




Australian Government
Department of Human Services

Centrelink Confirmation eServices (CCeS) Procedural Guide for Businesses

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About the Procedural Guide

The *Centrelink Confirmation eServices (CCeS) Procedural Guide* provides guidance on the service delivery and program assurance arrangements applicable to individuals, businesses and organisations that are approved to use CCeS. This includes:

- applying for CCeS
- business categories and characteristic sets
- access to CCeS
- customer consent
- privacy of customer information, and
- audits and reviews.

Your obligations and the Department of Human Services (we, us, our) expectations when using CCeS are outlined in:

- the CCeS policy
- the CCeS terms
- the business application
- your approval letter, and
- this Procedural Guide.

About Centrelink Confirmation eServices

CCeS is a secure online service businesses use to confirm a customer's entitlement to a concession, rebate or service it provides to Department of Human Services and/or Department of Veterans' Affairs (DVA) customers.

There are three confirmation eServices available:

- **customer confirmation** confirms a customer's details such as their name, address, payment type and concession card status
- **income confirmation** provides a customer's income, asset and payment details
- **superannuation confirmation** confirms if a customer has been in receipt of a Centrelink payment for a specified period in order to assist with early release of superannuation in the event of financial hardship.

Using Centrelink Confirmation eServices

Businesses and organisations providing a concession, rebate or service can use CCeS if they meet the following criteria:

- have an Australian Business Number (ABN) or Australian Company Number (ACN)
- provide goods and services to customers from a place of business in Australia
- have a contact person in Australia

- have processes and procedures in place to make sure customer information is protected from loss or misuse
- comply with all applicable requirements for registration, industry regulation, licensing or accreditation in relation to any of its activities, and
- agree to comply with:
 - the CCeS policy, and
 - the CCeS terms.

Applying for CCeS

If you would like to use CCeS, you need to complete and submit a CCeS business application. All questions will need to be completed.

The CCeS policy outlines the criteria used by the department to determine approval for you to use CCeS.

Complete the business application

The business application must be completed by a legal entity to be eligible to use CCeS. A legal entity has legal standing in the eyes of the law and can be:

- an association
- a corporation
- a partnership
- a proprietorship
- a trust, or
- an individual.

A legal entity has legal capacity to:

- enter into agreements or contracts
- assume obligations
- incur and pay debts
- sue and be sued on its own right, and
- be held responsible for its actions.

Sign the business application

The business application must be signed by a person who has been properly authorised by the legal entity applying to do so. We cannot provide legal advice on your application and suggest you seek independent legal advice if you deem necessary.

Help completing the business application

For help completing the business application contact the CCeS helpdesk on **1800 887 774** or at helpdesk.ccs@humanservices.gov.au

Once completed, fax the business application to us on **1300 727 760**. If you are unable to fax the business application, contact the CCeS helpdesk to organise alternative lodgement arrangements.

Outcomes of an application

In response to an application to use CCeS, the business may be:

- approved to use CCeS on the standard CCeS terms
- approved to use CCeS on the standard CCeS terms and with additional conditions imposed in the approval letter
- approved to use CCeS if the business agrees to any variations to the standard CCeS terms notified in the approval letter, or
- not approved to use CCeS.

We may request more information about the CCeS business application from you or other sources before completing our assessment. If we require further information from you, this information must be provided within 28 days or the application may be rejected.

If applicable, we will arrange for businesses with an annual turnover of more than \$3 million to be prescribed under the *Privacy Act 1988* (Privacy Act) and associated regulations. For more information, refer to the 'Organisations with an annual turnover of more than \$3 million' section on page 14 in this document.

We will advise you in writing the outcome of the application.

Conditions of approval (additional terms)

We may approve a business with additional conditions set out in the approval letter.

It will be a condition of approval that any contract the business has with any other entity that would require customer information to be disclosed must include a provision that the other entity must not engage in, or authorise, any act or practice that would breach the Australian Privacy Principles contained in the *Privacy Act 1988*.

Suspend or withdraw our approval for you to use CCeS

We expect you to use CCeS and conduct your activities in a way that is beneficial to customers and not detrimental to us.

We may withdraw our approval if you do not meet the expectations as set out in the policy, the terms, and any additional terms that were advised in your approval letter. We expect you will:

- get customer consent before using the service

- ensure privacy of customer information and secure storage of information, and
- access the system and manage logons and passwords.

For a full description refer to the policy, terms and your approval letter.

We will advise you in writing if we suspend or withdraw your approval to use CCeS.

Review of our decision

You may ask us to conduct a review of a decision to:

- refuse to give your business approval to use CCeS
- impose any additional conditions on your approval to access CCeS
- suspend access to CCeS, or
- withdraw the businesses approval to access CCeS.

A request to review a decision must be made in writing and be submitted within 14 days of you being notified of the decision. The request must include the reasons for seeking the review together with any information and evidence to support the request for review.

The review will be conducted by an officer not involved in the original decision and you will be notified of the review decision within 28 days of us receiving the request for review. The review decision is final and there are no further merit reviews possible.

You will be given reasonable opportunity to make any additional written submissions to the officer reviewing the decision before a final decision is made.

Registrations and accreditations

We require that you have all of the registrations, licences and accreditations for the business as required by any Commonwealth, state, territory or local government. We suggest you independently consult any relevant government agency to ensure you have the appropriate registrations or accreditations.

External dispute resolution mechanisms

To protect customers, we encourage businesses to use external dispute resolution mechanisms, if they exist, relating to the type of rebates, concessions or services they provide.

You should identify the external dispute resolution mechanism applicable to your business and include it in the business application, for example, the Ombudsman or the Residential Tenancy Tribunal. The relevant state consumer affairs office may also be able to assist you if required.

Use of our material—Intellectual Property

We may provide materials to you to access and use CCeS including but not limited to:

- software

- technical specification documents including private algorithms
- access credentials or secret keys
- equipment
- goods
- information or data stored by any means.

If we make any material available to you, you must:

- understand ownership of intellectual property rights in that material remains with us at all times
- use that material solely for the purpose of accessing and using CCEs
- treat all material as confidential and not make the material available to any other person or party, and
- comply with any directions given by us in relation to any material we provide.

You must not:

- modify, de-compile, exploit for commercial use or customise the material
- sub-license any of the material, or
- represent in any way that we endorse any aspect of your business.

We may, at any time, require you to return, delete, destroy or otherwise cease using any material we provide.

If you no longer use CCEs, you must immediately return to us or securely delete from any system or documentation any CCEs material that has been provided.

Businesses writing to customers about CCEs

In the event you need to reference the department in any large scale mail out or electronic messaging to customers regarding CCEs, you must get permission from us in writing first.

Business categories and characteristic sets

Business categories

Business categories group businesses and organisations which provide similar concessions, rebates or services. We offer consistent customer information to the business based on the business category it belongs to.

Refer to the table at the end of this procedural guide for a full list of the available business categories.

Characteristic sets and characteristic profiles

Characteristic sets are standard sets of customer information that you will usually need to confirm a customer's eligibility for a concession, rebate or service.

You will be allocated a characteristic set based on the business category you operate in. This will be your characteristic profile.

Refer to the table at the end of this procedural guide for a full list of the available characteristic sets.

Changes to characteristic sets and profiles

Characteristic sets are generally fixed. Limited changes can sometimes be made to suit your circumstances.

You may make a request for additional customer information to be added to your characteristic profile if the standard profile does not include all of the customer information you require. If you request additional customer information that is not currently available through CCEs, this may incur a fee. Details of fees are available on request.

Any request for additional customer information must:

- be made in writing
- provide a list of the additional information required, and
- explain why the additional information is required.

You must inform us if any of the customer information included in your characteristic profile is no longer required to determine a customer's eligibility for the particular concession, rebate or service. We will remove unnecessary customer information from your characteristic profile.

We will confirm any changes to your characteristic profile in writing and may amend any or all of the standard characteristic sets periodically.

How to access CCEs

Centrelink Business Online Services (CBOS)

We provide online services to help you conduct your business with us and your customers. You can access CBOS from 7:00 am to 8:45 pm Monday to Friday, Australian Eastern Standard Time (AEST).

CBOS is not monitored on national public holidays or outside of the above times. Subject to system availability, you can access the services outside of these times. If you experience problems when the service is not monitored, please try again during the above times.

Helpdesk support is available from 8:30 am to 5:00 pm AEST, Monday to Friday.

CBOS will display important news and alerts regarding system interruptions, for example, scheduled maintenance. These announcements advise of:

- information about new services
- advance notice of any changes to CCEs, and
- any problems that CCEs is experiencing.

To log on to CBOS go to **humanservices.gov.au/business**

User access to CBOS

Access to CBOS by you, your employees, contractors or agents is controlled by us. We provide access to users to use CBOS through a unique logon and password that are to be kept strictly confidential.

Users must:

- adhere to the requirements on the use and management of passwords in the Business Online Services – User details form (SA445)
- maintain the security of individual logons and passwords
- not share logons or passwords
- not access or browse customer records that are not relevant to their enquiry
- not use the service to look up their own record or records of people they know.

Businesses must:

- make sure their staff are aware of and are complying with our requirements
- immediately notify us when individual users no longer require access to CCeS, for example, when their employment ends or they are no longer authorised to use CCeS on behalf of the business
- notify us of any changes to your business arrangements.

Access customer information

CCeS has three different methods for you to get customer information through CBOS:

- 1) **Single enquiry service** lets you submit a query for one Department of Human Services or Department of Veterans' Affairs customer. You will get the results immediately and can print them for your records.

To use CCeS single enquiry service, you must:

- log on to our secure site
- choose the confirmation service you need
- enter the customer's details, and
- read or print the immediate confirmation results.

- 2) **Batch lodgement** lets you submit a query about multiple customers by submitting a batch file in eXtensible Markup Language (XML) form. You will receive a response to batch lodgement within 72 business hours of making a query.

- 3) **System integration** lets you get a direct connection between your host ICT system and our mainframe. You will need to set up an interface, which will incur some costs and take extra time.

XML (used for batch and system integration) is a simple but flexible text format standard used for the exchange of a wide variety of data on the Internet. You will be provided with an XML specification document to help you format the file correctly. Read more about accessing CCEs from the following user guides:

- CCEs – for registering information on income confirmation and customer confirmation
- CCEs superannuation – for registering information on superannuation confirmation.

You can get further information on batch lodgement and system integration processes by contacting the CCEs helpdesk.

Business Online Services – User Details Form

To use CBOS and to choose your access type you need to complete a Business Online Services – User Details Form (SA445) for each of your employees that require access (this is in addition to completing the CCEs Business Application). The form is also used to update and remove users' access to CCEs.

Fax your completed Business Online Services – User Details Form to **1300 727 760**

Read more about accessing CCEs from the CCEs User Guides located in CBOS or contact the CCEs helpdesk.

Fees to use CCEs

There are two types of one-off fees that may be applicable:

1. Testing fees:
 - batch enquiry service system testing fee, or
 - system-to-system integration testing fee
2. Adding new characteristic sets that are not currently available.

There are no ongoing fees to use CCEs.

Support available

We provide the following support to registered users of CCEs:

Support	Description
Website	Visit the Department of Human Services website humanservices.gov.au/ccesbusiness
CCEs Helpdesk	The CCEs Helpdesk is available for support from 8:30 am to 5:00 pm AEST, Monday to Friday excluding public holidays. Phone: Freecall™ 1800 887 774 Email: helpdesk.ccs@humanservices.gov.au Fax: 1300 727 760

Support	Description
	<ul style="list-style-type: none"> • Disclaimer: Calls to 1800 numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.
State Account Managers	Dedicated staff (account managers) for information and support
User guides	<p>The following user guides are published in CBOS or are available from the CCeS helpdesk:</p> <ul style="list-style-type: none"> • CCeS – for registering information on income confirmation and customer confirmation • CCeS Superannuation – for registering information on superannuation confirmation

Privacy of customer information

We provide information to a business with the customer's consent

When we receive information about a customer, we are required to keep that information safe from disclosure to anyone else other than the customer, except where the law allows us to provide that information to a third party.

One of the permissions to provide customer information to third parties under the law is where the customer authorises us to provide that information to the third party.

For CCeS, we will not release customer information to a business unless the business:

- has told the customer what information it will get from us, and
- has the customer's consent for us to provide it with that information.

You will be required to keep a copy of the customer's consent.

After getting the customer's consent for us to release the specific customer information, you may use CCeS to get the information the customer consented for us to release.

The customer may withdraw their consent for us to provide you with their information at any time. If this occurs you must immediately stop using CCeS to get that customer's information. Failure to do so may result in a breach of the law, which is punishable by imprisonment.

Where a business is required to give customer information to a third party

There may be situations where you need to provide customer information to a third party, for example, where you provide a concession on behalf of a second business. That second disclosure is only permitted if you first get:

- the customer's consent to disclose the information to the third party, or
- the customer's acknowledges that the information will be given to that third party.

Where you know you are required to provide information to a third party, you should tell the customer before you get the customer's consent, so the customer can consent to you making that disclosure.

Customer consent may be withdrawn at any time, in which case the business may no longer be permitted to disclose that customer's information to a third party.

When we give customer information to a business

Once customer information is provided by us, you become responsible for protecting that information from loss or misuse. It is important to know we are not responsible for what you do with the information that was provided with the customer's consent. However, you are required to comply with any privacy, secrecy and confidentiality laws that apply in relation to the customer information you get from us. This includes, but is not limited to:

- protecting customer information from unauthorised use and disclosure
- not disclosing customer information to any third party without customer consent
- not selling customer information
- storing customer information securely, for example, in a password protected electronic storage system or lockable filing cabinet.

If you fail to comply with the relevant privacy, secrecy or confidentiality laws that apply to the customer information you receive from us, we may withdraw your access to CCeS. Further failure to comply with relevant laws may be punishable by imprisonment.

Application of the law

The department and employees of businesses are subject to the *Social Security (Administration) Act 1999* (Admin Act) which prohibits the unauthorised disclosure of information protected under it. Unauthorised disclosure or access of information protected under the Admin Act is an offence punishable by imprisonment for a term not exceeding two years. This means we will not release customer information to you without the consent of the customer. Your employees should be made aware of their obligations under the Admin Act when dealing with customer information, and potential consequences of failing to comply with the Act.

Similarly, most businesses will be subject to the Privacy Act which restricts the collection, use and disclosure of customers' personal information. If the Commonwealth law does not apply, a state or territory privacy law may apply to your business.

It is important that your business identifies which laws apply to you, and you only collect, use, disclose and store customer information or protected information in accordance with those laws. You should also ensure your employees and any contractors are aware of all legal obligations and do not engage in or authorise any act or practice that would breach any of those laws.

It is the responsibility of the business to understand and comply with the laws that regulate it.

The following table shows what Commonwealth laws apply to customer information after it has been provided to a business.

Business Entity or Act	Customer information Do the Secrecy Provisions in the Admin Act apply? (protected information)	Customer information Does the Privacy Act apply? (personal information)	Customer Reference Number Do the Secrecy Provisions in the Admin Act apply? (protected information)	Customer Reference Number Does the Privacy Act apply? (personal information, government related identifier)
Commonwealth agencies	Yes	Yes	Yes	Yes
State and territory agencies	Yes	No	Yes	No
Organisations - businesses earning in excess of \$3m in a financial year, (see s6C Privacy Act)	Yes	Yes	Yes	Yes
Small Businesses - businesses earning less than \$3m in a financial year, (see 6D Privacy Act)	Yes	No	Yes	No

Special rules for Customer Reference Numbers (CRNs)

CRNs are the unique identifier assigned by us to each customer. You must not:

- use the CRN for any purpose other than conducting business with us
- adopt the CRN as an identifier for the customer, or
- disclose the CRN to any third party except where permitted by law.

Organisations with an annual turnover of more than \$3 million

If you wish to register your business for CCEs, your application must be approved under the Privacy Act and associated regulations if your business:

- has an annual turnover of more than \$3 million
- is an organisation for the purposes of the Privacy Act, and
- is bound by the Australian Privacy Principles contained in that Act.

This process is necessary to satisfy the Privacy Act requirements where we intend to use a CRN to disclose details of an individual's entitlement, or income and asset details to approved businesses.

If applicable, we will arrange for businesses with an annual turnover of more than \$3 million to be prescribed under the Privacy Act and associated regulations. Read more on the [Office of the Australian Information Commissioner](#) website.

Customer consent

You have a legal obligation to get customer consent for you to contact us and for us to give information about the customer to you.

Customer consent is entirely voluntary and customers may withdraw their consent at any time without having to give any reason to you or us. You must keep accurate records of the customer's instructions, and it is mandatory to obtain customer consent before accessing any customer information via CCeS.

Failure to get customer consent may result in us withdrawing our approval for you to use CCeS.

Customer consent can be in writing, verbally or electronically at the time you make an enquiry, unless another method to get consent is approved by us.

The customer consent must clearly state what the customer consents to, including authorising:

- you to contact us to get the information in the character set you will seek from us
- us to provide that information to you, and
- the disclosure to and use of customer information by other specified parties, if applicable.

You are responsible for:

- ensuring you have customer consent before making an enquiry
- confirming the identity of the customer before getting consent as per CCeS policy clause 13.2 (j)
- getting written permission from us before significantly altering in any way or developing your own customer consent
- securely storing consent records for a minimum of two years from the date the customer ceases to be your customer, in a form that can be audited by us, and
- creating a customer consent record for verbal and online consent.

Standard customer consent wording

The text below contains standard words for getting written, verbal or electronic customer consent for CCeS. The customer consent is used in situations where information is being collected, used and disclosed by us, and as such they must comply with the requirements in the Privacy Act.

We will specify the nature of, as well as minimum content for the consent. For:

- 1) Written or electronic consent – use the example set out below as a minimum as part of getting the customer’s written or electronic approval.
- 2) Verbal consent – use the example set out below as a minimum as part of getting the customer’s verbal consent. You need to:
 - read the script to the customer and get the customer’s verbal agreement
 - create the consent record at the same time consent is received from the customer, including the words used to get consent
 - note the date, time, location that consent was received
 - note the method of consent e.g. phone, in person
 - note the name of the staff member of your business getting the consent, and
 - note the method used to confirm the identity of the customer.

Note: the consent wording below needs to be amended to add and/or delete any information in between areas marked with < and > based on your businesses characteristic profile. This includes information on:

- customer name
- business and/or subcontractor name
- what concession/rebate/service you provide, and
- the characteristics that are included in your characteristic profile.

If you are unsure about your business’s characteristic profile contact the CCeS helpdesk.

Standard consent words for customer confirmation only

I <Customer name> authorise:

- the <business and/or subcontractor> to use Centrelink Confirmation eServices to perform a <Centrelink/DVA> enquiry of my Centrelink or Department of Veterans’ Affairs customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to <business and/or subcontractor>.

I understand that:

- the department will disclose personal information to <business and/or subcontractor> including my <name/address/payment type/payment status and concession card type and status> (*add and delete characteristics included in your characteristic profile*) to confirm my eligibility for <relevant concession/rebate/service>.
- this consent, once signed, remains valid while I am a customer of <business> unless I withdraw it by contacting the <business> or the department.
- I can get proof of my circumstances/details from the department and provide it to <business> so my eligibility for <relevant concession/rebate/service> can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the <concession/rebate/service> provided by <business>.

Signed:

Date:

Standard consent words for income confirmation with or without customer confirmation

I <Customer name> authorise:

- the <business and/or subcontractor> to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to <business and/or subcontractor>.

I understand:

- the department will disclose personal information to <business and/or subcontractor> including my <name/address/concession card status/payment type/payment status/one off payment/income/assets/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate> (*add and delete characteristics included in your characteristic profile*) to confirm my eligibility for <relevant concession/rebate/service>.
- this consent, once signed, remains valid while I am a customer of <business> unless I withdraw it by contacting the <business> or the department.
- I can get proof of my circumstances/details from the department and provide it to <business> so that my eligibility for <relevant concession/rebate/service> can be determined.

- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the <concession/rebate/service> provided by <business>.

Signed:

Date:

Standard consent words for superannuation confirmation

I <Customer name> authorise:

- the <business and/or subcontractor> to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details.
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to <business and/or subcontractor>.

I understand that:

- the department will disclose information to <business and/or subcontractor> based on whether I have been in receipt of a qualifying Centrelink payment for a specified period to confirm my eligibility for early release of superannuation on the grounds of financial hardship.
- the department will disclose to the <business and/or subcontractor> my personal information including my name, date of birth and payment status.
- this consent, once signed, remains valid while I am a customer of <business> unless I withdraw it by contacting the <business> or the department.
- I can get proof of my circumstances/details from the department and provide it to <business> so that my eligibility for early release of superannuation on the grounds of financial hardship can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the <concession/rebate/service> provided by <business>.

Signed:

Date:

Storage and retrieval of consent forms

When an audit or review occurs, you will be required to retrieve the consent record and provide it to us for checking. Customer consent records must be stored:

- securely, to prevent loss or unauthorised access or use
- for a minimum of two years from the date the customer ceases to be your customer
- in a manner that is readily retrievable, and

- in a form that can be audited or reviewed by us.

Customer representative

A customer representative is a person who is authorised by the customer, or by law, to represent the customer or manage the customer's affairs. Customer representatives can include nominees, authorised representatives and powers of attorney.

You must confirm the authority of any person claiming to be a customer representative before allowing that person to take any action on behalf of the customer and be able to prove the person's authority if requested by the customer or the department.

Audits and reviews

Audits and reviews are checks conducted by the department from time to time to ensure you are:

- continuing to satisfy the criteria for approval
- complying with the CCeS Policy, the CCeS Terms and any conditions of approval, and
- still suitable to access CCeS.

Such audits and reviews may be initiated by us or be in response to customer complaints or information received from regulatory bodies or other sources that indicate an audit or review may be necessary.

We may share our audit and review findings, including information about the officers of a business, with appropriate regulatory and government bodies.

Audit and review process

An audit or review may check a range of items and issues relating to your compliance with your obligations under the CCeS Policy, the CCeS Terms and any additional terms. This includes but is not limited to:

- your operational processes, practices and procedures
- the completeness or accuracy of your records
- your compliance with confidentiality, privacy, intellectual property and security obligations
- your compliance with any compliance plan, and
- any other matters reasonably determined by us to be relevant to the performance of, or compliance with your CCeS obligations.

We will check:

- systems, training and procedures that were stated in the business application when applying for CCEs are in place
- you have customer consent in an approved format before making an enquiry
- you notified us immediately when user access was no longer required when staff left or changed roles
- users have unique logons and passwords and are not sharing the logons and passwords
- customer consent has been retained for two years from the date the customer ceases to be a customer of your business, in a form that can be audited by us, and
- customer consent records are maintained in an efficient, secure filing system and easily retrievable on request.

The above applies to audits or reviews and follow up audits or reviews.

You must cooperate fully and at your own cost with any audit, review or investigation.

At any time during an audit or review, we may suspend your access to CCEs. We will advise you in writing if access to the service has been suspended and the date the suspension takes effect.

At the conclusion of the audit or review, if relevant, we will advise you in writing that the suspension is no longer in effect.

What you need to provide

We will advise you of what you need to provide for the audit or review. You need to grant us access to your premises during business hours to inspect and copy documents relating to CCEs, including any:

- material we have provided your business
- customer consent records
- protected information
- documentation and records, however stored, in your custody or under your control directly relating to CCEs
- other material relevant to CCEs.

For the audit or review, we will advise you of the:

- time the documents must be produced
- place the documents must be delivered
- format the documents must be delivered to us.

Outcomes of audit or review activities

We will notify you, in writing, of the outcomes of an audit or review and any concerns that may have arisen as a result of the audit or review.

There are three possible outcomes from an audit or review process:

- you are compliant with the policy, terms and any additional conditions
- you have committed a breach of the policy, terms and any additional conditions that is to be remedied, or
- you have committed a breach to the policy, terms and any additional conditions that is not able to be remedied.

Process for compliant outcomes

We will notify you in writing that, as a result of the audit or review, no breaches of the policy, terms and any additional conditions were identified.

Process for remedial breaches

If we conclude you have committed a remedial breach of the policy, terms and any additional conditions, we will issue a remedy notice. The remedy notice will require you to remedy the breach within a specified period. At the end of the specified period, we may conduct a follow up audit or review.

Where we identify you have committed a breach and have already remedied that breach, we will issue a remedy notice. The remedy notice will note the breach and note it has already been remedied. You can be issued more than one remedy notice.

If you disagree with the findings of an audit or review, you may request us to reconsider the audit or review findings and provide any further information that supports your request for reconsideration. Such a request would be considered by a review officer.

Process for breaches not able to be remedied

If we conclude that you have committed a breach of the policy, terms and any additional conditions and the breach is not appropriate or possible to remedy, we may withdraw your approval to use CCeS.

If we withdraw your approval to use CCeS, you may ask us to review the decision. A request to review a decision must be made in writing and be lodged within 14 days of being notified of the decision. The request must include the reasons for seeking the review together with any information and evidence to support the request for review.

Assurance plan

An assurance plan is a plan developed by you that specifies the processes and procedures you will adopt to ensure you are compliant with CCeS.

You may be required to develop an assurance plan if a remedial breach of the CCeS policy, CCeS terms or any additional conditions has occurred. Your assurance plan must incorporate any reasonable requirements we request.

List of Centrelink Confirmation eServices business categories

This section comprises indicators of the types of providers, and the business category they belong to, for the purposes of CCeS.

Business Category	Description
Health	Medical, dental, ambulance, optical, hearing, hospitals, flying doctor service
Financial	Financial planners and counsellors, No Interest Loans Scheme (NILS), insurance, State Trustee, Authorised Deposit-taking Institutions
Council	Local or State government council services for example rates, licences
Education	TAFEs, education administration centres, schools, universities
Utilities	Electricity, gas, water
Legal	Legal aid, lawyers and solicitors for legal aid, court administration
Superannuation	Superannuation fund administrators that assist with early release of superannuation in the event of financial hardship
Transport	Road traffic authorities, licensing and registration, State transport
Welfare	Not for profit, government or community welfare Businesses, advocacy
Housing	Government or community housing Businesses

Standard characteristic sets

1. Customer Confirmation characteristics—Department of Human Services Customers

Business Categories	Name	PCC	HCC	CSHC	Address	Post-code	State	Payment Type	Payment Status	Point in time	Deceased
Health	Y		Y	Y						Y	Y
Financial	Y									Y	Y
Council	Y	Y			Y	Y	Y			Y	Y
Education	Y	Y	Y					Y	Y	Y	Y
Utilities	Y	Y	Y		Y	Y	Y			Y	Y
Legal	Y	Y	Y					Y	Y	Y	Y
Welfare	Y						Y			Y	Y
Transport	Y	Y				Y	Y			Y	Y
Housing	Y									Y	Y

2. Customer Confirmation characteristics—Department of Veterans' Affairs Customers

Business Categories	File Number	First Name	Surname	PCC	Gold Card	Postcode	Address	Point in time	Deceased
Health	Y	Y	Y		Y			Y	Y
Financial	Y	Y	Y					Y	Y
Council	Y	Y	Y	Y	Y	Y	Y	Y	Y
Education	Y	Y	Y	Y	Y	Y		Y	Y
Utilities	Y	Y	Y	Y	Y	Y	Y	Y	Y
Legal	Y	Y	Y					Y	Y
Welfare	Y	Y	Y					Y	Y
Transport	Y	Y	Y					Y	Y
Housing	Y	Y	Y					Y	Y

3. Income Confirmation characteristics—Department of Human Services Customers

Business categories	Payments	Income	Deductions	Assets	One Off Payment	Address	Postcode	Shared Care	Partner Status	Youth Allowance Independent Rate
Health	Y									
Financial	Y	Y	Y	Y	Y			Y		Y
Council	Y	Y								
Education	Y	Y			Y	Y	Y	Y	Y	
Utilities	Y									
Legal	Y	Y	Y	Y	Y			Y		
Welfare	Y	Y	Y	Y	Y			Y	Y	
Transport	Y									
Housing	Y	Y	Y	Y	Y			Y	Y	

4. Superannuation Confirmation—Department of Human Services Customers

A business using CCeS will conduct an enquiry seeking confirmation that a customer is:

- below preservation age plus 39 weeks, and had a continuous payment period of 26 weeks immediately before the application, or
- preservation age plus 39 weeks or more, and has a cumulative payment period total of 39 weeks after reaching their preservation age.

The preservation age for Superannuation Confirmation is to be calculated as per the customer's date of birth:

Date of Birth	Preservation Age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
From 1 July 1964	60

List of CCeS Characteristics (Data Items)

Characteristics	Description
Address	This characteristic confirms residential address details of a customer.
Age Pension	This characteristic will confirm whether the customer is currently in receipt of an Age Pension.
Assets	This characteristic lists the assets a customer has declared to the department.
Benefit status	This characteristic confirms the status of the relevant payment type the concession provider is enquiring about. If this characteristic is selected, a payment type characteristic must also be selected.
Blind	This characteristic will confirm whether a customer has been recorded as being blind.
Child Customer Reference Number (CRN)	This characteristic will allow the entry of a child CRN and return a response relating to the parent's concession relationship with the child CRN entered. HCC and PCC are the only concession relationships returned.
Commonwealth Seniors Health Card (CSHC)	This characteristic allows confirmation of CSHC entitlement for the customer.
Confirmation date	This characteristic allows the user to input any date within the past 12 months and to verify customer characteristics at that specified date.
Date of birth	This characteristic will confirm details of a customer's date of birth.
Date paid to	This characteristic will confirm the most recent date a customer has been paid a Department of Human Services Benefit relevant to the applicable payment type characteristic selected. If this characteristic is selected, a payment type characteristic must also be selected.
Deceased	This characteristic will confirm whether or not a customer is deceased.
Deductions	This characteristic lists the authorised deductions from a customer's payment.
Department of Veteran Affairs (DVA) file number	This characteristic confirms a DVA customer file number.
DVA Gold Card	This characteristic allows confirmation of DVA Gold Card entitlement for the customer.
DVA White Card	This characteristic allows confirmation of DVA White Card (<i>Military Rehabilitation Compensation Act</i>) entitlement for the customer.
Health Care Card (HCC)	This characteristic allows confirmation of Health Care Card entitlement for the customer.
Income	This characteristic lists the customer's income type and amounts.

Characteristics	Description
Institution	This characteristic will confirm whether a customer resides in a particular type of institution.
Maximum rate	This characteristic will confirm whether a customer is receiving the maximum rate of a pension type payment.
Name	This characteristic provides combined confirmation against a customer's first name, middle name and surname.
Number of dependent children	This characteristic confirms the number of dependent children a customer has in their care.
Over 70	This characteristic will confirm whether a customer is more than 70 years of age.
Partner status	This characteristic confirms if a customer has a partner.
Payment end date	This characteristic confirms the cease date of the relevant payment type characteristic the concession provider is enquiring against, if applicable. If this characteristic is selected, a payment type characteristic must also be selected.
Payment grant date	This characteristic will confirm the date a customer has been granted their most recent Department of Human Services benefit relevant to the applicable payment type characteristic selected. If this characteristic is selected, a payment type characteristic must also be selected.
Payment status	This characteristic confirms the status for example active, suspended, or cancelled of the relevant payment type the concession provider is enquiring about. If this characteristic is selected, a payment type characteristic must also be selected.
Payment type	This characteristic will confirm if a customer is on one of the selected Department of Human Services benefit types.
Pension Concession Card (PCC)	This characteristic allows confirmation of PCC entitlement for the customer.
Postcode	This characteristic will confirm the postcode of a customer.
Rate ratio	This characteristic confirms whether the customer is receiving at least 80% of the maximum rate of a pension type benefit. This characteristic is currently only relevant to customers who are in receipt of a pension type benefit.
Rate threshold	This characteristic confirms whether the customer is receiving at least \$100 of pension payment. This characteristic is currently only relevant to customers who are in receipt of a pension type benefit.
Secondary CRN	(CRN of dependant). This characteristic confirms the customer's secondary CRN concession relationship. This allows the concession provider to enter a secondary CRN to confirm whether a child or partner is linked to their card.

Characteristics	Description
Separate name match	This characteristic provides separate confirmation against a customer's first name, middle name and surname.
Shared care	This characteristic states whether a shared care arrangement is in place for a child or children.
State	This characteristic will confirm the residential state of the customer.
War widow	This characteristic confirms whether the customer is currently in receipt of a War Widow's Pension.
Youth Allowance Independent Rate	This characteristic confirms if the Youth Allowance customer is receiving the independent rate of payment.