

Recording your client's Declaration and Centrelink Consent

For inhouse and private lawyers doing legal aid work

Introduction

Centrelink Consent

The Centrelink Consent contained in the Grants Online application allows us 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 services provided by Legal Aid NSW. Legal Aid NSW must have the applicant's consent before accessing CCeS.

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.

Client Declaration

For all applications for legal aid¹, the applicant must acknowledge and confirm the Client Declaration. This includes understanding how Legal Aid NSW, records and uses their personal information.

How can my client provide Centrelink Consent?

Your client can sign the Centrelink Consent on a printed copy of the application form. You must then record this in Grants Online. This is the authoritative source of the consent. Keep your client's written consent on their file.

Your client can give verbal consent. You must read the Centrelink Script to your client and then record the consent in Grants Online. This is the authoritative source of the consent.

¹ There are two exceptions, ICL matters and children in care proceedings represented by an Independent Legal Representative.

Where can I find more information?

Further information is available at: <https://www.legalaid.nsw.gov.au/for-lawyers/policy-online/policy-resources/client-declaration-and-centrelink-consent-file-note>

If you are not completing your client's application at the time you get your client's consent for Centrelink, you can use the [file note](#) as your record of their verbal consent. You must then record the consent as verbal consent in Grants Online based on the information in the file note. Grants Online is the authoritative source of your client's verbal consent.

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.

How can my client acknowledge the Client Declaration?

Your client can give written acknowledgment or verbal consent.

Your client **can sign** the Client Declaration on a printed copy of the application form. You must then record this in Grants Online. This is the authoritative source of the consent. Keep your client's written consent on the file.

Your client can give **verbal consent** and you must record this in Grants Online. If you are not completing your client's application at the time you get your client's acknowledgment, you can use the [file note](#) as your record of their verbal consent.

You must then record the consent as verbal consent in Grants Online based on the file note. Grants Online will be the authoritative source of your client's verbal consent.

What do I need to retain on my client's file?

You only need to retain a record on the file if your client gives written consent for their Centrelink Consent or gives written acknowledgement of the Client Declaration.

The authoritative source of the consent and acknowledgement will be in Grants Online.

Do you require further information?

If you need further information about recording Centrelink consent or the Client declaration in legally aided matters, you can contact:

Client Eligibility Unit on T-CEU@legalaid.nsw.gov.au.

Where can I find more information?

Further information is available at: <https://www.legalaid.nsw.gov.au/for-lawyers/policy-online/policy-resources/client-declaration-and-centrelink-consent-file-note>