

# Conditions of Use

The following Conditions of Use apply to self service over the phone and online.

By accepting the Conditions of Use and registering for self service, you will gain access to a variety of services relating to your Centrelink record. Your personal details—some of which you may consider sensitive—may be displayed online or made available over the phone, when using these services.

1. Centrelink and the Family Assistance Office will assume that any transaction using your CRN\* or CAN or PIN on the phone or your CAN/CRN online was undertaken by you.
2. Using online or phone self service does not change any of your obligations to provide information to Centrelink and/or the Family Assistance Office. You are not excused from providing information when required if you cannot access online or phone self service for any reason.
3. You must not provide false and misleading information. Doing so could result in prosecution and civil or criminal penalties. Providing false and misleading information through self service that results in an overpayment will be treated in the same way as providing incorrect information on a form or in person.
4. Using online and phone self service is voluntary. You can provide information to Centrelink and the Family Assistance Office over the phone to a Call Centre Customer Service Operator or in person at any time, even if you have registered for self service.
5. Access to online and phone self service may be cancelled at your request by contacting us. Centrelink and/or the Family Assistance Office can also cancel this service if they believe that your access through self service has been used to perform an unauthorised transaction or if you are no longer eligible for this service.
6. You agree to:
  - keep your PIN and/or password and your ‘secret questions and answers’ confidential
  - not permit any other person to use your PIN and/or password
  - change your PIN and/or password regularly, or when prompted.
7. Your access to online and phone self service depends on telecommunications and internet service providers and other external factors. Centrelink and the Family Assistance Office do not guarantee the availability of self service during the specified operating hours.
8. Centrelink and/or the Family Assistance Office may make changes to online and phone self service at any time with or without notice to you. Centrelink and/or the Family Assistance Office may notify you of the changes through information messages when you access self service.
9. Using your self service access will signify your acceptance of the Conditions of Use every time you use the online and phone self service facilities, including acceptance of any changes to the Conditions of Use, in circumstances where it is reasonable to assume that you are aware of the changes.

The additional Conditions of Use (10, 11) relate to you if you are eligible to report your employment income through self service.

10. You should report your employment income by 5.00 pm on your reporting day (8.00 pm if you are in receipt of a pension or Parenting Payment) on the day you are due to report, or your payment may be delayed.
11. You cannot report your employment income through online or phone self service before your reporting date.

**\*Note:** your Customer Access Number (CAN) is generally your Customer Reference Number

(CRN) and may be referred to as such when you phone Centrelink. You need to enter your CAN/CRN and password to access the secure online self service option. Your CAN/CRN and PIN are used for phone self service and to authenticate you when you phone the Centrelink Call Centre.

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