### VLA File Reference: Click or tap here to enter text.

**File note**

# Client Centrelink verbal consent and declaration

### Centrelink Consent

The Centrelink Consent contained in the Grants Online application allows us to access information about an applicant’s income using Service Australia’s Centrelink Confirmation eServices (CCeS). This information is used to verify means and assess the applicant’s eligibility for services provided by Victoria Legal Aid.

**Can my client provide verbal Centrelink Consent?**

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
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.

**What if my client does not consent?**

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

You or your client must read the client declaration and you must record that your client understands and confirms the declaration which includes the Victoria Legal Aid Privacy Statement. Further information about the Victoria Legal Aid Privacy Policy at <https://www.legalaid.vic.gov.au/> or call (03) 9280 3789.

### Recording Centrelink consent and declaration

Please see below for the Centrelink consent and client declaration scripts and file note template. Once completed, this document should be kept on the client’s file.

## Centrelink Consent Script (to be read to the Client)

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

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

* I understand that the information provided by Centrelink may include, 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 Victoria Legal Aid.
* I understand that this authority, which is ongoing, can be revoked at any time by giving notice to Victoria Legal Aid and Services Australia, and that if I withdraw consent/revoke this authority, I may not be eligible for the grant of aid provided by Victoria Legal Aid.
* I understand that I will be able to obtain a written copy of the statements at any time from either Victoria Legal Aid or Centrelink.
* I understand that Victoria Legal Aid may disclose my personal information from the results of the Centrelink enquiry to a third party only for the purpose of confirming my eligibility for legal assistance.

For more details about the Centrelink Confirmation eServices, visit <https://www.servicesaustralia.gov.au/centrelink-confirmation-eservices-cces>.

**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 script read to client: Yes  No

Client consent obtained: Yes No

Method of client’s verbal consent: Over the phone In-person

Location where consent given (if applicable): Click or tap here to enter text.

Method used to confirm client’s identity: Click or tap here to enter text.

Date: Click or tap to enter a date.

Time: Click or tap here to enter text.

Consent record created at the same time as consent received from client:

## Client Declaration Script (to be read to the client)

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 or failing to disclose relevant information.

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

I consent to the submission of the application for legal assistance by electronic means to Victoria Legal Aid via the ATLAS grants management system.

I understand that Victoria Legal Aid 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 Victorian privacy legislation and I can access further information about the Victoria Legal Aid Privacy Policy at <https://www.legalaid.vic.gov.au/> or call (03) 9280 3789.

**Client understands and confirms the declaration:** Yes  No

**Date:** Click or tap to enter a date.