

centrelink

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

When to use this form	Use this form to give permission for another person or organisation to ask questions on your behalf when dealing with Services Australia about your Status Resolution Support Services payment. The person or organisation will <b>not</b> have permission to make decisions on your behalf.
Important information	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 by you over the phone by calling us on <b>131 202</b> and following the prompts, in person at any service centre or in writing.
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, and doctors. 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 arrangement. We can only provide information that is necessary to answer the question(s) asked 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 question(s) will not be answered until we get clarification from you.
Privacy notice	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 so we can process and manage your applications and payments, and provide services to you. 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 <b>servicesaustralia.gov.au/privacypolicy</b>
For more information	You can call us on <b>131 202</b> and follow the prompts. You can speak to someone in your own language by calling this number.
	Information in your language
	We can translate documents you need for your claim or payments for free.
	Hearing and speech assistance
TTY	<ul> <li>If you have a hearing or speech impairment, you can use:</li> <li>the National Relay Service 1800 555 660, or</li> <li>our TTY service on 1800 810 586. You need a TTY phone to use this service.</li> </ul>
	For more information about help with communication, go to <b>servicesaustralia.gov.au</b> and search 'other support and advice'.

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

## 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 يُرجى الاتصال على الرقم **202 131** (قد تنطبق أجور على المكالمات – وقد يتم استيفاء رسوم أعلى عن المكالمات التي خريها من هواتف الموبايل) الاثنين إلى الجمعة بين الساعة 8 صباحاً و5 مساءً حسب توقيت شرق أستراليا العادي. توجّه إلى الموقع servicesaustralia.gov.au واخترزر اللغة للعثور على معلومات بلغتك.

# Assyrian

نِـَـَى صَبَعَتْمَ مَوْمَ كَبَوَ مَدَبِكَعَنَّ بَـ تَحْمَّمَ مَوَمِعَمَ حَجَّرَ حَكَّنَةَ وَبَّتَمَةٍ، نَـَـَ جَهَعَةٍ هَمَ مَحَدٍ كَنَ جَحَا 131 (حَبَعَةَ وَمَقْتَمَةً، مَعْصَحِي قَيْتَ تَعْمَكُنَا ـ مَقْتَمَةً مِنْ مِحْدِقِهَةً، عَمَّامَكَةٍ، عَمَعَتِ مَوْةَ حَبَّعَتَمَ حَمَّدَ حَجْتَةً حَدَثَمَةً، وَخَوَنَتَمَ وَعَامَهُمَةً، حَبَّ 8.00 ضَخْصَهُ، ه 5.00 حَمَّةً حَجْتَةً حَدَثَمَةً، وَخَوَنَتَمَ وَعَامَهُمُوَّحَةً، حَبَّ 8.00 ضَخْصَهُ، مَعْتَى حَمَّةً حَجْتَةً حَدَثَهَ وَخَوَنَتَمَ وَعَمَّهُ عَدَيَةً حَمَّةً مَعْتَقًا مَعْهُ عَدَ حَمَّةً عَدَيْتَهُ مَعْتَهُمَةً وَخَوَنَتَهُ وَخَوَنَتَهُ عَمَّهُ عَدَيْهُ مَعْمَةً حَمَّةً حَجْتَةً وَجَعَتَهُ مَعْتَهُ مَعْتَهُ مَعْتَهُ عَدَيْهَ عَمَّةً عَنْ عَمَةً مَعْتَى وَهُمُوحَدِمَةً، وَخِعْتَهُ وَبْعَتَهُ،

# 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။ (ဖုန်းဆက်ခများ ကုန်ကျနိုင်ပါသည် – မိုဘိုင်းဖုန်းများမှခေါ် ဆိုပါက ပိုပြီးမြင့်သောနှုန်းထားဖြင့် ကောက်ခံနိုင်ပါသည်။) သိကောင်းစရာ အချက်အလက်များကို သင့်ဘာသာစကားဖြင့် ဖတ်နိုင်ရန် **servicesaustralia.gov.au** သို့သွားပြီး ဘာသာစကားနှင့်ဆိုင်သော ခလုပ်ကို 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 بزنید (نماس مکن است هزینه مند باشد – تلفن از گوشیهای همراه مکن 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 زنین. لطفًا از روز دوشنبه تا جمعه از ساعت 8 صبح الی 5 عصر به وقت استاندرد شرقی آسترالیا با شمارهٔ 202 131 تماس گیرین (مصرف تماس شاید وضع شونه – تماس از تلیفونهای موبایل شاید بلند بشه). به صفحهٔ servicesaustralia.gov.au بروین و دکمهٔ زبان را انتخاب کنین تا معلومات ره ده زبان خو دریافت کنین.

# Pashto

که چېرې ژباړونکې ته اړتيا لرئ او يا غواړئ له مونږ سره پخپله ژبه خبرې وکړئ، نو مهرباني وکړئ د 202 131 په شمېرې سره د دوشنبې نه تر جمعي ورځي پورې د اسټراليا په وخت د سهار د ۸ بجو نه د مازديګر تر ۵ بجو پوري اړيکه ونيسئ (د ټيليفون لګينت ښايي تطبيق شي – د ګرخنده ټيليفونو نه ښايي مصرف لوړ وي). د servicesaustralia.gov.au پاڼې ته ولاړ شئ او د ژبې تکمه کښېکاړئ تر څو په خپله ژبه کښي معلومات بيدا کړئ.

# Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ 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 añárárloi hotá hoitóu mone hoó, meérbani gorí **131 202** ot koól goró (koól ór foisá lagit fare – mubáil fún ót foisá bicí hañçit fare) Cómbar óttu Cúkkubar foijjonto, beéinna 8.00 wá arde ázinna 5.00 wár bútore Australía Fugor Esténdád Thaim. **servicesaustralia.gov.au** ót zo ar tuáñr zuban ot maalumat tuai faibellá zuban or bothón basílo.

# Sinhalese

සඳදා සිට සිකුරාදා දක්වා ඔස්ටේලියානු පෙරදිශ පුමිතිශත වේලාවෙන් පෙ.ව. 8.00 සහ ප.ව. 5.00 දක්වා ඔබට භාෂණ පරිවර්තකයකු අවශය නම් හෝ ඔබබ් බසින් අප හා කථා කිරීමට අවශය නම්, කරුණාකර දුරකථන අංක 131 202 අමතන්න (දුරකථන ගාස්තු අදාල වනු ඇත – ජංගම දුරකථනවලින් කෙරෙන ඇමතුම් සඳහා වඩා ඉහළ ගාස්තු අය කෙරෙනු ඇත). ඔබේ භාෂාවෙන් තොරතුරු ලබාගැනීම සඳහා servicesaustralia.cov.au වෙත පිවිස භාෂා සළකණ 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 ücrete tabi olabilir – cep telefonlarından yapılan aramalar daha yüksek tarifeden 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 202 131 پر پیر تا جمعہ مشرقی آستریلیا 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 کیلنے



# centrelink

# Status Resolution Support Services Payment Authorising a person or organisation to enquire on your behalf (SU698)

F	illing in this form	8	Your authorised organisation's details	
You can fill in this form digitally in some browsers, or you can			Trading name of organisation	
open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it. If you have a printed form:			This is the name of the organisation, not the contact person. The contact person can be identified below.	
	Use black or blue pen.			
	Print in BLOCK LETTERS. Where you see a box like this <b>b Go to 1</b> skip to the question		Business name of organisation	
	number shown.			
1	Your Customer Reference Number (if known)		Name of contact person	
2	Your name	9	What is their relationship to you (for example, parent, sibling,	
	Mr Mrs Miss Ms Mx Other		guardian, service provider, administrator, public trustee)?	
	Family name			
	First given name	10	What are their contact details?	
			Permanent address	
	Second given name			
3	Your date of birth (DD MM YYYY)		Postcode	
			Postal address (if different to above)	
4	Your permanent address			
			Postcode	
	Postcode		Contact phone number (including area code)	
5	Is this authorisation for a person or organisation?			
Ŭ	Tick one only		Email	
	Authorise a person <b>G</b> <i>G o to next question</i>			
	Authorise an organisation <b>b</b> Go to 8	11	How long do you want this arrangement to lost?	
6	Your authorised person's name	11	How long do you want this arrangement to last? Indefinitely  or	
			From	
	Family name		(DD MM YYYY)	
	First aiven nome			
	First given name			
	Second given name			
7	Your authorised person's date of birth (DD MM YYYY)			
	► Go to 9		CLK0SU698 2407	

# 12 Customer declaration

### I declare that:

- I have read and understood the Privacy notice on page 1 of the **Notes**.
- the information I have provided in this form is complete and correct.

## I authorise:

 the person or organisation named in this form to enquire on my behalf with Services Australia based on the type of arrangement shown in this form.

### I understand that:

- this is voluntary and I can cancel or change this arrangement at any time.
- the type of arrangement may be rejected or cancelled at any time by Services Australia, if the person or organisation is not able to meet their responsibilities and obligations.
- giving false or misleading information is a serious offence.

#### Your signature

Æ	
Date (DD MM YYYY)	

## 13 Third party authorisation

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 (including area code)

1	1	1	1	1	1	1	1	

### I declare that:

- I have read and understood the Privacy notice on page 1 of the **Notes**.
- the customer is not able to sign this form due to physical or mental disability.
- it is in the customer's best interest to authorise the person or organisation named on this form, to enquire with Services Australia on the customer's behalf according to the type of arrangement shown on this form.
- the information I have provided in this form is complete and correct.

Signature of the person signing on behalf of the customer

# 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. Remember the password.

- **15** Declaration by the person permitted to enquire I declare that:
  - I have read the Privacy notice on page 1 of the Notes.
  - the information I have provided in this form is complete and correct.
  - I understand and accept the responsibilities and obligations for the type of arrangement requested in this form.
  - I will act in the best interest of the customer.

# I understand 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 authority as a person permitted to enquire may be rejected or cancelled at any time by Services Australia, if I am not able to meet my responsibilities and obligations.
- giving false or misleading information is a serious offence.

Signature of the person permitted to enquire

Æ	
Date (DD MM YYYY)	

# **Returning this form**

Check that all required questions are answered and that the form is signed and dated.  $\label{eq:check}$ 

Return this form and any supporting documents:

• by post to

Services Australia PO Box 7800 CANBERRA BC ACT 2610

• in person at one of our service centres.

Date (DD MM YYYY)

E