

Financial Management & Business Support Division
Financial Management & Services Branch

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Chief Executive Instructions

Version Control # 2006-002

21. Centrelink Officials Interacting with Centrelink as Customers

Summary

This CEI identifies how:

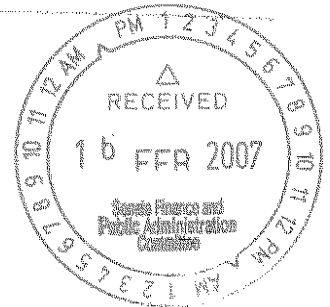
- Centrelink employees who are customers should interact with Centrelink;
- Centrelink employees who are nominees for Centrelink customers should interact with Centrelink; and
- Centrelink employees with permission to enquire on behalf of Centrelink customers should interact with Centrelink.

Notes

- These instructions are in place to protect officials from unfounded allegations regarding unauthorised access to personal information or fraudulent receipt of Centrelink payments and to protect the privacy of our customers and employees.
- "Conflict of Interest" provisions, set out in the Australian Public Service (APS) Code of Conduct provide that an APS employee must disclose and take reasonable steps to avoid any conflict of interest (real or apparent) in connection with APS employment.

Instructions

21.01(ii)	<p>All employees interacting with Centrelink as customers must behave with honesty and integrity. Employees providing a service to other Centrelink employees interacting as customers must treat them with courtesy and respect.</p> <p>Where an employee who is transacting business as a customer behaves in a manner that is contrary to the APS Code of Conduct they may face sanctions under the APS Code of Conduct as contained in the <i>Public Service Act 1999</i>.</p>
21.02(ii)	<p>Centrelink does not require that an employee deal with another customer service centre (CSC) or call centre, apart from where they work, to transact business as a customer. However any enquiries, claims processing, reviews, updates etc should be allocated to a particular Customer Service Adviser (CSA) by the employee's Team Leader or Manager. The Team Leader or Manager should keep in mind the APS 'conflict of interest' provisions when selecting the CSA to perform this task.</p> <p>The Team Leader or Manager must record an 'AAA' enquiry type DOC on the customer record confirming who they allocated the work to. The 'AAA' enquiry type DOC automatically records the log-on ID of the authorising Team Leader/Manager when it's applied. The Team Leader/Manager is required to enter into the 'AAA' enquiry type DOC the authorised employee's log-on ID details and the date of the access they are approving</p> <p>Where Centrelink employees do not wish to transact their business at their own CSC, they may choose from the following options:</p> <ul style="list-style-type: none">• use the external Centrelink Internet Website Customer Online Services



	<p>option to access their customer record;</p> <ul style="list-style-type: none"> • telephone the Call Centre network by dialling one of the dedicated 13 telephone numbers; • make arrangements with their manager to deal with another CSC (including changing the Office Code on their record), in person (like any other customer) or by post. <p>Refer to CEO 20 and section 3.084 of the Privacy and Confidentiality Manual.</p>
21.03(ii)	<p>Centrelink employees are not authorised to access or assess their own customer record in the Income Support Information System (Mainframe). If an employee has an enquiry concerning their own customer record they can:</p> <ul style="list-style-type: none"> • use the external Centrelink Internet website Customer Online Services option to access their customer record; • telephone the Call Centre network by dialing one of the dedicated 13 telephone numbers; or • approach their team leader or manager who will nominate a CSA to undertake the necessary work.
21.04(ii)	<p>An employee can use their work computer to access their customer record via the external Centrelink Internet website Customer Online Services option. However, they must NOT use the Customer Online view to access their own customer record.</p>
21.05(ii)	<p>An employee may only act on behalf of a customer if they have written authority as:</p> <ul style="list-style-type: none"> • a person permitted to enquire; • a correspondence Nominee; • a payment Nominee; or • both a payment and correspondence Nominee. <p>However, an employee who has such authority must not access or assess the customer record of that individual in ISIS (Mainframe) or use the Customer Online view. Any enquiries, claims, reviews, updates etc should be allocated to a CSA by the employee's team leader or manager on a case by case basis.</p> <p>The Team Leader or Manager must record an 'AAA' enquiry type DOC on the customer record confirming who they allocated the work to. The 'AAA' enquiry type DOC automatically records the log-on ID of the authorising Team Leader/Manager when it is applied. The Team Leader/Manager is required to enter into the 'AAA' enquiry type DOC the authorised employee's log-on ID details and the date of the access they are approving. Refer section 3.071 of the Privacy and Confidentiality Manual and CEI 20.02.</p> <p>Alternatively, the CSA should telephone the Call Centre Network by dialing one of the dedicated 13 telephone numbers.</p>

Further information regarding these topics is in the [Privacy Awareness Kit](#) available online.

References

Unauthorised accesses are considered breaches of the following legislation and instructions:

- APS Code of Conduct, section 13 of the *Public Service Act 1999*;
- Confidentiality provisions contained in various legislation administered by Centrelink including:
 - Sections 203 and 204 of the *Social Security (Administration) Act 1999*;
 - Sections 163 and 164 of the *Family Assistance (Administration) Act 1999*; and

- Chapter 3 of the Privacy and Confidentiality Manual which details policy regarding the storage and security of personal information; and
- Centrelink's 'Declaration of Confidentiality/Security and Privacy Responsibilities' booklet which includes the 'Rules for the Handling of Personal/Protected Information'.

Contacts

The business owner of this CEI is:

National Manager
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The contact is:
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Date of Effect

18 December 2006

Chief Executive Officer Authorisation

Dated this 18th day of December 2006

Jeff Whalan

Chief Executive Officer

Commonwealth Services Delivery Agency



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