



# Terms of an Agency

You are advised to read this carefully.

**Appointment of an Agent allows the pensioner to retain full control of his or her pension or allowance.**

**As an Agent you must abide by the following terms:**

- The pensioner will choose who is appointed Agent and no guidance or direction should be given.
- An Agency agreement is for a period of time which is specified in writing on form D2693 "Application for Appointment of an Agent".
- The pensioner may revoke the Agency agreement at any time.
- The pension or allowance is paid in the manner which the Commission determines. Usually the pensioner's pension or allowance is paid into a bank account and the Agent is co-signatory to that account.
- The payment is deemed for all purposes to be a payment to the pensioner.
- The person receiving the payment is deemed to be doing so as an Agent of the pensioner.
- Neither the Australian Government nor the Commission is bound to oversee how the Agent manages the pension.
- The Agent must pay the pension or allowance to the pensioner.
- The Agent must manage the pension or allowance in accordance with the pensioner's wishes.
- If the pensioner becomes incapable of managing his/her financial affairs, form D2505 "Application for Appointment of a Trustee" should be completed.
- You must advise the Department within 14 days if the pensioner dies, marries, divorces or changes their address, telephone number or bank account.

***If you need any further help, please contact the Department in your state.  
A list of addresses and telephone numbers appears on the next page.***

Please write in BLOCK LETTERS using a blue or black pen (not pencil).

**Agent's details**

**Agent's surname**

**Agent's given name(s)**

**Agent's address**

  

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Postcode

**Pensioner's details**

**Pensioner's surname**

**Pensioner's given name(s)**

**Pensioner's address**

  

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Postcode

## Privacy notice

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

[Read more: How DVA manages personal information](#)

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**Giving false or misleading information is a serious offence.**

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**If any of the details you give in this form change, you are required under section 54 of the *Veterans' Entitlements Act 1986*, to notify the Department within 14 days (28 days if you live overseas or receive Remote Area Allowance). There are penalties for failure to notify the Department.**

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For information, please call the Department of Veterans Affairs (from anywhere in Australia) on:

**1800 555 254**

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State	Address	Postal address
New South Wales	Centennial Plaza Tower B 280 Elizabeth Street Sydney NSW	GPO Box 9998 Brisbane QLD 4001
Victoria	300 Latrobe Street Melbourne VIC	GPO Box 9998 Brisbane QLD 4001
Queensland	480 Queen Street Brisbane QLD	GPO Box 9998 Brisbane QLD 4001
South Australia	Blackburn House 199 Grenfell Street Adelaide SA	GPO Box 9998 Brisbane QLD 4001
Western Australia	AMP Building 140 St Georges Terrace Perth WA	GPO Box 9998 Brisbane QLD 4001
Tasmania	Barrack Place 254 - 286 Liverpool Street Hobart TAS	GPO Box 9998 Brisbane QLD 4001
Northern Territory	Winnellie Central 14 Winnellie Road Winnellie NT	GPO Box 9998 Brisbane QLD 4001
Australian Capital Territory	6 Bowes Street Woden ACT	GPO Box 9998 Brisbane QLD 4001