

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 **not** 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 **131 202** 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 servicessaustralia.gov.au/privacypolicy

For more information

You can call us on **131 202** 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

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to servicessaustralia.gov.au and search 'other support and advice'.

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

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

Filling in this form

You can fill in this form digitally in some browsers, or you can 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:

- 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.

1 Your Customer Reference Number (if known)

2 Your name

Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

3 Your date of birth (DD MM YYYY)

4 Your permanent address

Postcode

5 Is this authorisation for a person or organisation?

Tick one only

Authorise a person **Go to next question**

Authorise an organisation **Go to 8**

6 Your authorised person's name

Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

7 Your authorised person's date of birth (DD MM YYYY)

 Go to 9

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 (for example, parent, sibling, guardian, service provider, administrator, public trustee)?

10 What are their contact details?

Permanent address

Postcode

Postal address (if different to above)

Postcode

Contact phone number (including area code)

Email

11 How long do you want this arrangement to last?

Indefinitely **or**

From (DD MM YYYY)

To (DD MM YYYY)



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