

When to use this form



Use this form if you are a Business that wants to use Centrelink Confirmation eServices (CCeS). CCeS is a free and secure online service that provides an efficient and effective method for Businesses to confirm a customer's entitlement to a concession, rebate or service it provides. Businesses must obtain consent from the customer before an enquiry for customer information can be made.

Important information

- Before completing this application, you **must** read and comply with the CCeS Policy, Terms and Procedural Guide. Go to servicessaustralia.gov.au/ccesbusiness
- **Business** means an individual or organisation that provides a concession, rebate or service to our customers.
- To be approved to use CCeS a Business must:
 - be a Legal entity, or represented by a Legal entity, capable of entering into contracts with Services Australia. A business or trading name by itself is **not** sufficient.
 - have an Australian Business Number or an Australian Company Number
 - provide a concession, rebate or service in relation to goods and services that fall within a Business category
 - provide goods and services to customers from a place of business in Australia and have a contact person in Australia
 - agree to comply with secrecy provisions and the Australian Privacy Principles detailed in Schedule 1 of the *Privacy Act 1988* relating to the collection, recording, use and disclosure of customer information
 - have processes and procedures in place to make sure customer information is protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure
 - agree to comply with any directions by Services Australia related to the collection, recording, use or disclosure of customer information
 - comply with all applicable Australian requirements for registration, industry regulation, licensing or accreditation in relation to any of its activities
 - agree to comply with the CCeS Policy, CCeS Terms and any additional terms or conditions as advised in the approval letter (if applicable).
- The person or persons completing this application must be:
 - if the Business is a Legal entity – authorised to contractually bind the Business, or
 - if the Business is an unincorporated association – the individual(s) that will accept contractual responsibility for the actions of the Business.
- Completion of this application does not guarantee approval to use CCeS. Services Australia will provide written notification of the outcome of this application. Services Australia will only consider this application if all questions have been completed and all required documents are provided.

For more information

For more information on how to complete and lodge this application, go to servicessaustralia.gov.au/ccesbusiness

Filling in this form

You can complete this form on your computer, print and sign it.

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.

Information about the Business

- 1** Is the Business now, or has the Business ever been approved for Centrelink Confirmation eServices (CCeS), Centrepay, Income Management (IM), BasicsCard or Electronic Verification of Rent (EVoR)?

No **Go to next question**

Yes What is your current or previous reference number?

5 5 5 - - -

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

- 2** Has the Business ever applied for CCeS, Centrepay, IM, BasicsCard or EVoR and not been approved?

No **Go to next question**

Yes Give details below

- 3** Legal name of the Business

Insert the full legal name of the relevant individual (sole trader), company, partnership, trustee of a trust, association, or statutory authority.

A trading name by itself is **not** sufficient.

- 4** Trading or registered Business name(s) (if different from legal name):

- 5** Business type:

Tick one only

Partnership **Go to 6**

Trustee of a Trust **Go to 7**

Company **Go to 8**

Individual (sole trader) **Go to 8**

Unincorporated Association **Go to 8**
(requires an individual's undertaking)

Local, state/territory or **Go to 8**

Australian (Commonwealth)

government organisation

Incorporated Association **Go to 8**

Other Give details below

Go to 8

- 6** What are the names and dates of birth of all the partners?

1 Name of partner

Date of birth / /

2 Name of partner

Date of birth / /

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

Go to 8

- 7** Is the Trustee of a Trust:

an individual Trustee Give details below

Name

Date of birth / /

a company Trustee Give details below


Company name

Director(s) name



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8 Does the Business have an Australian Business Number (ABN) or Australian Company Number (ACN)?

No  If the Business does not have an ABN or ACN, it will not be approved to use CCeS.

Yes Give details below

Australian Business Number (ABN)


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or

Australian Company Number (ACN)

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9 Does the Business have a contact person in Australia?

No  If the Business does not have a contact person in Australia, it will not be approved to use CCeS.

Yes Go to next question

10 Business physical address

This must be a street address and not a post office box number or other delivery point address. If the Business operates from several locations, use the head office or main physical address.

State	Postcode

11 Is this a head office?

No

Yes

12 Business postal address (if different from the physical address)


State	Postcode

13 Website address

www.

Business category information

14 Does the Business provide a concession, rebate or service to customers in Australia?

No  If the Business does not provide a concession, rebate or service to customers in Australia, it will not be approved to use CCeS.

Yes Go to next question

15 In what CCeS Business Category will the Business provide a concession, rebate or service?

Tick one only

Council – Local/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

Health – Medical, dental, ambulance, optical, hearing, hospitals, flying doctor service

Housing – Government or community housing Businesses

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

Transport – Road traffic authorities, licensing and registration, state transport

Utilities – Electricity, gas, water

Welfare – Not for profit, government or community welfare Businesses, advocacy

Other (give details below)

21 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

22 Read this before answering the following question.

Customer information must be easily retrievable for review purposes.

For more information, go to **servicesaustralia.gov.au/ccesbusiness** and refer to the CCEs Procedural Guide.

Describe the Business processes and procedures for obtaining the consent of customers and recording and storing customer consent records.

 Provide any relevant printed policies and procedures.

Large empty box with horizontal dashed lines for providing details.

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

23 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 CCEs Procedural Guide.

Describe how the Business would meet the information protection and privacy requirements of CCEs.

 Provide any relevant printed policies and procedures.

Large empty box with horizontal dashed lines for providing details.

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

24 Is the Business required to hold an Australian Financial Services Licence?

No **Go to next question**

Yes Provide the Financial Services Licence Number

Small empty box for providing the Financial Services Licence Number.

25 Have you ever had a Financial Services Licence refused or revoked?

No **Go to next question**

Yes Give details below

Large empty box with horizontal dashed lines for providing details.

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

26 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

27 Is the Business (including any related businesses, any officer, employee, business associate or director) subject to any judgement, or any decision by or undertaking to a Regulatory body?

No Go to next question

Yes  Provide details with this application.
 Go to next question

28 Does the Business have external dispute resolution mechanisms to resolve any disputes between it and its customers?

For more information, go to servicesaustralia.gov.au/ccesbusiness and refer to the CCEs Procedural Guide.

No Give details below on the dispute resolution mechanisms the Business has to resolve any disputes between it and its customers.

Form area for question 28 with horizontal dashed lines for text entry.

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

29 Does the Business have an arrangement with any other entity which may require the exchange of customer information between it and the other entity?

No Go to next question

Yes Give details below

Form area for question 29 with horizontal dashed lines for text entry.

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

Contact officer information

30 Contact officer

- The contact officer must be authorised to act on behalf of the Business in connection with CCEs, including to make further applications or to give notices to Services Australia on behalf of the Business.
- All notices from Services Australia about CCEs will be directed to the contact officer details specified below. The contact officer must be located in Australia.

First contact person

Full name

Position

Contact phone number

Email

Business Fax ()

Second contact person (optional)

Full name

Position

Contact phone number

Email

Business Fax ()

Checklist

31 Which of the following forms and documents are you providing with this form?

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

- | | |
|---|--------------------------|
| A Business Online Service User Details (SA445) form (required at question 18) | <input type="checkbox"/> |
| Relevant printed Business policies and procedures (required at question 22 and 23) | <input type="checkbox"/> |
| Details of any investigations or complaints (if you answered Yes at question 26) | <input type="checkbox"/> |
| Details of any judgement, decision or undertaking to a Regulatory body (if you answered Yes at question 27) | <input type="checkbox"/> |

Use of information provided in this application

32 You need to read this

Privacy and your personal information

By signing this application, the Business acknowledges that Services Australia may disclose information collected in this application to regulatory bodies or other Commonwealth departments and agencies including:

- to assess this application
- to administer, evaluate and monitor the operation of CCeS, in accordance with the CCeS Policy and CCeS Terms, or
- upon request from regulatory bodies or other Commonwealth departments or agencies.

The privacy and security of your personal information is important to us and is protected by law. We collect this information for the purposes of assessing this application and, if this application is successful, for administration of CCeS.

We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Services Australia may publish a list of Businesses that are approved to participate in the CCeS scheme on its website.

Agreement

33 I/we:

- **confirm that** all information provided in this application is correct and is not misleading and I/we have not withheld any relevant information
- **undertake to** inform Services Australia if any information provided changes
- **agree that** the Business (and its agents/contractors) will comply with the CCeS Policy and CCeS Terms (including Services Australia expectations) if Services Australia approves the Business to use CCeS.

I/we confirm that:

- the Business will protect customer information in accordance with our obligations under the relevant secrecy provisions and the *Privacy Act 1988*.
- the Business will comply with any directions by Services Australia related to the collection, recording, use or disclosure of customer information.
- the Business will obtain customer consent before making an enquiry.

I/we understand that:

- this application must be signed by the person(s) authorised to do so and in accordance with the laws for executing a contract.
- giving false or misleading information is a serious offence.

I/we warrant that:

- I/we have authority to make this application and bind the Business to the contractual obligations set out in the CCeS Policy and CCeS Terms.

34 Is the Business an unincorporated association?

No Go to next question

Yes Go to 36

35 Authorised officer – Signatures

Signature of **authorised officer**

Name

Position

Signature of **witness**

Name

Date

Signature of **second authorised officer** (optional)

Name

Position

Signature of **witness**

Name

Date

Affix common seal of Company or Incorporated Association below, if applicable.

Unincorporated associations – Individual Undertaking

36 Read this before completing this question.

If you enter into the contract with Services Australia as the representative of an unincorporated association and subsequently circumstances change so that you are no longer in a position to make sure all of the obligations of a Business are complied with (for example, you may cease to be a member of the association) it is recommended that you should terminate the contract. In those circumstances, you will continue to have some obligations (for example, in relation to records relating to CCeS) during the period of your contract.

Agreement

- I have made this CCeS application for the Business

Business name

which is an unincorporated association.

- I am entering into the CCeS contract in my personal capacity and as a representative of the Business.
- I will, and will make sure the Business does, comply with the CCeS Policy and CCeS Terms if the Business is approved to use CCeS, even if the membership of the Business changes, I cease to be a member of the Business or the Business becomes insolvent, ceases to trade or is wound up.

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 CCeS.

In those circumstances, the approval for the Business to use CCeS will be withdrawn.

Signature

Name

Position

Signature of **witness**

Name

Date

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:

- by fax to 1300 727 760**

If you are unable to fax the completed form to us, contact the CCeS helpdesk on **1800 887 774** or email **helpdesk.ccs@servicesaustralia.gov.au** to make alternative lodgement arrangements.

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