

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

When to use this form

To arrange for another person or organisation outside Australia to enquire or act on your behalf when dealing with the Australian Government Department of Human Services about Centrelink payments and services.

The arrangements you can make are for a:

- **Person Permitted to Enquire** — this arrangement authorises a person or organisation to make limited enquiries only on your behalf
- **Correspondence Nominee** — this arrangement authorises a person or organisation to receive copies of your Centrelink mail and to enquire, act and make changes on your behalf
- **Payment Nominee** — this arrangement authorises a person or organisation to receive your payments on your behalf
- **BOTH Payment and Correspondence Nominee** — this arrangement authorises a person or organisation to enquire, act and make changes AND receive your payments on your behalf.

If the person or organisation is in Australia **do not** use this form. You will need to use the **Authorising a person or organisation to enquire or act on your behalf** form (SS313). If you do not have this form, go to humanservices.gov.au/nominees

Proof of identity

Before a nominee arrangement for an individual can be processed, the nominee is required to provide proof of their identity. To do this, they need to provide with this form:

- a copy of their photo identification
- documentation that verifies their name and address noted on this form.

Important information

We may review your nominee arrangement from time to time. This is to make sure you are happy with the arrangement and that your nominee is fulfilling their responsibilities.

If you think your nominee arrangement is being misused, contact us.

Choosing your arrangement

Authorising a person or organisation to enquire, act on your behalf or receive your payment does not prevent you from dealing with us about your Centrelink business.

There are different types of arrangements to help you with your Centrelink business. The information below may help you choose the arrangement that best suits your needs:

- nominees can do more for you than a person who only has permission to enquire. A nominee has more responsibilities and needs to be willing to take on the nominee role.
- you can only have **one** correspondence nominee and **one** payment nominee, however, they do not have to be the same person or organisation.
- you can have a person permitted to enquire in addition to a nominee.
- you will need to complete a separate form if you want to have a different correspondence nominee to your payment nominee or person permitted to enquire.

The person you appoint as a nominee cannot already have a correspondence or payment nominee acting on their behalf.

Keep these Notes (pages 1 to 4) for your information.

Person Permitted to Enquire

A **Person Permitted to Enquire** can be a partner, a friend, a family member, a professional, an organisation or a combination depending on the type of enquiry. Some examples of professionals and organisations are accountants, financial advisers, social workers, doctors, etc. This list is not limited. You can change this arrangement at any time.

What type of access can the Person Permitted to Enquire have

It is your responsibility to make sure that the person you have given authority to make enquiries on your behalf is aware of what you are allowing them to enquire about, and any limitation you may place on this authority. We can provide information that is necessary to satisfy the enquiry and no more.

A **person permitted to enquire** is required to only use the information we give them according to the limitations of the arrangement.

They can ask questions about your Centrelink payments and services. This includes asking us:

- your current rate of payment
- the reason your payment has stopped, **and**
- the reason your payment has gone up or down for example income and assets, debt and back payment information.

If we have any doubt about the person's authority to make an enquiry on your behalf, the enquiry will not be answered until clarification is obtained from you.

Nominee obligations and responsibilities

Correspondence Nominee

You can choose someone to be your correspondence nominee and/or a payment nominee. They can be a different person or organisation for each nominee type or the same for both.

A **correspondence nominee** is required to:

- advise us of any changes in your circumstances **within 28 days**
- respond to notices if required to do so, including reporting notifiable events and must be aware that failure to respond to a notice means that you have failed to meet your obligations
- act in your best interest, **and**
- advise us of any changes that may affect their ongoing ability as a nominee.

They will receive copies of all your Centrelink letters from us, can enquire, act and make changes to all your Centrelink payments and services on your behalf. This includes:

- asking us questions
- telling us about changes to your circumstances, **and**
- completing and signing forms and statements.

Payment Nominee

A **payment nominee** is required to:

- receive your Centrelink payments
- use your payments exclusively for your benefit
- keep records on how the money was spent. We can review these records at any time. If the nominee does not provide this information, penalties may apply
- act in your best interest, **and**
- advise us of any changes that may affect their ongoing ability as a nominee.

We can give relevant information to them if there are issues with your payment.

If you receive more money from us than you are entitled to, you will be required to repay this money. Your nominee is not required to repay your Centrelink debt on your behalf.

BOTH correspondence and payment nominee

A **BOTH correspondence and payment nominee** arrangement allows your nominee to enquire, act and make changes AND receive payments on your behalf.

Stopping or changing your arrangement

You can cancel or change your arrangement at any time, unless it is a court, tribunal, guardianship or administration appointed arrangement.

When you cancel your nominee arrangement, a letter will be automatically issued to you and your nominee advising that the arrangement has been cancelled at your request.

IMPORTANT INFORMATION: If there are any allegations of misuse of the nominee arrangement, contact us.

For more information

- Call us Monday to Friday between 8:00am and 5:00pm (Australian Eastern Standard Time). To check if your country has an international toll free number go to humanservices.gov.au/individuals/contact-us/international-phone-numbers or call us on **+61 3 6222 3455**.

Note: Call charges may apply.

- You can write to us by:

mail at: **Department of Human Services
International Services
PO Box 7809
CANBERRA BC ACT 2610
AUSTRALIA**

fax to: **+61 3 6222 2799**

Please include your phone number (including country and area code), so we can quickly respond to your query.

- **Information online** – If you would like further information on Centrelink services and payments, you can go to our website humanservices.gov.au

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Authorising a person or organisation to enquire or act on your behalf (outside Australia) (AUS221)

centrelink

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this **Go to 5** skip to the question number shown. You do not need to answer the questions in between.
- Only **one** person or organisation can be requested on this form.
- When you have filled in **Part A**, make sure **Part B** is given to your nominee or person permitted to enquire to complete.

1 Your Centrelink Reference Number (if known)
 - - -

2 Your name
Family name

First given name

Second given name

3 Your date of birth
Day Month Year
 / / /

4 Your permanent address

.....

.....
Country

5 Do you authorise a person OR an organisation to be your nominee?
Tick ONE box only
Authorise a PERSON **Go to next question**
Authorise an ORGANISATION **Go to 10**

6 Your requested person's Centrelink Reference Number (if known)
 - - -

7 Your requested person's name
Mr Mrs Miss Ms Other
Family name

First given name

Second given name

8 Has your requested person been known by any other name(s)?
No **Go to next question**
Yes Give details below
Other name(s)

.....

9 Your requested person's date of birth
Day Month Year
 / / / **Go to 11**

10 Your requested organisation's details
Trading name of organisation

This is the name of the organisation, not the contact person.
The contact person can be identified below.

Organisation Centrelink Reference Number (if known)
 - - -
Name of contact person



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11 What is the requested person's or organisation's relationship to you (e.g. parent, child, sister, guardian, administrator, Public Trustee)?

12 Your requested person's or organisation's contact details
Street address

Country

Postal address (if different to above)

Country

Phone number

Fax number

Email

13 Read this before you answer questions 13 to 16

For more information about the different arrangement types, refer to the **Notes**.

If you have a nominee arrangement of the same type already in place, this request will automatically cancel the existing arrangement.

Your existing nominee will receive a letter advising that the arrangement has been cancelled at your request.

What arrangement are you requesting?

If you want to request arrangements with more than one person or organisation, you will need to complete a separate form for each one.

Person Permitted to Enquire

Authorises a person or an organisation to make an enquiry only on your behalf

Go to 16

Correspondence Nominee

Authorises a person or an organisation to enquire, act and make changes on your behalf

Go to 15

Payment Nominee

Authorises a person or an organisation to receive your payments on your behalf

Go to 14

BOTH Payment and Correspondence Nominee

Authorises a person or an organisation to enquire, act and make changes AND receive your payments on your behalf

Go to 14

14 Give details of the nominee's account into which your Centrelink payments are to be paid

Direct credit is available in most countries outside Australia. (Refer to page 2 of the **Notes** for more detail.)

Name of Bank or Financial Institution

Address of Bank or Financial Institution Branch

Country

SWIFT/BIC

Account number/IBAN

Account held in the name(s) of


15 What is the reason for making this arrangement?

Voluntary **Go to next question**

Enduring Power of Attorney

Court, Tribunal or Guardianship

Financial management /
administration order

 Provide a copy of the legal documents.

16 How long do you want this arrangement to last?

Indefinitely **OR**

From

Day	Month	Year
/	/	/

to

Day	Month	Year
/	/	/

Privacy notice

17 You need to read this

Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy

18 Your authorisation

If you have a physical or mental disability and are unable to sign this form

► **Go to 19**

Your declaration

I declare that the information I have provided in this form is complete and correct.

I authorise the person or organisation named on this form, to deal with Centrelink on my behalf according to the arrangement shown on this form.

I understand that:

- if my arrangement is voluntary, I can cancel it with Centrelink at any time.
- the arrangement may be rejected or cancelled at any time by the Australian Government Department of Human Services, if the person or organisation is not able to meet their responsibilities and obligations.
- giving false or misleading information is a serious offence.

Your signature



Date

Day	Month	Year
/	/	/


► **Go to 20**

19 Third party authorisation

If the customer is unable to sign this form due to physical or mental disability and the nominee arrangement is in the person's best interest, a third party may sign this section on their behalf.

For example, an appropriate third party may be:

- a professional like a treating doctor, nurse, case worker or social worker, **or**
- the Enduring Power of Attorney if it has been made, **or**
- the person or organisation appointed by a guardianship board, court or tribunal as the customer's guardian or administrator.

 You will need to provide evidence of the person's inability to sign if the arrangement is not court appointed. Provide a letter from the treating doctor or a copy of the medical evidence of the customer's incapacity or inability to sign this form.

Name of person signing on behalf of the customer

Relationship to customer

Address

Country

Contact phone number

Signature of the person signing on behalf of the customer



Date

Day	Month	Year
/	/	/

20 Which of the following documents are you providing with this form?

Where you are asked to supply documents, provide copies only. The copies will not be returned.

Tick ALL that apply

Copy of the legal document (if required for question 15)	<input type="checkbox"/>
A letter from the treating doctor or a copy of the medical evidence of the customer's incapacity or inability to sign this form (if required for question 19)	<input type="checkbox"/>

Nominee

- 21** The nominee or person permitted to enquire **MUST** provide a password to be used when contacting us. The password needs to have 4 to 12 letters or numbers. Please remember the password.

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Privacy notice

- 22** You need to read this

Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services.

Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy

- 23** Acceptance by nominee or person permitted to enquire

IMPORTANT INFORMATION: Check to make sure that your personal and/or your organisation details are correct.

I declare that:

- I have read the **Notes** on page 2 and understand and accept the responsibilities and obligations for the arrangement requested in this form.

I understand that:

- any personal information I am given access to under this arrangement is protected under Commonwealth legislation. I agree to access, use or disclose the information only as authorised by the person to whom the information relates.
- my appointment as a nominee or person permitted to enquire may be revoked or suspended by the Australian Government Department of Human Services if I do not comply with my responsibilities and obligations.
- giving false or misleading information is a serious offence.

Signature of the nominee or person permitted to enquire



Date

Day	Month	Year
/	/	

Returning your form

You can return this form and any supporting documents:

- online (excluding identity documents) using your Centrelink online account. For more information, go to humanservices.gov.au/submitdocumentsonline
- post to:
**Department of Human Services
International Services
PO Box 7809
CANBERRA BC ACT 2610
Australia**
- fax to: +61 3 6222 2799