

Conditions of Use for Centrelink eServices

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

In accepting the Conditions of Use and registering for eServices, you will gain access to a variety of services relating to your Centrelink record and, in the case of an authorised Nominee, the record of the person who nominated you. Your personal details—some of which you may consider sensitive—may be displayed online or made available to you over the phone.

1. Centrelink and the Family Assistance Office will assume that any transaction completed online or phone using your CRN* or CAN was undertaken by you.
2. Using online or phone eServices 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 eServices for any reason.
3. You must not provide false or misleading information. Doing so could result in prosecution and civil or criminal penalties. Providing false or misleading information through eServices that results in an overpayment will be treated in the same way as providing incorrect information in person or in writing.
4. Using online and phone eServices is voluntary. You can provide information to Centrelink and the Family Assistance Office over the phone to a Call Centre Customer Service Adviser or in person at any time, even if you have registered for eServices.
5. 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; and
 - change your PIN and/or password regularly and when asked.
6. Your access to online and phone eServices depends on phone, internet service providers, and other external factors. Centrelink and the Family Assistance Office do not guarantee the availability of eServices during the specified operating hours.
7. Centrelink and/or the Family Assistance Office may make changes to online and phone eServices at any time with or without notice to you. You may be notified of changes through information messages when you access eServices.
8. Using your eServices access will signify your acceptance of the Conditions of Use every time you use the online and phone eServices. This includes acceptance of any changes to the Conditions of Use, in circumstances where it is reasonable to assume that you are aware of the changes.
9. You can cancel your access to online and phone eService by contacting us. Centrelink and/or the Family Assistance Office can also cancel this service if they believe that your access through eServices has been used to perform an unauthorised transaction or used inappropriately.

***Note:** Your Customer Access Number (CAN) is generally your Customer Reference Number (CRN) and may be referred to as such when you contact Centrelink. You need to enter your CAN/CRN and password to access the secure online eServices option. Your CAN/CRN and PIN are used for phone eServices and to authenticate you when you phone the Centrelink Call Centre.