



帮助管理您所获得的津贴和服务

什么是代表或被提名人？

代表或被提名人是您选择的代表您处理 Medicare、Centrelink 或 Child Support 事宜的人。

根据你们的安排，该代表可以：

- 代替您询问我们有关您所获得的津贴和服务的问题
- 告诉我们您情况的变化
- 为您管理 Centrelink 或 Medicare 的津贴。

如果您已指定了一位代表，您仍然可以：

- 向我们提出问题
- 向我们提供信息
- 查看您自己的详细信息。

您可以随时取消或更改您的代表。

谁可以成为您的代表

您的代表应该是您信任的人，并能从您的利益出发来为您办事。

您的代表可以帮您做很多事，也可以只帮您处理少部分事。

对于 Centrelink，他们可以：

- 询问您的 Centrelink 事宜
- 询问并更新您的详细信息
- 成为您的 payment or correspondence nominee（津贴或通信提名人），或两者兼而有之。

成为 payment nominee（津贴提名人）意味着您的津贴将转入他们（而不是您）的银行账户。

成为 correspondence nominee（通信提名人）意味着他们将收到您的信件副本并可以为您更改信息。

您可以与我们的工作人员讨论哪种安排最适合您。

您的代表必须：

- 从您的利益出发来办事
- 告知我们会影响他们代表您的情况变化

如何建立代理安排

对于 Medicare

如果有证据证明您因疾病、残障或某人持有您的 Power of Attorney（授权委托书）而无法自己做决定，则可以安排代理来帮助您处理 Medicare 的事宜。

对于 Centrelink

要安排代理，您需要填写正确的表格。

您可以从以下途径获取这些表格：

- 从我们服务中心的工作人员那里
- 从我们的网站：*“Authorising a person or organisation to enquire or act on your behalf”*（授权个人或组织来代表您进行查询或行事表格）（SS313）

您还可以通过 myGov，使用您的 Centrelink 在线帐户在线完成此操作。

对于 Child Support

您可以拨打 **131 272** 与我们联系，要求提供口译服务，然后询问有关设立代表的信息。您可以通过电话来安排，或通过 myGov 帐户提交授权表格或信函。

如何取消代理安排

当您不再需要他们的帮助时，则必须告知我们。如果您不告诉我们，他们仍然可以获得您的信息和津贴。

如果您担心自己的安全，我们可以为您提供支持。您可以访问我们服务中心，或致电我们并要求向社工咨询。如果您正面临危险，请拨打 **000**。

如需取消代理安排下的 Medicare 代表，请拨打 **132 011**。

如需取消 Centrelink 代理安排，请拨打多语言服务电话 **131 202** 或访问您当地的服务中心。

如需取消 Child Support 代表，请拨打 **131 272** 并要求口译员帮助。

如果您致电我们，您需要回答一些有关您的问题，以便我们确认是您本人。



Help to manage your payments and services

What is a representative or nominee?

A representative or nominee is a person you choose to do things for you with Medicare, Centrelink or Child Support.

Depending on your arrangement, a representative can:

- ask us questions about payments and services for you
- tell us about changes to your circumstances
- manage your Centrelink or Medicare payments for you.

If you have a representative you can still:

- ask us questions
- give us information
- check your own details.

You can cancel or change your representative at any time.

Who can be your representative

Your representative should be someone you trust, who will do what is best for you.

Your representative can help you a little bit or a lot.

For Centrelink they could:

- ask about your Centrelink business
- ask about and update your details
- be your payment or correspondence nominee or both.

A payment nominee means your payment goes to their bank account, not yours.

A correspondence nominee means they will get a copy of your letters and can make changes for you.

You can speak to our staff about which arrangement is best for you.

Your representative must:

- do what is best for you
- tell us about any changes that affect their ability to represent you

How to set up an acting arrangement

For Medicare

Someone can help you with Medicare if there is proof you cannot make decisions because of an illness, disability or someone has Power of Attorney.

For Centrelink

To set up an acting arrangement you will need to fill out the right forms.

You can get these from:

- our staff at a service centre
- our website - *Authorising a person or organisation to enquire or act on your behalf* form (SS313)

You can also do this online using your Centrelink online account through myGov.

For Child Support

You can call us on **131 272**, ask for an interpreter, and ask us about representatives. You can set one up over the phone or submit an authorisation form or letter through your myGov account.

How to cancel an acting arrangement

When you no longer need their help, you must tell us. If you do not, they will still have access to your information and payments.

If you are worried about your safety, we can support you. You can visit one of our Service Centres or call us and ask to speak to a social worker. Call **000** if you are in immediate danger.

To cancel a Medicare representative under an acting arrangement, call **132 011**.

To cancel a Centrelink acting arrangement, call the Multilingual phone service on **131 202** or tell us at your local service centre.

To cancel a Child Support representative, call **131 272** and ask for an interpreter.

If you call us, you will need to answer some questions about who you are, so we can make sure it is you.