go to Step 11. **Customer First:** s 47E(d)

	s 47E(d) • Read the privacy statement regarding collection of PPE information to the customer and their partner. See Privacy Statement on the Resources page • Go to Step 11
11	**Record details of PPE** + Read more ... To record a new PPE authority on a s 47E(d) **DOC**: • Use Fast Note - select s 47E(d) s 47E(d) See Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs) If the **Fast Note** is not available, manually record the PPE authority in **Customer First/Customer Record** by: s 47E(d) ◦ The privacy statement regarding collection of PPEs information must be read to the PPE. See Privacy Statement on the Resources page s 47E(d) Procedure ends here.

Ending a PPE authority

Table 2

Step	Action
1	**Support the customer to separate safely** + Read more ... If ending the PPE authority is due to a relationship breakdown, discuss the steps the customer should consider to keep their personal information safe from inadvertent disclosure. See Separating safely - protecting personal details.
2	**Ending Person Permitted to Enquire (PPE) Authority** + Read more ... If the PPE authority is being ended for: • the customer's ex-partner, go to Step 3

	• the customer's current partner, go to Step 4 • someone other than the customer's partner, go to Step 5 • the customer as they have died, go to Step 6

3	**The partner PPE authority will automatically cease when the separation is processed on the customer record** + Read more ...
	
	If the ending of partner PPE is due to a separation, the authority will automatically cease once the separation has been processed on the customer record. The PPE authority can be manually ended as soon as the customer advises of the separation rather than waiting till the separation has been coded. See Change in relationship status from partnered to single.
	
	If the PPE authority is recorded on a s 47E(d) **DOC**, the **DOC** must be expired. Go to Step 5.
	
	If the former partner is the customer's nominee, ask the customer if they want the nominee arrangement to end. If the customer:
	
	• wants to cancel the payment nominee arrangement with their ex-partner, new payment destination details must be obtained from the customer as soon as possible. See Cancelling a nominee arrangement
	• still wants their former partner to have PPE authority, record the details in a s 47E(d) **DOC**:
	    ◦ Use Fast Note - select s 47E(d) , or
	    ◦ For manual coding see Table 1 > Step 11

4	**Ending current partner PPE** + Read more ... In the customer's record: s 47E(d) Procedure ends here.
5	**PPE for non-partners is recorded using a** s 47E(d) **DOC** + Read more ... To end the s 47E(d) . If the customer states in their online claim that they do not want someone to enquire on their behalf, any previous s 47E(d) **DOCs** will automatically expire. To end the: • s 47E(d) **DOC status in Process Direct**, see Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs) • **PPE status in Customer Record:** s 47E(d) • **PPE status in Customer First:** s 47E(d) Procedure ends here.
6	**Customer had died - Expire** s 47E(d) **DOC** + Read more ...

	When the customer dies, any PPE arrangements cease. If the PPE was with: • the customer's partner, this will automatically cease • someone else, the s 47E(d) **DOC** will need to be expired To end the: • s 47E(d) **DOC status in Process Direct**, see [Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs)] • **PPE status in Customer Record:** s 47E(d) • **PPE status in Customer First:** s 47E(d) Procedure ends here.

Online Partner PPE authority updates

Table 3

Step	Action
1	**Customer submitting an online update** + Read more ... A customer updating Partner PPE online will need to: • sign into myGov and access their linked Centrelink online account • select **My Profile** from the My Details menu drop down • read the information page • select **Submit** to change the current Partner PPE arrangement • view receipt page The update will be applied automatically and immediately to the customer's record. The online service used by a customer to change their Partner PPE authority: • can be accessed in **My Profile** of a customer's online service when they are already partnered • will update the s 47E(d) screen on submission • will use the date of submission in the s 47E(d) field on submission, and • will create a **DOC** on submission
2	**Customer changing their Partner PPE preference online** + Read more ... Customer's changing their Partner PPE preference online will be blocked from making the update when: • they have previously submitted an online Partner PPE update which has failed and is awaiting manual finalisation by a Service Officer, or • there is a claim awaiting finalisation: started, in progress or on hold
3	**Partner Permitted to Enquire (PPE) update is submitted online** + Read more ... Is the s 47E(d) **DOC** reflecting the correct Partner s 47E(d) • **Yes**, the update has been automatically applied to their record. Procedure ends here

	• **No**, go to Step 4
4	**The update has failed** + Read more ... When manual finalisation is required for a failed online Partner PPE update, including updates made as part of an online claim, the work item s 47E(d) will be allocated via Workload Management (WLM). **Process Direct**: s 47E(d) **Customer First**: s 47E(d) Finalisation of the work item will automatically: s 47E(d)

Adding or ending a PPU authority

Table 4

Step	Action
1	**Support the customer to separate safely** + Read more ... If ending the PPU authority is due to a relationship breakdown, discuss the steps the customer should consider to keep their personal information safe from inadvertent disclosure. See Separating safely - protecting personal details.
2	**Customer contacts to update their Person Permitted to Update (**s 47E(d) + Read more ... The customer may wish to authorise another person (including their partner) or an organisation to enquire and update on their behalf, or amend the arrangement or end the arrangement **Note:** for ABSTUDY purposes, the applicant is the only person who can give the authorisation. • Customer's identity is confirmed in the usual way by authentication • Unless PPU arrangement is being ended, make sure the customer is aware of what information can be given to the PPU Identify what action is required: • To record a new PPU, go to Step 3 • To amend an existing PPU, go to Step 3 • To end an existing PPU, go to Step 9
3	**Make sure that the customer wants PPU authority and does not require nominee arrangement** + Read more ... Unlike a Correspondence and Payment Nominee a PPU **cannot perform the following actions on the customer's behalf:** • Update the payment destination

	• Respond to letters, reviews or attend interviews • Completing and signing forms and statements • Claim a Centrelink payment or service • Appoint a nominee • Receive Centrelink payments • Receive copies of customer's letters • Make updates online Does the customer want the person to act on their behalf? • **Yes**, advise the customer how they can request to have a nominee. Procedure ends here • **No**, go to Step 4

4	**Obtain details** + Read more ...
	
	All PPU requests must be made in writing on an Authorising person or organisation to enquire or act on your behalf (SS313) form.
	
	When the SS313 is received:
	
	• Copy any relevant documentation for example, court appointed power of attorney or medical evidence and return the originals to the customer. See Sighting, recording and returning original documents
	• Scan SS313 and any other relevant documentation to the customer's record. When the SS313 is being processed at a service centre, it must be stored on the site's on-file batch after it has been scanned
	• Check all required evidence has been provided for **involuntary** arrangements. This may require checking scanned documents or lodgement and storage at a service centre. If unable to locate:
	  ◦ Tell the proposed PPU that the appointment cannot be finalised until documentary evidence is provided
	  ◦ Once evidence is provided, scan to the record
	• Check PPU needs to supply a password. This is used to identify the PPU when they contact on behalf of the customer over the phone
	• Check the required signatures for the SS313 form have been provided

5	**PPU's identity requirements** + Read more ... **PPU Person** The PPU can provide photographic identification document either: • **in person** – at a service centre or Agent • **online** – can set up their digital identity online • **over the phone** If the PPU does not own an approved photographic identity document, they may supply a Commencement of Identity (CoI) or Primary Use in Community (PUiC) identity document. The document must then be verified using the s 47E(d) If the PPU is the customer's partner, check if the partner: • has confirmed identity status, or • provided a photo identification document that has been verified by s 47E(d) and/or has linkage Record that identity has been verified in the s 47E(d) **DOC**. **PPU Organisation** • A PPU Organisation with a current Customer Reference Number (CRN) can be authenticated by verifying the business details provided in the SS313 form against their system record • If an organisation does not have a CRN, check the details on the SS313 such as the ABN, the organisation's name and address on the organisation's website against the Australian Business Register and record in the s 47E(d) **DOC**

	Has the PPU met the identity requirements? • **Yes**, go to Step 7 • **No**, go to Step 6
6	**Contact PPU** + Read more ... Make one genuine attempt to contact the PPU to get the relevant information. If unsuccessful, make one genuine attempt to contact the customer and advise that the PPU authority cannot be completed at this time. Record a **DOC** stating why the SS313 PPU arrangement could not be processed. Complete the SS313 activity. Procedure ends here.
7	**Record details of PPU** + Read more ... Record PPU on a s 47E(d) **DOC** if the customer authorises a person or an organisation to update on their behalf. To record a new PPU authority: • Use Fast Note - select s 47E(d) See Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs) If the **Fast Note** is not available, manually record the PPU authority in **Customer First/Customer Record** by recording/updating the following details on the **DOC**: s 47E(d) **Is the Person Permitted to Update, also the customer's partner?** • **Yes**, go to Step 8 • **No**, procedure ends here
8	**Update the** s 47E(d) + Read more ... s 47E(d) **Process Direct:** see Process Direct navigation, common screens and functions on how to update the s 47E(d) screen.

	Customer First: s 47E(d) Procedure ends here.
9	**Ending Person Permitted to Update (PPU) Authority** + Read more ... To end the s 47E(d) To end the: • s 47E(d) **DOC status in Process Direct**, see [Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs)]. • s 47E(d) **in Customer Record:** s 47E(d) • s 47E(d) **in Customer First:** s 47E(d) **Is the Person Permitted to Update, also the customer's partner?** • **Yes**, go to Step 10 • **No**, procedure ends here
10	**Update the** s 47E(d) **to No** + Read more ... If the ending of partner PPU is due to a separation, the s 47E(d) will automatically cease once the separation has been processed on the customer record. The s 47E(d) can be manually ended as soon as the customer advises of the separation rather than waiting until the separation has been coded. See Change in relationship status from partnered to single. s 47E(d) Key the date of notification in the s 47E(d) field. **Note:** if the partner PPU authority is being ended because the customer is separating from their partner, the date of event (DOV) for the s 47E(d) update must be the day prior to the separation date. See Table 2 > Item 4 in Resources. **Process Direct:** see Process Direct navigation, common screens and functions on how to update the s 47E(d) screen. **Customer First**: s 47E(d) Procedure ends here.

References

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Policy

Social Security Guide, 1.3.3, Privacy & Confidentiality

Legislation

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

Collection, storage and limits on the use of personal information

Privacy Act 1988, Australian Privacy Principles (APP)

Protection of personal information - who can access personal information, how the information can be used, and to whom it may be disclosed

Social Security (Administration) Act 1999, section 202, Protection of personal information

Family Assistance (Administration) Act 1999

- section 161, Operation of Division
- section 162, Protection of personal information

Student Assistance Act 1973, section 351, Protection of personal information

Child Care Act 1972, section 12J, Authorised access to and use of protected information

Resources

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Forms

Authorising a person or organisation to enquire or act on your behalf (SS313)

Intranet links

Privacy and Secrecy

Services Australia website

Your right to privacy

PPE information and examples

Table 1

Item	Description
1	s 47E(d)

	s 47E(d)
2	**Examples** s 47E(d)

Partner PPE and PPU information and examples

Table 2

Item	Description
1	**Change of address** • A customer's partner advises of a change of address for both them and their partner • Existing address is the same for both members of the couple and the new address details are the same for both • Customer's s 47E(d) The information can be accepted and the address updated for them both, because the information is about the partner. If the address change were for the customer only, the partner cannot do this with PPE authority only.
2	**Earnings** • A customer's partner advises of their earnings • The partner does not receive a Centrelink payment The income information can be accepted from the partner and assessed because the information is about the partner. The partner: • is the best person to provide the information in this situation • cannot report whether the customer has met their participation obligations
3	**Income and assets online** • A customer who is a member of a couple is updating joint or their own income and assets online • Partner's s 47E(d)

	The customer will be able to update the income and assets if their partner is not an income support recipient. This is because the notification obligation is on the customer. If their partner is an income support recipient, the customer is unable to update the income and assets online that belong solely to the partner. See Income and assets options online for more information about PPE rules.
4	**Date of effect for ending partner PPE or PPU due to separation** If customer separates on 22 March and contacts Centrelink on 23 March to advise of separation, the date of effect for ending partner PPE or PPU is 21 March. The customer must be supported to separate safely.

PPU information and examples

Table 3

Item	Description
1	**Financial advisor PPU** Customer has appointed their financial advisor a PPU so they can advise of changes to investments. • The changes to investments cannot be made online, but can be accepted through other channels • If financial advisor wants to be able to make online updates, they will need to become the customer's correspondence nominee • Updates not directly related to investments such as a change to customer's payment destination, should be confirmed with the customer before making the update
2	**Power of Attorney PPU** Customer has appointed their POA as PPU so they can advise of changes to their circumstances and ask questions about their payments. The customer also has a correspondence nominee arrangement with a different person. Care must be exercised interacting with PPU, to make sure that there is no conflict with information provided by nominee.

PPE rules and nominee arrangements

Table 4: this table describes the access rules to displaying partner information about PPE rules and nominee arrangements in online services.

- NOC = correspondence nominee
- NOP = payment nominee

Partner relationship with Nominee (relationship to principal's nominee)	Partner PPE status	Access rules to display partner's information
Nominee is partner	Y	s 47E(d)
Nominee is partner	N	s 47E(d)

		s 47E(d)
Nominee is **not** partner **and** partner has **no** nominee relationship with same nominee	Y or N	s 47E(d)
Nominee is **not** partner **and** partner **has** a NOC/NOP relationship with same nominee	Y	s 47E(d)
Nominee is **not** partner **and** partner **has** a NOC/NOP relationship with same nominee	N	s 47E(d)

APPs

Guide to the relevant APPs

Table 5: this table describes the relevant Australian Privacy Principles (APP) as contained in the Privacy Act 1988.

Item	Description
1	**APP 3: Collection of solicited personal information** Services Australia can only collect sensitive information when: • the individual consents and the collection are reasonably necessary for or directly related to the agency's functions or activities • the collection is required or authorised by law or a court/tribunal order • a 'permitted general situation' exists (for example, necessary to prevent a serious threat to life, health or safety of an individual/the public), or • collection is reasonably necessary for enforcement activities when the agency is acting as an enforcement body
2	**APP 5: notification of the collection of personal information** When the agency collects personal information, reasonable steps must be taken to make sure the individual to whom the information relates is aware of the following details: • why the agency is collecting the information • the agency's legal authority (if any) to collect the information • to whom the agency usually gives that kind of information, including whether the personal information is likely to be disclosed overseas • what will happen if the information is not collected, and • direct them to the agency's privacy policy
3	**APP 6: Use or disclosure of personal information** When the agency holds personal information that has been collected for a particular primary purpose, the agency must not use or disclose the information unless: • the individual has consented to the use or disclosure of the information, or • the use or disclosure of the information has been authorised under Australian law
4	**APP 10.1: Quality of personal information collected** When the agency collects or uses personal information, reasonable steps must be taken to make sure the information collected and used is relevant, up to date and complete.

Privacy Statement

Privacy and your personal information

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

For more information, visit the Services Australia website.

Training & Support

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Add the course number to the s 47E(d) field in the s 47E(d) in ESSentials:

s 47E(d)

Managing nominee arrangements
Nominees and third party contacts
- Privacy Fundamentals
- Separating Safely
- Family and domestic violence (refresher)