Client Declaration and Centrelink Consent

# When do I need to use this File Note?

When you are completing an application for legal aid over the phone or during a video conference, you must record the applicant's verbal agreement to the Client Declaration, and where relevant, the Centrelink Consent.

Please use the File Note for the relevant scripts and to record the consents. Once completed, the document should be kept on the client's file. Audits may be conducted to ensure compliance with these requirements.

## Client Declaration

For all applications for legal aid, you or your client must read the Client Declaration and you must record that your client understands and confirms the declaration.

## Centrelink Consent

For applicant’s receiving Centrelink benefits, you may record your client’s consent to access information about the applicant’s income using the Centrelink Confirmation eServices (CCeS). This information is used to verify means and assess the applicant’s eligibility for services provided by Legal Aid NSW.

You can accept verbal consent from your client to access information about their income from Centrelink. To comply with Centrelink auditing requirements, you must complete the following steps:

1. Confirm your client’s identity (full name, date of birth, address)
2. Read the **Centrelink Consent script** to your client
3. Record the details of the consent including the script in a file note and save to client’s file

All client information received from Centrelink is to be used for the sole purpose of assessing eligibility for legal aid. This information, including the client’s Centrelink Customer Reference Number (CRN), is confidential and must not be disclosed to anyone, unless required for the grant of legal aid or with the consent of the client.

If your client does not provide the Centrelink consent, they will have to provide their Centrelink income statements and other verification of means documentation to you via email or mail, as per usual.

# Client Declaration – script and record

## Client declaration script

I, Click or tap here to enter text. of address Click or tap here to enter text. understand it is an offence to give false or misleading information.

I declare that to the best of my knowledge the information I have given is true and correct.

I understand that Legal Aid NSW collects my personal information to provide me with a legal service, ensure accountability for the assistance it provides and to plan and report on their services.

I understand this information is used and stored in accordance with NSW Privacy legislation and I can access further information about the Legal Aid NSW Privacy Policy at [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au) or call 02 9219 5000.

**RECORD OF CLIENT DECLARATION**

Client understands and confirms the declaration: Yes [ ]  No [ ]

Date: Click or tap to enter a date.

Name of lawyer or staff member recording the declaration: Click or tap here to enter text.

# Centrelink consent – script and record

## Centrelink Consent Script

This consent will be used for the sole purpose of authorising the Services Australia (Centrelink) to provide information to Legal Aid NSW to assess your eligibility in relation to services provided by Legal Aid NSW.

I authorise Centrelink to electronically provide a statement of information to Legal Aid NSW to assist in the assessment of my entitlement to services from Legal Aid NSW.

* I understand that the information provided by Centrelink may include, where relevant, current or historical details of payments received, dependants, Centrelink deductions, income, assets and confirmation of my current address.
* I understand that this authority, once given, is effective only for the period I am a client of Legal Aid NSW.
* I understand that this authority, which is ongoing, can be revoked at any time by giving notice to Legal Aid NSW.
* I understand that I will be able to obtain a written copy of the statements at any time from either Legal Aid NSW or Centrelink.

For more details about the Centrelink Confirmation eServices, visit Centrelink’s website at [www.servicesaustralia.gov.au/individuals/centrelink](http://www.servicesaustralia.gov.au/individuals/centrelink)

**RECORD OF CENTRELINK CONSENT**

Client name: Click or tap here to enter text.

Client Centrelink Customer Reference Number: Click or tap here to enter text.

Name of lawyer or staff member obtaining consent: Click or tap here to enter text.

Centrelink consent scrip read to client: Yes [ ]  No[ ]

Client consent obtained: Yes[ ]  No [ ]

Date: Click or tap to enter a date.

Time: Click or tap here to enter text.