

Centrelink deduction and confirmation services

As a customer of North Coast Community Housing we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

We have been assessed and approved by the department to provide these services:

- Electronic Verification of Rent
- Centrelink Confirmation eServices
- Centrepay

In being approved for these services, we must comply with strict guidelines around who accesses the information and how the information is collected and stored.

Who is eligible to use these services?

Customers who are receiving Rent Assistance or paying rent using Centrepay can authorise us and the department to exchange information.

What services are available?

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send limited information about your rent to the department electronically.

This will save you having to personally complete a Rent Certificate or tell the department every time your rent amount changes.

There are still things you must tell Centrelink such as:

- if you change your address
- if your relationship status changes
- if you start or stop sharing your accommodation
- if you sell or purchase real estate

How does it work?

Each time there is a change in your rent amount, the new amount will be updated with the department electronically.

What details will we send to the department?

We will advise the department of:

- your Customer Reference Number, name, address, date of birth, relationship status
- the amount of rent you pay, and
- the date you started paying the rent amount.

How will the information be used?

The information will be used by the department to assess your eligibility for and rate of Commonwealth Rent Assistance.

2. Centrelink Confirmation eServices (CCeS) - Income Confirmation

CCeS is an electronic service that allows you to authorise the department to provide or confirm your Centrelink details directly to/with us. This saves you having to obtain the details from Centrelink yourself to provide to us.

How does it work?

With your consent, the department will send your details to us electronically so we can assess your eligibility for services we provide.

What details will the department send to us through CCeS?

Only information that we need will be provided or confirmed by the department. This may include:

- name, address, concession card status, income, assets, shared care arrangements, partner status
- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support or Centrepay), and
- details of any other income you have told the department about.

What if some household members choose not to participate in CCeS, or don't receive Centrelink payments?

Household members who don't or can't authorise us to use CCeS will be required to provide proof of their income. This means if they receive a Centrelink payment they will need to request an income statement from Centrelink to provide to us. If they do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips.

It remains the applicant or tenant's responsibility to make sure income details of all household members are available when required.

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How will the information be used?

The information will be used by us to assess your entitlement to services we provide such as reduced rent and ongoing eligibility for housing assistance based on our policy.

3. Centrepay

Centrepay is a voluntary, free and direct bill-paying service. You can choose to have your rent amount deducted from your Centrelink payments and paid directly to us.

Each fortnight the balance of your Centrelink payment is paid into your nominated bank account as it would be normally.

How does it work?

Your Centrepay deduction can be set up in the following ways:

- Through our Business: we are able to start your Centrepay deductions for you. You will need to complete the 'Centrepay the easy way to pay your bills' (SA325) form.
- Online: use your Centrelink online account via myGov
- Telephone: call the department on your regular payment number. You will be asked to give your consent.
- In person: visit a Service Centre

Once your deductions are set up, you may agree to allow North Coast Community Housing to update your Centrepay deduction, if your rent amount changes.

What details are exchanged?

We will tell the department:

- to change your existing Centrepay deduction or target amount from time to time to ensure your housing payments are met, and
- of your correct account or billing number if required.

How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted and paid.

Why use these services?

- these are free services
- you will save time by not having to phone or pick up an income statement or Rent Certificate
- it is easy and convenient because we will contact the department on your behalf

What do I do if I want to stop one or all of the services?

You can cancel one or all of the services at any time by contacting us or the department:

- **Centrepay** - By cancelling your Centrepay deduction, you are removing your consent.
We cannot make a deduction unless you provide your consent. If you cancel your Centrepay deduction and still need to pay us rent, you will need to make alternative arrangements with us to pay your rent to ensure you don't fall behind.
- **CCeS or EVoR** - If you withdraw your consent for us to use CCeS or EVoR you will need to provide the information to us (that we would have received from the department electronically).

If you would like more information visit humanservices.gov.au

Authorisation form Multiple consent and authority

Name _____

CRN _____

Date of birth _____

Address _____

You must clearly indicate each service you wish for this customer consent to be applied. Please circle and/or delete as appropriate.

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|--|---|-------------------------|
| <p>1. Electronic Verification of Rent (EVoR)</p> | <p>I authorise:</p> <ul style="list-style-type: none"> • North Coast Community Housing to collect and use my current and future accommodation information and provide it to the Australian Government Department of Human Services (the department) for reassessment of my eligibility for Commonwealth Rent Assistance. <p>I understand that:</p> <ul style="list-style-type: none"> • the information collected and used by North Coast Community Housing and provided to the department may include my Centrelink Customer Reference Number, Family Name, Given name, date of birth, address, household rent, individual rent, and relationship status. • every time North Coast Community Housing provides information to the department, I will be advised in writing. • I must contact the department myself if: <ul style="list-style-type: none"> ○ I change my address ○ My relationship status changes ○ I start or stop sharing my accommodation with someone else ○ I purchase or sell any real estate | <p>Yes or No</p> |
| <p>2. Centrelink Confirmation eServices - Income Confirmation</p> | <p>I authorise:</p> <ul style="list-style-type: none"> • North Coast Community Housing to use Centrelink Confirmation eServices to perform a <Centrelink/DVA> enquiry of my <Centrelink/DVA> income, asset and payment details to enable the Business to determine if I qualify for a concession, rebate or service. • the department to provide the results of that enquiry to North Coast Community Housing. <p>I understand that:</p> <ul style="list-style-type: none"> • the department will disclose personal information to North Coast Community Housing including my <name/address/concession card status/payment type/payment status/income/assets/one-off payment/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate> (<i>Business to add and delete characteristics included in the Business's characteristic profile</i>) to confirm my eligibility for <relevant concession/rebate/service>. • I can obtain proof of my circumstances/details from the department and provide it to North Coast Community Housing so that my eligibility for <relevant concession/rebate/service> can be determined. • if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the <concession/rebate/service> provided by North Coast Community Housing. | <p>Yes or No</p> |
| <p>3. Centrepay</p> | <p>I authorise North Coast Community Housing to advise the department:</p> <ul style="list-style-type: none"> • to change my existing Centrepay deduction from time to time to ensure my housing payments are met, and • of my correct account or billing number if required. <p>I authorise the department to provide North Coast Community Housing:</p> <ul style="list-style-type: none"> • information for the purpose of reconciling my payment deduction | <p>Yes or No</p> |

Authorisation form Multiple consent and authority

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|--|---|--|
| | <p>details.</p> <p>I acknowledge:</p> <ul style="list-style-type: none"> • I can cancel my Centrepay deduction at any time. This will remove my consent from North Coast Community Housing and the Business cannot set up any deductions until I provide new authorisation. • If I cancel my Centrepay deduction, I will be required to make alternative arrangements to pay my rent if I am continuing my rental agreement with North Coast Community Housing or if I have rent owing. | |
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I understand that:

- this consent, once signed, is effective for the service/s indicated, and only for the period that I am a customer of North Coast Community Housing.
- consent for EVoR and Income Confirmation, which is ongoing, may be withdrawn by me, at any time, by giving notice North Coast Community Housing or by contacting the department.
- I can contact the department to cancel my Centrepay deduction at any time, however, I will be required to make alternative arrangements to pay my rent including any rent owing.
- If I cancel my Centrepay deduction, I will be required to give new consent before North Coast Community Housing can restart a deduction.
- every time that North Coast Community Housing provides information to the department for EVoR and/or Centrepay, I will be advised.
- North Coast Community Housing will maintain a record of my consent for a minimum of 2 years from the date I cease to be a customer of the Business.
- if I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying the department of all future changes to my accommodation circumstances.
- I will be able to obtain a copy of the income statements the department provides to the Business from either the department or North Coast Community Housing
- I must tell the department if:
 - I change my address
 - My relationship status changes
 - I start or stop sharing my accommodation with anyone else
 - I purchase or sell any real estate

For more information visit humanservices.gov.au

Signature _____

Date _____