

Status Resolution Support Services Payment Authorising a person or organisation to enquire on your behalf

This form is to be used by **Status Resolution Support Services payment customers ONLY**.

Purpose of this form



To arrange for another person or organisation to enquire on your behalf when dealing with Services Australia about your Status Resolution Support Services payment.

IMPORTANT: Authorising a person or organisation to enquire on your behalf does not take away your right to deal with us about your Status Resolution Support Services payment. This authorisation can be cancelled or changed at any time.

Person Permitted to Enquire

A **Person Permitted to Enquire** can be a partner, a friend, a family member, a professional, an organisation or a combination depending on the type of enquiry. Some examples of professionals and organisations are community service providers, social workers, doctors, etc. This list is not limited. You can change this arrangement at any time.

It is your responsibility to make sure that the person you have given authority to make enquiries on your behalf is aware of what you are allowing them to enquire about, and any limitation you may place on this authority. We can provide information that is necessary to satisfy the enquiry and no more.

The extent of information we can provide to a Person Permitted to Enquire may include the current rate of your Status Resolution Support Services payment, cancellation or rejection reasons to your payment, factors affecting your payment for example assets and income, overpayment and arrears information.

If we have any doubt about the person's authority to make an enquiry on your behalf, the enquiry will not be answered until clarification is obtained from you.

Privacy notice

Privacy and your personal information

Your personal information is protected by law (including the *Privacy Act 1988*) and is collected by Services Australia for the assessment and administration of payments for the Status Resolution Support Services Programme. This information is required to process your application.

Your information may be used by the agency or given to other parties including the Department of Home Affairs for the purposes of reporting, research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the agency will manage your personal information, including our privacy policy, at servicesaustralia.gov.au/privacy

For more information



You can call us on **131 202**. When asked, say "**SRSS**". You can speak to someone in your own language by calling this number.

Note: Call charges may apply.

We can translate documents you need for your claim or payments for free.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

IMPORTANT INFORMATION: If there are any allegations of misuse of this arrangement, call us on the above numbers.

Please keep these Notes (pages 1 to 2) for your information.

Information in other languages

English

If you need an interpreter or would like to speak to us in your own language, please call **131 202** (call charges may apply – calls from mobile phones may be charged at a higher rate) Monday to Friday, between 8.00 am and 5.00 pm Australian Eastern Standard Time. Go to servicesaustralia.gov.au and select the language button to find information in your language.

Arabic

إذا كنت بحاجة لمترجم شفهي أو تودّ التحدّث معنا بلغتك تُرجى الاتصال على الرقم **131 202** (قد تنطبق أجور على المكالمات) – وقد يتم استيفاء رسوم أعلى عن المكالمات التي تُجرىها من هواتف الموبايل) الاثنين إلى الجمعة بين الساعة 8 صباحاً و5 مساءً حسب توقيت شرق أستراليا العادي. توجّه إلى الموقع servicesaustralia.gov.au واختار زر اللغة للعثور على معلومات بلغتك.

Assyrian

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Burmese

အကယ်၍ သင် စကားပြန်လိုအပ်ပါက သို့မဟုတ် ကျွန်ုပ်တို့ကို သင့်ဘာသာစကားဖြင့် ပြောဆိုလိုပါက ကျေးဇူးပြု၍ **131 202** ကို တနင်္လာနေ့မှ သောကြာနေ့အထိ ဩစတြေးလျားနိုင်ငံ အရှေ့ပိုင်း စံတော်ချိန် နံနက် ၈.၀၀ နာရီမှ ညနေ ၅.၀၀ နာရီအတွင်း ဆက်သွယ်ပါ။ (ဖုန်းဆက်ခံများ ကုန်ကျနိုင်ပါသည် – မိုဘိုင်းဖုန်းများမှခေါ်ဆိုပါက ပိုပြီးမြင့်သောနှုန်းထားဖြင့် ကောက်ခံနိုင်ပါသည်။) သိကောင်းစရာ အချက်အလက်များကို သင့်ဘာသာစကားဖြင့် ဖတ်နိုင်ရန် servicesaustralia.gov.au သို့သွားပြီး ဘာသာစကားနှင့်ဆိုင်သော ခလုတ်ကို ရွေးချယ်ပြီးနှိပ်ပါ။

Chinese

如果你需要传译员协助，或希望使用母语与我们交谈，请在每星期一至星期五，澳洲东部标准时间上午8时至下午5时致电**131 202**（可能需要付费，手机致电可能收费更高）联络。访问servicesaustralia.gov.au网站，点击语言链接，查阅中文资料。

Farsi

اگر مترجم لازم دارید یا می‌خواهید با ما به زبان خودتان صحبت کنید، لطفاً روزهای دوشنبه تا جمعه بین ساعات 8 صبح و 5 بعداز ظهر به وقت استاندارد شرق استرالیا به شماره **131 202** تلفن بنزید (تماس ممکن است هزینه مند باشد) – تلفن از گوشنی‌های همراه ممکن است به نرخ بالاتری حساب شود). به وب سایت servicesaustralia.gov.au بروید و دکمه زبان را انتخاب کنید تا اطلاعات بیشتری را به زبان خودتان پیدا کنید.

Hazaragi

اگه ترجمان لازم دشته بشی و یا موخواهی همرای مو به زبان خو گپ زین، لطفاً از روز دوشنبه تا جمعه از ساعات 8 صبح الی 5 عصر به وقت استاندارد شرقی استرالیا با شماره **131 202** تماس گیرین (مصرف تماس شاید وضع شونه – تماس از تلفونهای موبایل شاید بلند بشه). به صفحه servicesaustralia.gov.au بروین و دکمه زبان را انتخاب کنین تا معلومات ره ده زبان خو دریافت کنین.

Pashto

که چېرې ژباړونکي ته اړتيا لرئ او يا غواړئ له مونږ سره پخپله ژبه خبرې وکړئ، نو مهرباني وکړئ د **131 202** په شمېرې سره د دوشنبې نه تر جمعي ورځې پورې د استرالیا په وخت د سهار د ۸ بجو نه د ماښکر تر ۵ بجو پورې اړیکه ونیسئ (د ټیلیفون لگښت ښايي تطبیق شي – د کرځنده ټیلیفونو نه ښايي مصرف لوړ وي). د servicesaustralia.gov.au پاڼې ته ولاړ شئ او د ژبې تکمه کښېکړئ تر څو په خپله ژبه کښې معلومات پیدا کړئ.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸੀਏ ਦੀ ਲੋੜ ਹੋਵੇ ਜਾਂ ਤੁਸੀਂ ਸਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਗਲ ਕਰਨੀ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁਕਰਵਾਰ ਆਸਟਰੇਲੀਆ ਦੇ ਪੂਰਬੀ ਸਮੇਂ ਸਵੇਰ ਦੇ 8.00 ਤੋਂ ਸ਼ਾਮ ਦੇ 5.00 ਵਜੇ ਤੱਕ **131 202** ਤੇ ਫੋਨ ਕਰੋ (ਕਾਲ ਦੀਆਂ ਕੀਮਤਾਂ ਹੋ ਸਕਦੀਆਂ ਹਨ – ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕੀਤੀਆਂ ਕਾਲਾਂ ਉਚੇਰੀ ਰੇਟ ਤੇ ਲਾਗੂ ਹੋ ਸਕਦੀਆਂ ਹਨ)। ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ servicesaustralia.gov.au ਤੇ ਜਾ ਕੇ ਭਾਸ਼ਾ ਦੇ ਬਟਨ ਦੀ ਭਾਲ ਕਰੋ।

Rohingya

Zodi tuáñrtu torjuma goróya ekzon lage yáto tuáñr nizor zuban ot añárarloi hotá hoitóu mone hoó, meérbani gorí **131 202** ot koól goró (koól ór foisá lagit fare – mubáil fun ót foisá bici hañçit fare) Cómbar óttu Cúkkubar foijjonto, beéinna 8.00 wá arde ázinna 5.00 wár búttore Australia Fugor Esténdád Thaim. servicesaustralia.gov.au ót zo ar tuáñr zuban ot malumat tuai faibellá zuban or bothón basilo.

Sinhalese

සඳුදා සිට සිකුරාදා දක්වා ඔස්ට්‍රේලියානු පෙරදිග ප්‍රමිතිගත වේලාවන් පෙ.ව. 8.00 සහ ප.ව. 5.00 දක්වා ඔබට භාෂණ පටිවර්තකයකු අවශ්‍ය නම් හෝ ඔබේ ඔසීන් අප හා කථා කිරීමට අවශ්‍ය නම්, කරුණාකර දුරකථන අංක **131 202** අමතන්න (දුරකථන ගාස්තු අදාළ වනු ඇත – ජංගම දුරකථනවලින් කෙරෙන ඇමතුම් සඳහා වඩා ඉහළ ගාස්තු අදා කෙරෙනු ඇත). ඔබේ භාෂාවෙන් තොරතුරු ලබාගැනීම සඳහා servicesaustralia.gov.au වෙත පිවිස භාෂා සළකුණ තෝරාගන්න.

Spanish

Si necesita un intérprete o desea hablarnos en su propio idioma, llame al **131 202** (la llamada puede no ser gratuita – las llamadas desde teléfonos móviles/celulares pueden tener tarifas más altas), de lunes a viernes, entre las 8:00 y las 17:00 horas (hora de la costa este de Australia). Para obtener información en español, consulte servicesaustralia.gov.au y seleccione el botón de idiomas.

Tamil

உங்களுக்கு ஓர் உரைபெயர்ப்பாளர் தேவையென்றால் அல்லது உங்கள் சொந்த மொழியில் எம்முடன் பேச விரும்பினால், தயவுசெய்து **131 202** இலக்கத்தை (அழைப்புக் கட்டணம் அறவிடப்படக் கூடும் – செல்லிடத் தொலைபேசி அழைப்புகளுக்கு அதிகரித்த கட்டணம் அறவிடப்படக் கூடும்) திங்கள் முதல் வெள்ளி வரை, ஆஸ்திரேலிய கிழக்கு நியம நேரம் காலை 8.00 முதல் மாலை 5.00 வரை அழைக்கவும். உங்கள் மொழியில் தகவல் அறிய servicesaustralia.gov.au என்ற வளைத்தளத்திற்குச் சென்று மொழி என்ற பொத்தானை தெரிவு செய்யவும்.

Turkish

Eğer bir tercümana ihtiyacınız varsa veya bizimle kendi dilinizde konuşmak isterseniz, lütfen Pazartesi – Cuma günleri arasında Avustralya Doğu Standart Zamanına göre 08:00 – 17:00 saatleri arasında **131 202**'yi arayın (aramalar ücretli tabi olabilir – cep telefonlarından yapılan aramalar daha yüksek tarifieden ücretlendirilebilir). Kendi dilinizde bilgiye ulaşmak için servicesaustralia.gov.au internet sitesine girin ve dil düğmesine basın.

Urdu

اگر آپ کو مترجم کی ضرورت ہے یا آپ ہمارے ساتھ اپنی زبان میں بات کرنا چاہتے ہیں تو براہ مہربانی **131 202** پر پیر تا جمعہ مشرقی آسٹریلیا کے معیاری وقت کے مطابق صبح 8 بجے سے شام 5 بجے کے درمیان کال کریں (کال پر قیمت کا اطلاق ہو سکتا ہے) – موبائل فون سے کال کرنے کی قیمت زیادہ ہو سکتی ہے۔ اپنی زبان میں معلومات حاصل کرنے کیلئے servicesaustralia.gov.au پر جائیں اور زبان کا بٹن منتخب کریں۔

Status Resolution Support Services Payment Authorising a person or organisation to enquire on your behalf

Filling in this form

- Please use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this Go to 5 skip to the question number shown. You do not need to answer the questions in between.

1 Your Centrelink Reference Number

 - - -

2 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

3 Your date of birth

 / /

4 Your permanent address

Postcode

5 Is this authorisation for a person or organisation?

Tick **ONE** box only

Authorise a PERSON Go to next question

Authorise an ORGANISATION Go to 8

6 Your authorised person's name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

7 Your authorised person's date of birth

 / /

8 Your authorised organisation's details

Trading name of organisation

This is the name of the organisation, not the contact person.
The contact person can be identified below.

Business name of organisation

Name of contact person

9 What is their relationship to you (e.g. father, sister, guardian, service provider, administrator, Public Trustee)?

10 What are their contact details?

Permanent address

Postcode

Postal address (if different to above)

Postcode

Phone number

 ()

Fax number

 ()

Email

@

11 How long do you want this arrangement to last?

Indefinitely OR

From / / to / /



CLK0SU698 2107

12 Your authorisation – If unable to sign, go to next question

Make sure you have read the **Privacy notice** on page 1 of the **Notes**.

I authorise the person named on this form to enquire with Centrelink on my behalf according to the arrangements shown on this form.

Your signature




Date

/ /

13 Third party authorisation

Make sure you have read the **Privacy notice** on page 1 of the **Notes**.

 You will need to provide evidence of the customer's inability to sign, if it is not a court appointed arrangement.

Name of person signing on behalf of the customer

Relationship to customer

Address

.....
.....
Postcode

Contact phone number

()

Signature of the person signing on behalf of the customer



Date

/ /

Person permitted to enquire

14 The **person permitted to enquire** **MUST** provide a password to be used when contacting us. The password needs to have 4 to 12 letters or numbers. Please remember the password.

.....

15 Acceptance by the person permitted to enquire

IMPORTANT INFORMATION: Check to make sure that your personal and/or your organisation details are correct. Make sure you have read the **Privacy notice** on page 1 of the **Notes**.

I declare that:

- I have read the **Notes** on page 1 and understand and accept the responsibilities and obligations for the arrangement for which I am authorised.

I declare and accept that:

- any personal information I am given access to under this arrangement is protected under Commonwealth legislation. I agree to access, use or disclose the information only as authorised by the person to whom the information relates.
- my appointment as a person permitted to enquire by Services Australia may be revoked or suspended at the discretion of that department.

Signature of the person permitted to enquire



Date

/ /

Returning your form

Check that you have answered all the questions you need to answer, and that you have signed and dated this form.

You can return this form and any supporting documents:

- **by post**
- **in person** at one of our service centres.