



## When to use this form

You only need to complete this form if you have a current partner. The Department of Veterans' Affairs (DVA) needs to know if both members of a couple consent to the collection and sharing of relevant personal and financial information between each member of a couple. If you and your partner both complete this form, we can offer the following stream-lined services:

- only one member of a couple need make an online claim for income support pension or Commonwealth Seniors Health Card (CSHC) on behalf of both members of a couple.
- if further information is required to decide a claim for income support pension or CSHC, we may only need to discuss or receive information from one member of a couple.
- where DVA provides payments or a card to one or both members of a couple, only one member will need to notify us of relevant changes of circumstances to jointly owned income and assets on behalf of you both.
- where one member of a couple already receives a DVA payment or CSHC and the other member wishes to apply, the current beneficiary's information may be used in assessing their partner's claim.
- where one member of a couple receives a payment or card from DVA (the client), and the other member (the partner) does not wish to or is not eligible for a payment or card, DVA still needs certain personal and financial information about the partner so DVA can assess the eligibility of the client receiving benefits. Providing consent will generally mean that we only need discuss the claim or receive change of circumstance notifications form one member of the couple.

If you and/or your partner do not wish to provide consent to share information, processing of your claims and/or change of circumstance notifications may take longer due to the need to seek confirmation of information from both you and your partner separately. You can contact DVA on **1800 VETERAN (1800 838 372)**, to discuss this further.

## Authorising your partner to discuss your personal and financial information

When a claim for a DVA payment or card is made by one member of a couple, you acknowledge that DVA is required to collect and consider relevant personal and financial information about both members of the couple, including relationship information. By completing this form, you agree that:

- DVA can collect personal information about you, including relationship and financial information, from your partner directly.
- DVA can use personal information about you and your partner, including relationship and financial information to assess a claim made by yourself or your partner (either a joint partner claim or a single claim).
- your partner may provide further personal information about you as relevant to the processing of the claim, from time to time.
- DVA can disclose your personal information to your partner where relevant to your partner's own eligibility.

If income support pension or CSHC is approved, you further agree that:

- either you or your partner can notify DVA of any changes of circumstance to jointly owned income and assets on behalf of the other.

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## Assistance in managing your affairs

If you receive a DVA payment and/or service, you may at some time need to appoint someone to act on your behalf when dealing with us. This is known as a representative arrangement. The person or organisation nominated to be a representative needs to be willing to take on the role. A representative is obliged to act in your best interest, and to advise DVA of any changes that may affect their ongoing ability as a representative. If you are able to give consent to this arrangement, it will be considered as voluntary (for more information, see DVA form D9325 Appointing a third party to represent a DVA client available at <https://www.dva.gov.au/sites/default/files/dvaforms/d9325.pdf>).

By completing this form, you agree that if you or your partner appoints a nominated representative, DVA is authorised to disclose personal information about you and your partner from the nominated representative in order to manage a claim (either joint partner claim or a single claim).

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## Privacy

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). Your personal information may be collected by DVA in accordance with DVA's Privacy Policy for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants. To review DVA's Privacy Policy see <https://www.dva.gov.au/about-us/overview/legal-resources/privacy>.

If you would prefer not to complete this form online, please contact DVA on **1800 VETERAN (1800 838 372)**.

**Part A****Your details**1. **DVA file number** (if known)2. **Your title** Mr  Mrs  Miss  Ms  Other3. **Surname**4. **Given name(s)**5. **Date of birth** /  / 6. **Residential address**  

Postcode

7. **Postal address**

(if different from residential address)

  

Postcode

**Part B****Your partner's details**8. **Your partner's DVA file number**  
(if known)9. **Your partner's title** Mr  Mrs  Miss  Ms  Other10. **Surname**11. **Given name(s)**12. **Date of birth** /  / 13. **Residential address**  

Postcode

14. **Postal address**

(if different from residential address)

  

Postcode

**Part C****Relationship details**15. **Relationship status and living arrangements** Married and currently living together

Date of marriage

 /  /  De facto and currently living together

Date of commencement

 /  /  Married or de facto but unable to live together because of illness or health

Period unable to live together

From

 /  / 

to

 /  /

## Part D

## Declaration and consent

By completing this form, you give permission for your partner to make enquiries with DVA and provide DVA with information relevant to the partner claim and joint claim on your behalf, including your personal information.

Allowing your partner to enquire on your behalf may save you time when dealing with us. It will let you and your partner use more self-service functions online and over the telephone. If you give your partner permission to enquire, it will allow your partner to ask questions about your payments and entitlements. They could ask us:

- your current rate of payment.
- the reason your payment has stopped.
- the reason your payment has changed (for example, income and assets, debt) and back payment information.

They can tell us how much you earned, changes in your circumstances, and view your details online.

They cannot, act on your behalf with DVA to:

- apply for payments for you.
- change or update income and assets that are not jointly owned or in their name.
- complete and sign forms and statements on your behalf.

If you do not consent, we can still manage your claims, joint income and assets and queries, however, you will need to speak to a DVA staff member to proceed.

Changing your partner's permission to enquire is your choice and you can change it at any time by calling DVA on **1800 VETERAN (1800 838 372)**.

### 16 Declaration and consent

We declare that the information we have provided in this form is complete and correct.

We understand that we must let the Department know as soon as reasonably practicable after we become aware that a change of circumstances has happened or is likely to happen, including a change of address, a change to our relationship, or a change to our income and/or assets.

We understand that:

- failure to notify the Department of a change of circumstances may affect payment rates and/or eligibility for payments or services and result in DVA asking us to repay an amount received by one or both of us, and
- giving false and misleading information is a serious offence.

We agree and consent to the above and understand this consent can be ended or amended at any time with request from either member of the couple.

**Your signature**

Date

**Your partner's signature**

Date

### Returning this form

Check that you have answered all the questions you need to and that you have signed and dated the form.

The form and all supporting document are to be returned to:

**Department of Veterans' Affairs**  
**GPO Box 9998**  
**Brisbane QLD 4001**

or in person to a VAN office

or uploaded online via your MyService account.