



PO Box 8085
Port Macquarie
N.S.W. 2444

Freecall 1300 798 399

AUTHORITY TO ACT

NAME: _____

ADDRESS: _____

EMAIL: _____

I/We authorise ARPRA Inc to –

Represent; Negotiate; Conciliate; Access information and Make decisions

on my/our behalf in matters relating to our Agreement at the above address that may be before the Civil & Administrative Tribunal, and with the Park Owner and/or their agents.

SIGNED: _____

DATE: _____

AUTHORITY CONDITIONS.

The Client agrees –

1. That ARPRA is available during business hours only.
2. That telephone contact with ARPRA is limited to the free call number listed on this Authority.
3. That their file may be discussed between other ARPRA workers at casework meetings.
4. To disclose all relevant information to the ARPRA advocate. If the client withholds any relevant information from ARPRA, then ARPRA may cease to represent the client and close the file.
5. Not to provide ARPRA with information that the client knows to be false or misleading. In this circumstance, ARPRA will cease to represent the client and will not provide a referral.
6. To provide ARPRA with all new correspondence, evidence or relevant material as soon as reasonably practicable after receiving it.
7. That if the client does not respond to correspondence sent to them by ARPRA within reasonable time, ARPRA may close their file.
8. The client will notify ARPRA immediately if there is a change in their address and / or phone number.
9. If the client does not maintain contact with ARPRA, then ARPRA may decide to close the file.

ARPRAs agrees –

1. To advise the client of any new correspondence, evidence or relevant material as soon as reasonably practicable after receiving it.
2. Not to retain any original documents provided by the client. Copies will be made by ARPRA for ARPRA's file.
3. To respond to correspondence or other contact from the client within a reasonable time frame.
4. To act only on the client's instructions, within legally and/or ethically permissible limits.
5. To maintain contact with the client only within normal business hours, unless circumstances require otherwise, and both parties agree.
6. That if the ARPRA advocate becomes aware of a conflict of interest, the advocate will cease to act for that client but will arrange a referral for the client to another advocate.
7. To maintain a high level of client confidentiality, and will not discuss or disclose the client's personal and private information with any person or service unless permitted under this Authority, or expressly consented to by the client.
8. Where a decision has been made to close a client's file, ARPRA will send a letter to the client giving 7 days' notice of the file closure. When a file has been closed, it will be kept in storage for 7 years.
9. That the provision of ARPRA services to clients is free of charge, with the exception of NCAT application fees. ARPRA does not charge its clients for administrative costs.

COMPLAINTS.

If the client is unhappy about the way ARPRA has managed their case, they should contact ARPRA's CEO in writing, who will then investigate the complaint and respond in writing.

- The client agrees that these Conditions have been explained to them.
 The client acknowledges and agrees with the Conditions set out in this Authority.