



## Updating your membership details

It helps us to help you if we are kept informed of any changes to your personal details each year; this along with any changes to your contact details or personal circumstances.

### **Please tell us if:**

**If you move house or sell your home.**

*You will need to complete a change of address request.*

*If you are receiving electricity or water concessions your address will be updated once the final bill for your current property has been issued by your utilities provider.*

*Remember you will also need to notify your utility provider that you have moved and transfer your services or close your account.*

**If you are living with another member of the NT Concession Scheme or NT Seniors Recognition Scheme who may be receiving concessions on electricity or water.**

*Let us know if you are living with another member of the schemes who may be receiving concessions or payments. This assists us to ensure that the correct concessions and payments are applied to your bills.*

**If you are not planning on being physically located within the Northern Territory for at least 183 days of the financial year or are moving interstate or overseas.**

*If you are away from the Northern Territory for more than six months you may not be eligible for the NT Concession Scheme or NT Seniors Recognition Scheme. This can result in an overpayment that must be paid back.*

*Tell us if you are no longer a Northern Territory resident or will not be present in the Northern Territory for 183 days of the financial year.*

*Exceptions may be granted for members accessing medical treatment outside of the Northern Territory.*

**If your bank account has changed.**

*Correct bank account details are important so your reimbursements can be paid to you. If your bank details have changed please let us know as soon as possible.*

*If you do not update your bank account your payment may not be able to be paid to you.*

**If you believe you have been overpaid or underpaid.**

*If you believe you have been overpaid or underpaid, please tell us as soon as possible so we can investigate.*

**If there has been changes to your Centrelink or Department of Veterans' Affairs payments or if you have recently started receiving a Centrelink or Department of Veterans' Affairs payments .**

*Centrelink or Department of Veterans' Affairs payments may impact your eligibility for the NT Concession Scheme. We can pause your concessions to ensure an overpayment doesn't occur.*

*If you are a member of the NT Seniors Recognition Scheme and you become eligible for a Centrelink or Department of Veterans' Affairs payments you may also be eligible to receive the NT Concession Scheme concessions to assist you with the cost of living.*

**If you have a new phone number.**

*We may need to contact you about your membership or payments. If you have a new phone number please tell us as soon as possible.*

**If you have a new email address. You can also nominate email as your preferred method of contact to receive updates and information earlier.**

*We can send important information to you by email.*

*You will need to tell us if your email address has changed so that you don't miss important information about your membership and concessions.*

**If you have a new postal address or no longer use your Post Office Box and want your mail sent to your home.**

*We send important information to you by post.*

*You will need to tell us if your postal address has changed so that you don't miss important information about your membership and concessions.*

**If you would like to list dependants (under age of 16 year old) added on to your membership record to access spectacles under the NT Concession Scheme.**

*Members of the NT Concession Scheme can access spectacle concessions every two years for their dependants (under the age of 16 years old). Please tell us if you have a dependant living with you.*

*Once listed in the system they will be able to access spectacle concessions through an approved Optical Vendor.*

**If you are receive the NT Seniors Recognition Scheme payment and would like to change your preference.**

*Your NT Seniors Recognition Scheme payment can be used for travel, electricity or water. You can choose each financial year how you would like to use your NT Seniors Recognition Scheme payment.*

*Please notify us of your change of preference before 1 July each year to ensure the payment can be applied correctly. If you do not notify us of any changes, your previous preference will apply.*

**If you would like to authorise another person to enquiry or act on your behalf or would like to stop another person acting you're your behalf.**

*You can authorise another person to enquire or act on your behalf, for example they can submit claims or make enquiries about your concessions or membership.*

*They cannot make changes to your membership details without your written consent or evidence that they have legal authorisation.*

*You can also stop another person from making enquiries or acting on your behalf at any time.*

**How we protect your privacy.**

*We verify your identity by asking you to provide personal detail and ensure they match in the system.*

**How to update your membership details**

*You can update your details at any time by calling, emailing or visiting a Territory Families shop front.*

Call 1800 777 704 to speak with a dedicated Customer Service Officer

Email our customer service team at [ntconcessionandrecognition@nt.gov.au](mailto:ntconcessionandrecognition@nt.gov.au)

Or visit a Territory Families shop front

- Casuarina - Cascom Plaza Building 2B1, Scaturchio Street
- Palmerston - Territory Families counter located at Palmerston Community Care Centre, Corner Temple Terrace and Roystonea Avenue
- Katherine - 5 First Street, Katherine
- Alice Springs - Mwerre House 60 Hartley Street, Alice Springs
- Nhulunbuy - 93 Chesterfield Circuit, Nhulunbuy
- Tennant Creek - 172 Paterson Street, Tennant Creek

Visit <https://ntconcessions.nt.gov.au> for more information about the NT Concession Scheme and NT Seniors Recognition Scheme.