



有關管理您的付款和服務的說明

甚麼是代理人或受托人？

代理人或受托人是您選擇代表您處理 Medicare、Centrelink 或 Child Support (子女撫養) 事宜的人。

根據您的安排，代理人可以：

- 向我們詢問有關您的付款和服務的問題
- 告訴我們您的情況變化
- 為您管理 Centrelink 或 Medicare 的付款。

如果您有代理人，您仍然可以：

- 向我們提問
- 向我們提供信息
- 檢查您自己的詳細資料

您可以隨時取消或更改您的代理人。

誰可以成為你的代理人

您的代理人應該是您信任的人，因為這個人會為您做出最好的選擇。

您的代理人可以為您提供大大小小的幫助。

對於 Centrelink，他們可以：

- 詢問您的 Centrelink 事宜
- 詢問並更新您的詳細資料
- 成為你的 payment or correspondence nominee (付款或通信受托人) 或兩者兼而有之。

payment nominee (付款受托人) 是指您的付款將轉入他們的銀行帳戶，而不是您的帳戶。

correspondence nominee (通信受托人) 是指他們將獲得您的信件副本並可以為您進行更改。

您可以與我們的工作人員討論哪種安排最適合您。

您的代理人必須：

- 做對您最有利的事
- 若有任何變化影響他們為您代理的能力，請告訴我們

如何設立代理安排

對於 Medicare

如果有證據證明您因疾病、殘疾而無法做出決定，或某人持有Power of Attorney（授權委託書），則可以使用 Medicare 幫助您。

對於 Centrelink

若要設定代理安排，您需要填寫正確的表格。

您可以從以下途徑取得：

- 我們服務中心的工作人員
- 我們的網站 - *授權個人或組織代表您進行查詢或行事的表格 (SS313)*

您也可以透過 myGov 使用您的 Centrelink 線上帳戶在線上完成此操作。

對於 Child Support (子女撫養)

您可以撥打 **131 272** 與我們聯繫，要求提供翻譯，並詢問有關代理人的資訊。您可以透過電話進行設置，或透過 myGov 帳戶提交授權表格或信函。

如何取消代理安排

當您不再需要他們的幫助時，您必須告訴我們。如果您沒有告訴我們，那他們仍然可以獲取您的資訊和付款款項。

如果您擔心自己的安全，我們可以為您提供支援。您可以前往我們的任何一個服務中心或致電我們，並要求與社工交談。如果您面臨危急情況，請撥打 **000**。

若要取消代理安排下的 Medicare 代理，請撥打 **132 011**。

若要取消 Centrelink 代理安排，請撥打配備多種語言的電話服務熱線 **131 202** 或告知您當地的服務中心。

若要取消 Child Support (子女撫養) 的代理，請撥打 **131 272** 並要求翻譯。

當您致電我們時，為了確認您本人的身分，您需要回答一些有關您個人資料的問題。



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.