

Senate Community Affairs References Committee

DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 16 MAY 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Nominee Form

Question reference number: QoN 181

Member: Senator Siewert

Type of question: Hansard page 40

Date set by the committee for the return of answer: 26 May 2017

Number of pages: 1

Question:

Mr Mowbray-d'Arbela: That is right. And we need to be absolutely crystal clear about the level of their authority to represent the individual, and we do ask staff to make sure that is—

Senator SIEWERT: Could you supply a copy of the form that people—

Mr Mowbray-d'Arbela: Yes.

Senator SIEWERT: So we can get an understanding of the sorts of issues and things that you need to know.

Mr Mowbray-d'Arbela: We will take that on notice.

Answer:

A copy of the form SS313 *Authorising a person or organisation to enquire or act on your behalf* is attached.



Authorising a person or organisation to enquire or act on your behalf

Purpose of this form

To arrange for another person or organisation to enquire or act on your behalf when dealing with the Australian Government Department of Human Services about Centrelink payments and services.

The arrangements you can make are for a:

- **Person permitted to enquire** — this arrangement authorises a person or organisation to make limited enquiries only on your behalf
- **Correspondence nominee** — this arrangement authorises a person or organisation to receive copies of your Centrelink mail and to enquire, act and make changes on your behalf
- **Payment nominee** — this arrangement authorises a person or organisation to receive your payments on your behalf
- **BOTH payment and correspondence nominee** — this arrangement authorises a person or organisation to enquire, act and make changes AND receive your payments on your behalf.

If you or your nominee are subject to **Income Management** you should contact us on **1800 132 594** to discuss before lodging this form.

How many arrangements can you authorise on this form?

Only **one** person or organisation can be authorised on this form.

You can only have one correspondence nominee and one payment nominee, however, they do not have to be the same person or organisation. You cannot nominate a person to act or receive payments on your behalf if that person has a Centrelink nominee arrangement in place.

If you wish to arrange to have a different correspondence nominee to your payment nominee, you will need to complete a separate form for each.

If you want to change your nominee you will need to cancel that arrangement and complete a new form.

IMPORTANT: Authorising a person or organisation to enquire, act on your behalf or receive your payment does not take away your right to deal with us about your Centrelink business. This authorisation can be cancelled or changed at any time, unless it is a court appointed arrangement.

Filling in this form

- Please use **black or blue pen**.
- Print in **BLOCK LETTERS**.
- Mark boxes like this with a **✓** or **X**.
- 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.

Returning your form

Check that all required questions are answered and that the form is signed and dated.

This form and all additional documents including identity documents for your nominee, are to be returned to one of our service centres. If your nominee is an organisation, identity documents are not required.

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 accountants, financial advisers, social workers, doctors, etc. This list is not limited. You can change this arrangement at any time.

Continued over the page ►

Please keep these Notes (pages 1 to 4) for your information.

What type of access can the person permitted to enquire have

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 Centrelink 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.

Nominee obligations and responsibilities

Correspondence nominee

A correspondence nominee can act on your behalf and is authorised to deal with us on all Centrelink matters (except payment destination). These include:

- making changes to your information
- enquiring on your behalf
- completing Centrelink forms/applications on your behalf
- receiving copies of your Centrelink mail
- attending Centrelink appointments with you or on your behalf (if appropriate).

A correspondence nominee is required to:

- advise us of any changes in your circumstances **within 14 days** (28 days if outside Australia)
- respond to notices if required to do so, including reporting notifiable events and must be aware that failure to respond to a notice means that you have failed to meet your obligations
- act in your best interests
- advise us of any changes that may affect their ongoing ability as a nominee.

Payment nominee

A payment nominee will receive your Centrelink payments and make sure:

- payments are used exclusively for your benefit
- records of payments received and the money he/she spends on your behalf are kept. We can review the arrangement from time to time and request the nominee to provide this information. Penalties may apply if the information is not provided
- they act in your best interests
- we are advised of any changes that may affect their ongoing ability as a nominee.

A payment nominee may be given relevant information by us if there are issues with your payment.

If you receive more money from us than you are entitled to, you will be required to repay this money. Your nominee is not required to repay your Centrelink debt on your behalf.

Online Services

Nominees can register for Online Services to access Centrelink services online.

Our Online Services provides a secure and convenient way to do Centrelink business through the internet, using Customer Online Services or Business Online Services. Through these services your nominee can:

- view and update your personal and payment related information
- request and print a document, such as an Income Statement or Payment Summary
- apply for an Advance Payment on your behalf
- update your contact details
- report your employment income
- view your payment history
- receive and view your letters
- receive an email or SMS notification that a new online letter has been sent.

Privacy and your personal information

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department or given to other parties for the purposes of 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 Department of Human Services will manage your personal information, including our privacy policy at humanservices.gov.au/privacy or by requesting a copy from the department.

**For more information
for customers
inside Australia**

Go online humanservices.gov.au or call us or visit one of our service centres.

Seniors	132 300	International Services	131 673
Employment Services	132 850	Information in other languages	131 202
Youth and Students	132 490	Indigenous Services	136 380
Families	136 150		
Disability and Carers	132 717		

To speak to us in a language other than English call **131 202**.

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

**If you have a hearing
or speech impairment**

TTY service Freecall™ **1800 810 586**. A TTY phone is required to use this service.

**Interpreters and
translations**

If you need an **interpreter** or **translation** of any documents for our business, we can arrange this for you free of charge.

**For more information
for customers
outside Australia**

If you want another person to act on your behalf when dealing with Centrelink and/or to receive your Centrelink payments while you are outside Australia, you will need to complete this form and return it to:

**Department of Human Services
International Services
PO Box 7809
CANBERRA BC ACT 2610
AUSTRALIA**

Fax number **(+61 3) 6222 2799**

If you need help with this form, please call International Services between 8.00 am to 5.00 pm Australian Eastern Standard Time, Monday to Friday.

If you live in one of the following countries, you can call us direct (free of charge). This service may not be available from all locations in your country.

From Austria	0800 295 165	From New Zealand	0800 441 248
From Canada	1888 2557 493	From The Philippines	1800 1611 0046
From China (North)*	10 800 6100 427	From Poland	00800 6111 220
From China (South)*	10 800 2611 309	From Portugal	800 861 122
From Denmark	8088 3556	From Singapore	800 6167 015
From Germany	0800 1802 482	From Spain	900 951 547
From Greece	0080 0611 26209	From Thailand	001 800 611 4136
From India	000 800 61 01098	From Turkey	00 800 6190 5703
From Indonesia	001 803 61 035	From The United Kingdom	0800 1695 865
From Italy	800 781 977	From The United States of America	1866 3433 086
From Korea Republic	003 081 32326	From United Arab Emirates	800061 04319
From The Netherlands	0800 0224 364		

If you do not live in one of these countries or you are not able to contact us on the relevant number above, please call **(+61 3) 6222 3455**. You may reverse the charge by asking your local telephone operator if this service is offered by your local telephone provider. Alternatively, you may leave a message with our answering service outside business hours and we will return your call.

If you cannot call International Services, you can contact us by post or fax.

* China (North) is the provinces of Beijing, Tianjin, Hebei, Shanxi, Inner Mongolla, Heilongjiang, Liaoning, Jilin, Shandong and Henan. All other provinces are considered to be China (South) for this purpose.

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

Authorising a person or organisation to enquire or act on your behalf

1 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

2 Your date of birth

3 Your permanent address

 Postcode

4 Your Centrelink payment type

5 Your Centrelink Reference Number

 - - -

6 Is this authorisation for a person or organisation?

Tick ONE box only

Authorise a PERSON **Go to next question**

Authorise an ORGANISATION **Go to 10**

7 Your authorised person's name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

8 Your authorised person's date of birth

9 Your authorised person's Centrelink Reference Number

 - - - **Go to 11**

10 Your nominated 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

Australian Business Number (ABN)

ABN is mandatory to access online services

 - - -

Organisation Centrelink Reference Number

 - - -

Name of contact person

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

12 What are their contact details?

Street address

 Postcode

Postal address (if different to above)

 Postcode

Phone number

 ()

Fax number

 ()

Email

 @

CLKOSS313 1507

13 What is the arrangement you are authorising?

Read the **Notes** if you are not sure about which arrangement you wish to make. If you want to authorise a different person for each arrangement, **complete a separate form for each person.**

Person permitted to enquire **Go to 16**
Authorises a person to make an enquiry only on your behalf

Correspondence nominee **Go to 15**
Authorises a person to enquire, act and make changes on your behalf

Payment nominee **Go to 14**
Authorises a person to receive your payments on your behalf

BOTH payment and correspondence nominee **Go to 14**
Authorises a person to enquire, act and make changes AND receive your payments on your behalf

14 Give details of the nominee's account into which your Centrelink payments are to be paid

Direct credit is available in most countries outside of Australia if required. (Refer to page 3 of the **Notes** for more detail.)

Name of bank, building society or credit union

Branch where your account is held

Branch number (BSB)

Account number (this may not be the card number)

Account held in the name(s) of

For organisations only – Group Institution Code (if applicable)

15 What is the reason for making this arrangement?

Voluntary **Go to next question**

Power of Attorney

Court, Tribunal, Guardianship or Administration Order

Please attach supporting documents.

16 How long do you want this arrangement to last?

Indefinitely OR

From / / to / /

17 Your authorisation – *If you are unable to sign go to 18*

Make sure you have read the **Privacy and your personal information** on page 2 of the **Notes**.

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

Your signature Date
 Go to 19

18 Third party authorisation

The person signing this form on behalf of the customer cannot be a nominee authorised on this form, unless it is a court appointed arrangement.

Make sure you have read the **Privacy and your personal information** on page 2 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

Nominee or person permitted to enquire

19 The nominee or 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.

20 Acceptance by nominee or 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 and your personal information** on page 2 of the **Notes**.

I declare that:

• I have read the **Notes** on page 2 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 nominee or person permitted to enquire may be revoked or suspended by the Australian Government Department of Human Services if I do not comply with my responsibilities and obligations.

Signature of the nominee or person permitted to enquire Date

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PUBLIC HEARING 16 MAY 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer's aggression

Question reference number: QoN 183

Member:

Type of question: Written

Date set by the committee for the return of answer: 26 May 2017

Number of pages: 1

Question:

At the Brisbane Hearing anecdotal evidence was provided by a witness (Prof Karen Healy - ref Hansard below) that a tender was advertised for increased security in Centrelink offices, suggesting that there had actually been an increase in aggression and security risks as a result of the OCI. Is this the case?

Prof. Healy: Earlier in the year, Centrelink tendered for human services professionals to provide training on dealing with hostile clients because of an increase in hostility. So, clearly, the agency is experiencing that at the front line. There was a tender in about January this year. When people are living in highly stressful situations, they will have the 'fight or flight' response, which we all know about. Some of the examples we have given are of the 'flight' response, where people go more into themselves, become more withdrawn. If someone living in a boarding house who already owes \$4,000 receives another \$1,000 debt recovery notice, they may just withdraw into themselves. Other people you have talked about would have a 'fight' response to that. Centrelink, I imagine, is experiencing people coming in with a 'fight' response to being further stressed in an already stressful situation. There is lots of research that says that that is how people respond. All I can say is that Centrelink itself has asked for extra training in this area because of an increase in these incidents. So I think there is evidence there of that.

Answer:

There is no link between the OCI and the decision to tender for advanced customer aggression training services. All customer facing staff are required to attend training every four years to reduce and manage customer aggression and more senior staff to attend advanced level training.