

## When to use this form



Use this form if you:

- are claiming Disaster Recovery Allowance or Disaster Recovery Allowance for New Zealand non-protected Special Category (subclass 444) visa holders
- cannot provide your partner's details over the phone or in person. If you can provide your partner's details over the phone or in person, your partner must be with you.

If your partner has suffered a loss of income as a direct result of the disaster, they may be able to get natural disaster support. Your partner can see what support they can get by going to [servicesaustralia.gov.au/disastersupport](https://servicesaustralia.gov.au/disastersupport)

## Having a partner

We consider you to have a partner and be a member of a couple if you are either:

- married
- in a registered relationship. This is when your relationship is registered under a law of a state or territory.
- in a de facto relationship. This is when you and your partner are in a marriage like relationship but you are not married or in a registered relationship.

We may still consider you a member of a couple if you are not actually living with your partner. For example, your partner may fly-in fly-out or live away for work, like military or oil rig workers.

If you have been separated from your current partner, you need to tell us the date you most recently reconciled for us to correctly assess any entitlement to payments or services.

For more information, go to [servicesaustralia.gov.au/moc](https://servicesaustralia.gov.au/moc)

## Partner permitted to enquire

Allowing your partner to enquire on your behalf may save you time when dealing with us. It will let you and your partner use more self-service functions online and over the phone.

If you give your partner **permission to enquire**, it will allow your partner to ask questions about your Centrelink payments and services. They could ask us:

- your current rate of payment
- the reason your payment has stopped
- the reason your payment has gone up or down, for example, income and assets, debt and back payment information.

They **can** tell us how much employment income you were paid, changes in your circumstances and view your details online.

They **cannot**:

- act on your behalf with Centrelink
- apply for payments for you
- fill in and sign forms and statements on your behalf
- come to appointments for you.

You have a right to have your personal information kept private. For more information, go to [servicesaustralia.gov.au/privacypolicy](https://servicesaustralia.gov.au/privacypolicy)

**Changing your partner's permission to enquire is your choice and you can change this permission at any time.**

If you think your partner is misusing the arrangement, call **132 850** or visit one of our services centres.

## Family and domestic violence

If you are affected by family and domestic violence, there is help available. Call **132 850** Monday to Friday, 8am to 5pm local time, and ask to speak to a social worker. Otherwise, you can contact 1800RESPECT (**1800 737 732**), a 24 hour service. If you are in immediate danger, call **000**. For more information, go to [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

## For more information

Go to [servicesaustralia.gov.au/disastersupport](https://servicesaustralia.gov.au/disastersupport)

Call us on **180 22 66**.

For more information about how to lodge documents online, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)

### Information in your language

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

To speak to us in your language, call **131 202**.

### 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 [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'other support and advice'.







## Privacy notice

### 15 You and your partner 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 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 [servicesaustralia.gov.au/privacypolicy](https://servicesaustralia.gov.au/privacypolicy)

## Declaration

### 16 We declare that:

- the information we have provided in this form is complete and correct.

#### We understand that:

- if submitting this form as part of a claim, the claim may not be accepted, unless supporting documents are lodged at the same time as the claim.
- Services Australia can make relevant enquiries to make sure we get the correct entitlement.
- giving false or misleading information is a serious offence.

Your signature (person named at question 2)



Date (DD MM YYYY)

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Your partner's signature (person named at question 9)



Date (DD MM YYYY)

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## Next steps

Check that you have done the following:

- answered all the questions you need to
- you **and** your partner have signed and dated this form.

## Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)
- by post to  
Emergency Processing Centre  
PO Box 7815  
CANBERRA BC ACT 2610
- in person at one of our service centres
- by fax on 1300 727 760.