

Centrelink consent factsheet for private practitioners

FACTSHEET

The Centrelink consent contained in the application form for legal aid and the crime duty form allows Legal Aid NSW to access information about an applicant's income using Centrelink Confirmation eServices (CCeS). This information is used to verify means and assess the applicant's eligibility for legal aid. Due to COVID-19 restrictions, many applicants are facing difficulties providing signed consent to access CCeS.

1. Can my client provide Centrelink consent over the phone?

Yes, you can accept verbal consent from your client to access information about their income from Centrelink.

To comply with Centrelink auditing requirements, you need to 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 over the phone
3. Record the details of the consent including the script in a file note and save to client's file

The Centrelink consent **script and file note template** is on [page 2](#).

2. What if my client does not consent?

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

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Centrelink Consent Script

This consent will be used for the sole purpose of authorising the Department of Human Services (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 the [Centrelink website](#)

FILE NOTE

Client name:

Client Centrelink Customer Reference Number:

Name of person consent:

Centrelink consent script read to client: Yes No

Client consent obtained: Yes No

Date:

Time: