

Iwenhe Centrelink nominee aneme

Nominee aneme unte tyerrtye yanhe Centrelink business ngkwinhe mpwareme.

Nominee ngenhe help-eme-ileme:

- anwerne alayekaye mane payments ante services ngkwinhe-akerte
- anwerne iletyeke changes ngkwinhe-akerte
- details ngkwinhe anwerne-ke ileme arrernetye nhenge
- payments ngkwinhe anwerne atnyenetyenhenge.

Unte anwerne-ke angkerle-anetyeke Centrelink business unte nominee apeke atnyeneme.

Unte ahentye aneme cancel-eme-iletyeke nominee ngkwinhe.

Tyerrtye anyente nominee ngkwinhe anetyeke

Tyerrtye nominee-arlike unte trust-eme-iletyeke. Itne mwerre mpwaretyenhenge.

Tyerrtye or organisation unte areke alakenhe irretyeke:

- mwerre mpwareme ngkwenge
- mane payment ngkwinhe mwerre anetyenhenge ngkwenge
- record itne atnyeneme nthakenhe mane ngkwinhe spend-eme-ileme
- anwerne iletyeke changes-ke apeke hard anerlenghe nominee ngkwinhe-ke.

Nominee ngkwinhe alakenhe mpwaretyakenhe:

- mane or bank account itne-kenhe pay-eme-iletyakenhe alakenhe book up or debts apeke local shop-nge
- Centrepay itne-kenhe pay-eme-iletyeke bills-arlike
- income management change-eme-iletyeke itne ngenhe alayeketyeke (unte yanhe-le anetyeke changes mpwaretyeke).

Nominee yanhe-ke unte iletyeke nthakenhe irretyeke

Unte nominee ngkwinhe-ke iletyeke nthakenhe mpwaretyeke. Itne ngenhe apeke akweke ware or akngerre apeke help-eme-ileme alakenhe anteme:

- alayekeme Centrelink business ngkwinhe-kerte
- alayekeme details-ke arratye ngkwinhe iletyeke
- payment nominee or correspondence ngkwinhe aneke, or atherre apeke anetyeke.

Payment nominee yanhe kwenhe alakenhe aneme payment alheme bank account itne-kenhe-werne, ngkwinhe-kwenhe. Unte payment nominee atnyeneme, itne-kenhe payments income managed, ngkwinhe-arlike alakenhe anetyenhe.

Unte apeke student aneme ante ngkwenge artweye aneme ngenhe-kerte unte bank account atnyenetyakenhe, unte anwerne-ke iletyeke unte bank account ngkwinhe anteme atnyeneme unte mane ngkwinhe atnyenetyenhenge.

Correspondence nominee yanhe anteme copy letters ngkwinhe mape inetyenhe ante itne anteme changes ngkwinhe mpwarelenetyenhe.

Unte apeke ahentye staff-ke angketyeke nhenhe-akerte unte nominee mwerre apeke ahentye ngkwenge.

Nthakenhe nominee cancel-eme-ileme or nthakenhe arrernetyeke

Nominee arrernetyeke unte form fill-eme out-iletyeke. Unte anyente inetyeke:

- service centre ngkwinhe-nge-ntyale
- anwerne community ngkwinhe-werne alhemele.

Nominee cancel-eme-iletyeke unte alakenhe mpwaretyeke:

- ring-eme-ilaye Indigenous Call Centre nhenhe-nge **1800 136 380**
- service centre ngkwinhe aretyeke alhetyeke
- anwerne-ke angkaye anwerne alhelenge community ngkwinhe-werne.

Unte mpwaretyeke set up ante cancel-eme-iletyeke online nhenhe use-eme-ilemele Centrelink online account nhenhe myGov-nge.

Unte apeke stop-eme-ileme nominee yanhe-kenhe help, anwerne-ke ilaye, arrangkwenge, itne payments ante information ngkwinhe akwete atnyeneme.

Unte apeke itirreme nominee ngkwinhe-le arraty mpwaretyakenhe, unte anwerne-ke iletyeke alakenhe anteme irrernetyenhenge:

- service centre ngkwinhe aretyeke alhay
- anwerne-ke angketyeke anwerne alherenge community ngkwinhe-werne
- anwerne ring-eme-ilaye ante angketyeke social worker-ke.

Unte apeke itirreme nominee ngkwinhe akurne-irreke, **000** lyete anthurre ring-eme-iletyeke.

Unte anwerne ring-eme-ilemele, anwerne ngenhe apaye-uthneme questions ante arraty yanhe angkerle-aneme. Anwerne-le anteme ngenhe alayekeme nhenhe mape-ke:

- Customer Reference Number-ke (CRN)
- ilengare unte inteke (date of birth)
- apmere address
- bank details-ke.

Unte anwerne aretyeke apetyeme or anwerne ring-eme-ilaye unte apeke interpreter-ke ahentye, anwerne-le anetyenhenge ngkwenge free kwenhe.





What is a Centrelink nominee

A nominee is a person you pick to do your Centrelink business.

A nominee can help you:

- ask us questions about your payments and services
- tell us about changes to your circumstances
- update your details with us
- manage your payments for you.

You can still talk to us about your Centrelink business when you have a nominee.

You can cancel or change your nominee at any time.

Picking someone to be your nominee

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

The person or organisation you pick should always:

- act in your best interests
- use your payments only for your benefit
- keep records on how they spend your money
- tell us about any changes that make it hard for them to be your nominee.

Your nominee cannot:

- use your money or bank account to pay for their own debts such as a book up system at the local shop
- use Centrepay to pay for their bills
- change you to income management without your approval (you must be there in person for them to make these changes).

Picking what your nominee can do for you

You can pick how you want your nominee to help you. They can help you a little bit or a lot by:

- asking about your Centrelink business
- asking about and updating your details
- being your payment nominee or a correspondence nominee, or both.

A payment nominee means your payment goes to their bank account, not yours. If you have a payment nominee, and their payments are income managed, yours will be too.

If you are a student and your parents were acting for you when you did not have your own bank account, let us know when you set up your own bank account so you can manage your own payments.

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 nominee arrangement is best for you.

How to set up or cancel a nominee

To set up a nominee you need to fill out a form. You can get one:

- at your nearest service centre
- when we visit your community.

To cancel a nominee you can:

- call the Indigenous Call Centre on **1800 136 380**
- visit your nearest service centre
- speak with us when we visit your community.

You can also set up and cancel online using your Centrelink online account through myGov.

When you stop needing your nominee's help, tell us. If you do not, they will still have access to your information and payments.

If you think your representative is not doing right by you, you can tell us by:

- visiting your nearest service centre
- speaking to us when we visit your community
- calling us and speaking to a social worker.

If you feel your representative is putting you in danger, call **000** straight away.

When you call us, we will ask you some questions to make sure it is you. We might ask for your:

- Customer Reference Number (CRN)
- date of birth
- home address
- bank details.

You can also ask for an interpreter when you call or visit us. We will provide one for free.

