

**centrelink**

### When to use this form



Use this form to manage user access to Centrelink Business Online Services if you are a business applying for, or are approved for:

- Centrelink Confirmation eServices (CCeS)
- Electronic Verification of Rent (EVoR)
- Centrepay
- Income Management (IM).

### Filling in this form

All parts of this form need to be completed.

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.

For help with filling in this form, call us on **1800 887 774**.

#### Part A – Business details

#### Part B– Business acknowledgement and undertaking

Must be completed by a person authorised to act on behalf of the business in connection with Centrepay, CCeS, EVoR or IM.

#### Part C– Details of users

Users must select which service and access is required.

#### Services and access

##### Deduction services

Users requesting access to Centrepay will be given access to Centrelink Deduction Reports, the Deductions and Payments Application to view and manage deductions and the Deduction Bulk Upload Service.

Users requesting access to IM will be given access to Centrelink Deduction Reports and the Deductions and Payments Application to view IM deductions.

##### Confirmation and Verification services

CCeS (Customer Confirmation or Income Confirmation), or EVoR users can choose access to single entry (one customer at a time), bulk entry (multiple customers), or both.

There is no bulk entry available for Superannuation Confirmation.

#### Part D– Individual acknowledgement and undertaking

Each staff member nominated in **Part C** must complete and sign the **Individual acknowledgement and undertaking** and be provided with a copy of the **Requirements on use and management of passwords**.

### Returning this form

Return this form, and any copies of **Part D** signed by nominated staff:

- by fax to **1300 727 760**
- by email to **[national.business.gateway@servicesaustralia.gov.au](mailto:national.business.gateway@servicesaustralia.gov.au)**  
There may be risks with sending personal information through unsecured networks or email channels.

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### Part A – Business details

1 Business name

2 New business registration  **Go to Part B**

Existing business registration  Give details below

Business Centrelink Reference Number

5	5	5	-		-		-	
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### Part B – Business acknowledgement and undertaking

The Business:

- acknowledges that it is responsible for the actions of its staff in respect of their access to and use of Centrelink Business Online Services, including their compliance with their undertakings to Services Australia.
- undertakes to notify Services Australia immediately if any user is no longer authorised to represent the Business in respect of any Centrelink Business Online Services.
- undertakes to notify Services Australia immediately if any user fails to comply with their **individual acknowledgement and undertaking**.

If you are disclosing personal information to entities outside Australia, you must ensure that you comply with Australian Privacy Principle 8 in relation to such disclosures. For further information in relation to your privacy and secrecy obligations, see Division 3 of Part 5 of the *Social Security (Administration) Act 1999* and the Australian Privacy Principles in Schedule 1 of the *Privacy Act 1988*.

#### Details of **Authorised Officer**

Name

Position

Contact phone number

Email

#### Signature of **Authorised Officer**



Date



CLK0SA445 2105

**Part C – Details of users**

Business Centrelink Reference Number (if known)

5 5 5 - [ ] - [ ] - [ ]

This is page [ ] of [ ] pages of users.

Complete all relevant details.

SE – Single Entry BE – Bulk Entry

Action	Service and access required	User details
<p>Add service(s) <input type="checkbox"/></p> <p>Remove service(s) <input type="checkbox"/></p> <p>User ID (if known)</p> <p>[ ] - [ ]</p>	<p><b>Deduction services</b></p> <p>Centrepay <input type="checkbox"/> Income Management <input type="checkbox"/></p> <p><b>Confirmation and Verification services</b></p> <p>Customer Confirmation ▶ <input type="checkbox"/> <input type="checkbox"/></p> <p>Income Confirmation ▶ <input type="checkbox"/> <input type="checkbox"/></p> <p>Superannuation Confirmation ▶ <input type="checkbox"/></p> <p>Electronic Verification of Rent ▶ <input type="checkbox"/> <input type="checkbox"/></p>	<p><b>SE BE</b></p> <p>Name of user</p> <p>Email</p> <p>Contact phone number</p> <p>Where is the user located?</p> <p>Australia <input type="checkbox"/> Outside Australia <input type="checkbox"/> Which country?</p>
<p>Add service(s) <input type="checkbox"/></p> <p>Remove service(s) <input type="checkbox"/></p> <p>User ID (if known)</p> <p>[ ] - [ ]</p>	<p><b>Deduction services</b></p> <p>Centrepay <input type="checkbox"/> Income Management <input type="checkbox"/></p> <p><b>Confirmation and Verification services</b></p> <p>Customer Confirmation ▶ <input type="checkbox"/> <input type="checkbox"/></p> <p>Income Confirmation ▶ <input type="checkbox"/> <input type="checkbox"/></p> <p>Superannuation Confirmation ▶ <input type="checkbox"/></p> <p>Electronic Verification of Rent ▶ <input type="checkbox"/> <input type="checkbox"/></p>	<p><b>SE BE</b></p> <p>Name of user</p> <p>Email</p> <p>Contact phone number</p> <p>Where is the user located?</p> <p>Australia <input type="checkbox"/> Outside Australia <input type="checkbox"/> Which country?</p>
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Business Centrelink Reference Number (if known)

5 5 5 - [ ] - [ ] - [ ]

## Part D – Individual acknowledgement and undertaking

You have been nominated to be given access to Centrelink Business Online Services. You must complete and sign the individual acknowledgement and undertaking before being given access.

Each new staff member registered as a new user, requires a separate **Part D** (page 4).

### Requirements on use and management of passwords

- 1 After you sign the individual acknowledgement and undertaking (**Part D**), Services Australia will issue you with a user guide, a unique logon ID and a temporary password enabling you to access Centrelink Business Online Services by going to [servicesaustralia.gov.au/business](http://servicesaustralia.gov.au/business)
- 2 It is important when you receive your temporary password, you change it to one that is easy to remember but difficult for anyone else to guess. Services Australia treats any person who enters a user password as if they are the user. All access to Centrelink Business Online Services is logged and monitored, and you are accountable for all access logged against your User ID.
- 3 In order to make it more difficult for somebody else to guess your password, Services Australia has the following rules for passwords that can be used:
  - the password must contain a minimum of 5 characters and a maximum of 8 characters
  - passwords must include at least one letter (a-z, A-Z) and one number (0-9)
  - passwords are case sensitive
  - a minimum of 24 hours must elapse between the time you change your password and any subsequent change.
- 4 Passwords must not contain information which may be known by other people for example, choosing a password, which contains:
  - significant dates for example, family birthdays, anniversaries
  - family names for example, children, partner, parents, pets
  - favourite things for example, colours, football teams, songs
  - passwords should not include a word that appears in a dictionary. Some hackers use a computer with a dictionary program to guess passwords
  - passwords that are used for other internet sites should not be used as not all internet sites are secure, even if they require a password. Hackers can sometimes find passwords on unsecure sites and then use them to get into more secure sites
  - passwords should not contain the first letters of the words from a song, poem or saying they find easy to remember.
- 5 Once you have chosen a secure password, you must make sure that nobody else discovers what the password is.
  - Passwords should not be written down where they might be accessible by others.
  - Passwords should not be given to any other person or user.
  - Do not use your password when people can see what is being typed.
  - Passwords expire after 90 days and must be changed for continued access to Centrelink Business Online Services.
  - Passwords cannot be the same as your last 8 passwords.

## You need to read this

### Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information to provide payments and services. 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](http://servicesaustralia.gov.au/privacy)

Name

I [ ]

- will only access Centrelink Business Online Services (CBOS) as required for the performance of my duties as a direct or sub-contracted employee of the Business.
- will only make any enquiries or provide information using CBOS with the consent of the customer.
- will take reasonable steps to ensure that the customer is fully aware of the purposes for which enquires are being made or information is provided to or obtained from CBOS.
- will not allow access to any information obtained from CBOS to any unauthorised person.
- will not misuse, damage, destroy, or allow any other person to misuse, damage or destroy information in CBOS unless authorised by Services Australia.
- will read, understand, and comply with Services Australia requirements on the use and management of passwords (page 4).
- will keep my User ID and password secure at all times and not share them with any other person.
- will promptly notify Services Australia and change my password if I suspect that my User ID or password may have been lost, stolen, or compromised in any way.
- will not leave my computer terminal unattended whilst logged in to CBOS and will log off as soon as practical after I have finished using CBOS.
- understand the social security law and family assistance law provide that if a person intentionally obtains, makes a record of, discloses or otherwise makes use of protected information without authorisation, that person is guilty of an offence. The penalty imposed on conviction is imprisonment for up to 2 years.

User's signature



Date

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