



Authorising a person to enquire or act on your behalf for employment services

Authorising a person to enquire or act on your behalf does not prevent you from contacting us ('nominee arrangement').

When to use this form

Use this form to authorise a person to enquire or act on your behalf for employment services.

Nominee permitted to access

A nominee is required to only use the information we give them according to the limitations of the arrangement.

A nominee is permitted to:

- Make enquiries about employment services you receive;
- Provide relevant information to the department in relation to employment services you receive;
- Collect personal and/or sensitive information in relation to the employment services you receive;
- Make changes to information in relation to the employment services you receive that are held by the department.

Proof of identity

Before the nominee arrangement can be processed, the department will undertake a nominee verification process.

You and the nominee will be contacted by the department via phone or email to verify your personal details provided in the form below.

This will then allow the nominee access to your information.

Telephone Interpreter Services

If you have difficulty speaking or understanding English, call the Interpreting Service (TIS) on **131 450** for the cost of a local call.

Ask TIS National to call **1800 805 260**.

TIS National operates nationally providing translation services for over 160 languages and dialects.

National Relay Service

If you have hearing or speech difficulties, call the National Relay Service on **1800 555 660** or **13 36 77**. For Teletypewriter (TTY) call **1800 555 630**.

Ask the National Relay Service to call **1800 805 260**.

Contact Us

If you have any questions or concerns regarding this nominee arrangement, please contact the National Customer Service Line at **1800 805 260**.

Alternatively, you may contact us via email at **nationalcustomerserviceline@dese.gov.au**

Important Information

We may review your nominee arrangement from time to time.

The nominee arrangements will remain valid unless revoked by you and/or the department.

If you think your nominee arrangement is being misused, please call **1800 805 260** to discuss your concerns with a Customer Service Officer.

Submitting, Stopping or Changing your arrangement

You can cancel your arrangement at anytime by calling **1800 805 260** or emailing **nationalcustomerserviceline@dese.gov.au**

To submit a nominee arrangement, or change your existing arrangement, please fill out this form and email the form to: **nationalcustomerserviceline@dese.gov.au**

Privacy

Personal information about you and the authorised person is protected by law (including the Privacy Act 1988) and is collected by the Australian Government Department of Education, Skills and Employment. This information is required to process this application to appoint an authorised person to act on your behalf.

The personal information in this form may be used by the department, or given to other parties where you have agreed to, or where it is required or authorised by law.

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

About this form

I _____ (your full name), authorise
(my authorised person) to act on my behalf in relation to services I receive in employment services.

I acknowledge that:

- My arrangement is voluntary, I can cancel it with the National Customer Service Line at any time
- My arrangement may be rejected or cancelled by the National Customer Service Line
- My authorised person may access and/or alter my information held by the department
- My authorised person can make decisions on my behalf regarding my employment services

I acknowledge the department may share personal information with my authorised person relating to the employment services I am receiving from one or more of the following department's:

- Department of Education, Skills and Employment
- Department of Social Services
- National Indigenous Australians Agency

My authorised person's details

Full Name

Date of birth (dd/mm/yyyy)

Physical Address (house/unit number, street name, suburb and state)

Email

Phone

My details

Full Name

Date of birth (dd/mm/yyyy)

Centrelink Reference Number (CRN) or Job Seeker ID (JSID)

Physical Address (house/unit number, street name, suburb and state)

Email

Phone

Your Declaration

I understand that giving false or misleading information is a serious offence and I declare that the information I have provided in this form is complete and accurate.

By signing below, I consent to the collection and disclosure of my information, including sensitive information to my authorised person nominated above.

Signature

Date (dd/mm/yyyy)

To be completed by your authorised person

I declare that I understand and accept the responsibilities for the arrangement requested in this form.

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.
- The Department of Education, Skills and Employment may revoke my appointment on reasonable grounds where adequate notice is given.

Signature

Date (dd/mm/yyyy)

Please note, once your complete and accurate form is submitted to the department's **nationalcustomerserviceline@dese.gov.au** mailbox, the department will undertake a nominee verification process.

You and the nominee will be contacted by the department via phone or email to verify your personal details provided in this form. This will then allow the nominee access to your information.

This nominee arrangement relates to the National Customer Service Line and is not a correspondence nominee arrangement for the purpose of the Social Security Law.