

When to use this form



Use this form to apply for access to Centrelink Confirmation eServices (CCeS).

Your business:

- can use this free and secure online service to check who is eligible for a concession, rebate or service you provide
- must have your customer's or their representative's consent before an enquiry for their information can be made.

Important information

Before completing this application, you need to read and understand the CCeS Policy and Terms (policy and terms).

Go to **servicesaustralia.gov.au/ccesbusiness**

If you are completing this application on behalf of a business that is:

- a legal entity – you must be authorised to legally bind the business
- an unincorporated association – you will accept legal responsibility for the actions of the business.

Provider Digital Access (PRODA)

PRODA is an online identity verification and authentication system.

To securely access government online services, staff:

- named in this application as an authorised officer
- signing this application

must have, or will have to register for, an individual PRODA account.

A PRODA account does not expire and is owned by the individual (not their employer).

The authorised officer(s) signing and lodging this application must have the legal authority to act on behalf of a business and enter into an agreement with us.

For more information on how to register for an individual PRODA account, go to **servicesaustralia.gov.au/proda**

For more information

Go to **servicesaustralia.gov.au/ccesbusiness**

Information in your language

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

Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to servicesaustralia.gov.au/formhelp

If you have a printed form:

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

Eligibility requirements

For more information, refer to the policy and terms.

- 1 Is the business a legal entity, or represented by a legal entity, that can enter into agreements with Services Australia?

A business or trading name alone is not enough information.

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ **Go to next question**

- 2 Does the business have an Australian Business Number (ABN), Australian Company Number (ACN) or Indigenous corporation number (ICN)?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ Give details below

ABN (if applicable)

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ACN (if applicable)

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ICN (if applicable)

- 3 Does the business have a contact person in Australia?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ **Go to next question**

- 4 Does the business provide a concession, rebate or service to customers in Australia?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ **Go to next question**

5 Read this before answering the following question.

To use CCeS, your business must meet all relevant legal and regulatory requirements. This includes being properly registered, licensed or accredited and complying with any industry-specific obligations. The following question helps confirm that your business is legally eligible to participate.

Does the business meet all applicable Australian legal requirements including registration, industry regulations, licensing and accreditation?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ Provide the business's registration, licence, accreditation or other number (if applicable)

Type	Number

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

6 Read this before answering the following question.

Customer consent is voluntary and a customer can decline or withdraw their consent at any time.

The business must:

- confirm the identity of the customer, and their representative (if applicable), when getting consent
- use wording in line with the CCeS procedural guide for businesses (procedural guide) for the consent.

A customer representative is a person authorised by the customer, or by law, to represent the customer or manage their affairs. Where consent is obtained from a representative, the representative provides consent on behalf of the customer.

For more information about customer consent, refer to the procedural guide.

Does the business have processes and procedures in place for getting a customer or their representative's consent to use CCeS?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐ Give details below

Describe the processes and procedures the business uses to collect, record and store consent from a customer or their representative.

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



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7 Is the customer consent voluntary, and can customers choose not to give their consent or withdraw it at any time?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐  Go to next question

8 Can customers verify their eligibility for a concession, rebate or service in another way if they decline to give consent for the business to access their information in CCeS, or if they withdraw their consent?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐  Give details below

Describe the other ways a customer can verify their eligibility for a concession, rebate or service when CCeS cannot be used.

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

9 How will consent be collected?

Tick all that apply

written ☐

verbal ☐

online ☐



Provide copies of your consent records for:

- **written consent** – include a blank copy of the customer consent record
- **verbal consent** – include a copy of the verbal script
- **online consent** – include screenshots of all information the customer will see if completing consent online.

10 Does the business have detailed processes and procedures to confirm the identity of a customer, and their representative (if applicable), when getting consent and before using CCeS?

No ☐  The business will **not** be approved to use CCeS.

Yes ☐  Give details below

Describe the processes and procedures the business uses to verify the identity of a customer and their representative (if applicable).

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

About the business

11 Has the business (or any related businesses) ever been approved for CCeS or other services provided by Services Australia?

No ☐  Go to next question

Yes ☐  What is the current or previous reference number?

5 5 5

If more than one reference number, provide a separate sheet with details.

12 What is the legal name of the business?

You need to provide the full legal name of your business – this is not the trading name.

This is the entity name as it appears on the Australian Business Register (ABR).

13 Trading or registered business name(s) (if different from legal name):

14 Business type:

For more information about the different business structures, go to **business.gov.au**

Tick one only

Partnership ☐  Go to 15

Trustee of a trust ☐  Go to 16

Company ☐  Go to 17

Individual (sole trader) ☐  Go to 17

Unincorporated association (requires an individual's undertaking) ☐  Go to 17

Local, state/territory or ☐  Go to 17

Australian (Commonwealth) government organisation

Incorporated association ☐  Go to 17

Indigenous corporation (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act)) ☐  Go to 17

15 What are the names of all the partners?

1	Name of partner

2	Name of partner

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

► **Go to 17**

16 Is the trustee of a trust
an individual trustee ☐ Give details below

Full name

a company trustee ☐ Give details below

Company name	
Director(s) name	

17 Business address

This is the physical street address, not a post office box number or other delivery point address. If the business operates from multiple locations, use the head office or main street address.

State	Postcode

18 Postal address (if different to above)

State	Postcode

19 Business phone number (including area code)

20 Website address

www.

Business category information

21 Which CCEs business category applies to the concession, rebate or service you provide to customers?

Tick one only

Council – local or state government council services (for example, rates, licences) ☐

Education – TAFEs, education administration centres, schools, universities

Financial – financial planners and counsellors, No Interest Loans Scheme (NILS), insurance, state trustee, authorised deposit-taking Institutions	☐
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Health – medical, dental, ambulance, optical, hearing, hospitals, flying doctor service ☐

Housing – government or community housing businesses	☐
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Legal – legal aid, lawyers and solicitors for legal aid, court administration ☐

Superannuation – superannuation fund administrators that assist with early release of superannuation in the event of financial hardship	
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Transport – road traffic authorities, licensing and registration, state transport	☐
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Utilities – electricity, gas, water ☐

Welfare – not-for-profit, government or community welfare businesses, advocacy ☐

Other (give details below) ☐

22 Describe the concession, rebate or service the business provides, or will provide, to customers.

[illegible]

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

23 Read this before answering the following question.

Services Australia provides the minimum amount of information to a business so it can confirm a customer's eligibility for a concession, rebate or service.

Refer to the procedural guide for more information about the customer information (characteristics) available in CCeS.

Describe the customer information the business requires in CCeS to confirm the customer's eligibility for the concession, rebate or service described in question **22**.



Provide copies of the relevant business policies that detail the information required to determine a customer's eligibility for the concession, rebate or service.

[illegible]

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

24 Read this before answering the following question.

There is no cost for businesses to use CCoS, but there are fees to set up and test for system integration and batch lodgement.

For more information about using CCeS and how to access CCeS, go to **servicesaustralia.gov.au/ccesbusiness** and refer to the policy and terms.

If the business is approved to use CCoS:

- the estimated number of CCeS enquiries per month is –
0–20 ☐
21–100 ☐
101–250 ☐
251+ ☐
- the business will access CCeS by –
System integration ☐
Single enquiry ☐
Batch lodgement ☐

25 Read this before answering the following question.

Under the *Privacy Act 1988*, a business is usually considered an organisation and must follow the Australian Privacy Principles (APPs) if the business:

- earns more than \$3 million per year
- handles sensitive or personal information.

A business that earns less than \$3 million per year is exempt unless the business:

- handles sensitive or personal information
- voluntarily opts in.

The APPs set out how personal information must be collected, stored, used and disclosed.

Does the business meet the definition of an organisation under the *Privacy Act 1988* and therefore need to comply with the APPs?

If you are not sure about the business's status, contact the Office of the Australian Information Commissioner.

No ☐Yes ☐

26 Read this before answering the following question.

If applicable, Services Australia will arrange for businesses with an annual turnover of more than \$3 million to be prescribed under the *Privacy Act 1988* and associated regulations.

Is the annual turnover greater than \$3 million?

No ☐Yes ☐

Business requirements

27 Read this before answering the following question.

Customer information must be protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

For more information, go to **servicesaustralia.gov.au/ccesbusiness** and refer to the policy and terms.

Describe how the business demonstrates it meets all the information protection and privacy requirements of CCeS.



Provide any relevant printed policies and procedures.

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

28 Is the business required to hold an Australian financial services (AFS) licence?

No ☐ Go to next question

Yes ☐ Provide the AFS licence number

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29 Have you ever had an AFS licence refused or revoked?

No ☐ Go to next question

Yes ☐ Give details below

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

30 Are you aware of any investigation by, or complaints to, a regulatory body about the business, related businesses or any officer, employee, business associate or director?

No ☐ Go to next question

Yes ☐ Provide details with this application.



Go to next question

31 Is the business – including any related businesses, authorised officers, employees, business associates or directors – currently subject to any court judgment, regulatory decision or undertaking with a regulatory body?

No ☐ Go to next question

Yes ☐ Provide details with this application.



Go to next question

32 Does the business have an external dispute resolution process for resolving disputes with customers?

For more information, go to **servicesaustralia.gov.au/ccesbusiness** and refer to the policy and terms.

No ☐ Give details below on the dispute resolution process the business has for resolving disputes with customers.

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

33 Will anyone using CCeS on behalf of the business be located outside Australia?

No ☐ Go to next question

Yes ☐ Which country or countries are they located in?

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

34 Read this before answering the following question.

Your business:

- is responsible for the actions of every person that accesses CCeS using the business's access credentials, including their compliance with their undertakings to Services Australia
- must get the customer's consent, as outlined in the procedural guide, before sharing their information with any entity, including recipients outside Australia.

Does the business have an arrangement with any other entity or entities that involves the disclosure of customer information from or during the use of CCEs?

No  **Go to 36**

Yes ☐ Give details below on the arrangement and how informed consent is obtained from the customer before any personal customer information is disclosed.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is a vertical margin line on the left side, creating a narrow left margin. The paper appears to be from a notebook or a standard ruled document.

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

35 What is the name of each entity you have an arrangement with, and the country where it is located?

Entity name	Country of location

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

Business contacts

36 Read this before answering the following questions.

A business must have at least one authorised officer.

Authorised officers must have the legal authority to act on behalf of the business and be based in Australia.

The authorised officer is responsible for managing who in the business has access to services in Business Hub.

For more information, refer to the policy and terms.

Who are the authorised officers for the business?

1 Full name

Position or title

Contact phone number
(including area code)

[illegible]

Email

Registration Authority (RA) number

The RA number is unique to your PRODA account. It is sent to you by email when your account has been created.

2 Full name

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Position or title

Contact phone number
(including area code)[illegible]

Email

Registration Authority (RA) number

The RA number is unique to your PRODA account. It is sent to you by email when your account has been created.

If you have more than 2 authorised officers, provide a separate sheet with details.

Checklist

- 37** Which of the following documents are you providing with this form?

You **must** provide copies of the documents. The copies will not be returned.

If you are not sure, check the question to see if you should provide the documents.

Relevant written, verbal and online consent records you will use to collect customer consent (required at question 9)	☐
Relevant detailed policies and procedures that confirm the information required to determine a customer's eligibility for the concession, rebate or service (required at question 23)	☐
Relevant printed policies and procedures for how the business meets information protection and privacy requirements (required at question 27)	☐
Details of any investigations or complaints (if you answered Yes at question 30)	☐
Details of any court judgment, decision or undertaking to a regulatory body (if you answered Yes at question 31)	☐

Privacy notice

- 38** You need to read this

Privacy and your personal information

The privacy and security of your personal information and the personal information of any individual named in this application is important to Services Australia and is protected by law.

We collect, use and disclose this personal information for the purpose of assessing this application and, if this application is successful, for the administration of Centrelink Confirmation eServices.

We only share your information with other parties where you have agreed, or where the law allows or requires it.

We may publish a list of businesses that are approved to participate in Centrelink Confirmation eServices on our website.

For more information, including how to access your personal information, request corrections, or submit a privacy complaint, go to servicesaustralia.gov.au/privacypolicy

Questions continue ►

Declaration

- 39** Name – undertaken by the authorised officer or a representative of an unincorporated association

I

declare (on behalf of the business) **that:**

- I have completed this application for the business named at question 12
- I have read, understood and agree to the Privacy and your personal information at question 38
- the personal information of any individual named in this application was obtained with their consent, or where I am authorised to consent, on their behalf
- the business will
 - comply with all relevant secrecy provisions and its obligations under the *Privacy Act 1988*, including the Australian Privacy Principles
 - meet all privacy, security and data-handling obligations required by Services Australia, including following any directions about how personal information must be collected, recorded, used or disclosed
 - take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure
 - seek written approval from Services Australia before disclosing customer information to a recipient outside Australia
 - obtain the customer's consent and verify the identity of the person giving consent before making an enquiry in Centrelink Confirmation eServices and, before disclosing customer information to another entity, including recipients outside Australia, as specified in the Centrelink Confirmation eServices policy and terms and procedural guide
 - take reasonable steps to make sure the recipient outside Australia handles the information in a way that meets Australian privacy standards, recognising that the recipient's privacy laws or practices may differ from those in Australia and taking steps to manage any risks arising from those differences
- the information provided in this form is complete and correct.

I understand (on behalf of the business) **that:**

- personal information is only used or disclosed for the purpose for which it is collected
- if disclosing personal information to a recipient outside Australia, I must comply with Australian Privacy Principle 8
- I am responsible for making sure the business complies with all its obligations under the Centrelink Confirmation eServices policy and terms, including but not limited to
 - acting on behalf of, and legally binding the business
 - nominating other authorised officers
 - managing system access for personnel using Business Hub services
 - receiving all notices from Services Australia
- I will notify Services Australia if any information in this application changes
- giving false or misleading information is a serious offence.

- 40** Is the business an unincorporated association?

No ☐ **Go to next question**

Yes ☐ **Go to 42**

41 Executed by

By my signature **I warrant that** I am authorised to bind the business

Print name of **authorised officer 1**

Position or title

Date (DD MM YYYY)

Signature of **authorised officer 1**



By my signature **I warrant that** I am authorised to bind the business

Print name of **authorised officer 2** (if applicable)

Position or title

Date (DD MM YYYY)

Signature of **authorised officer 2** (if applicable)



Affix common seal of company or incorporated association below, if applicable.

► See **Returning this form** on the next page.

Declaration – unincorporated association

42 Read this before completing the following declaration.

If you enter into an agreement with Services Australia as the representative of an unincorporated association, you must be able to make sure the business meets all of its obligations.

If your circumstances change and you can no longer do this (for example, if you stop being a member of the association), it is recommended that you end the agreement.

Even after the agreement ends, you will still be responsible for any obligations that arose while the agreement was active.

This includes responsibilities relating to Centrelink Confirmation eServices records and any other requirements that applied during the agreement period.

I declare that:

- I will enter into the Centrelink Confirmation eServices agreement in my personal capacity and as a representative of the business
- I will comply with the Centrelink Confirmation eServices policy and terms
- I will make sure the business complies with them, even if the membership changes, I cease to be a member, or the business becomes insolvent, ceases to trade, or is wound up
- this declaration is made together with the declaration at question 39.

I understand that:

- I may withdraw from representing the business at any time by notifying Services Australia that I no longer wish to represent the business in respect of Centrelink Confirmation eServices
- in those circumstances, the business's approval to use Centrelink Confirmation eServices will be withdrawn.

Executed by

By my signature I **accept** contractual responsibility for the actions of the business

Print name

Position or title

Date (DD MM YYYY)

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Signature



Returning this form

Check that all required questions are answered and that the form is signed and dated.

Return this form and any supporting documents in **pdf format** by email to:

ba.processing@servicesaustralia.gov.au

There may be risks with sending personal information through unsecured networks or email channels.

You must return all supporting documents at the same time you lodge this form. If you do not return all documents, your application may not be considered for approval.