



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

Centrelink Confirmation eServices is an electronic system that lets you to choose to have your Centrelink details, for example Centrelink payments, provided or confirmed directly to/with us.

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

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 your rent details to the department electronically.

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

#### **How does it work?**

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

## **Centrelink deduction and confirmation services**

#### **What details will we send to the department?**

We will advise the department of:

- the address of the property you are renting
- the date you moved in
- the amount of rent you pay, and
- the date you started paying the rental amount.

#### **How will the information be used?**

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

#### **2. Income Confirmation**

Income Confirmation (IC) is a service where you can authorise the department to provide your details directly to us.

#### **How does it work?**

If you wish to use IC, the department will send your income details electronically to us so we can assess your eligibility for services quickly and conveniently.

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

Household members who don't or can't participate in IC will be required to provide proof of their income. This means if they receive a Centrelink payment they will have to contact the department and request an income statement to be sent 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.

## Centrelink deduction and confirmation services

### What details will the department send to us through IC?

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

- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support, Easypay or Centrepay), and
- details of any other income you have told the department about.

Details of other income you receive, that are not required by the department, can be provided to us separately.

### How will the information be used?

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

### 3. Centrepay

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

The balance of your Centrelink payments are made into your nominated bank account as it would be normally.

### How does it work?

You, as the tenant, will need to complete a Centrepay Deduction Form and send it to the department.

If your rent amount changes, we will contact the department and tell them of the new rent amount payable.

### What details are exchanged?

We will tell the department:

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

The department will provide us information for the purpose of reconciling your payment deduction details.

### How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted. If you nominate to pay extra, the specified amount will be deducted for the period nominated by you.

### 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.

If you stop using any of the services you will be required to provide proof of the requested information as required by either us or the department.

If you would like more information visit [humanservices.gov.au/business](https://humanservices.gov.au/business)



## 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.**

<b>1. Electronic Verification of Rent (EVoR)</b>	I give my consent to Westside Housing Association Inc. to provide my current and future accommodation information to the department for the reassessment of my eligibility for Commonwealth Rent Assistance.	<b>Yes/No</b>
<b>2. Income Confirmation</b>	I give my consent to the department to electronically provide a statement of information to Westside Housing Association Inc. to assist in the assessment of my entitlement of services from Westside Housing Association Inc. Information provided by the department may include, where relevant, current or historical details of payments received, dependants, deductions, income, assets and confirmation of my current address.	<b>Yes/No</b>
<b>3. Centrepay</b>	I give my consent to Westside Housing Association Inc to advise the department: <ul style="list-style-type: none"> <li>• to change my existing Centrepay deduction, target amount or suspend the nominated deduction from time to time to ensure my housing payments are met, and</li> <li>• of my correct account or billing number if required.</li> </ul> I give my consent to the department to: <ul style="list-style-type: none"> <li>• provide information for the purpose of reconciling my payment deduction details.</li> </ul>	<b>Yes/No</b>

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 Westside Housing Association Inc

I also understand, that this consent which is ongoing, may be revoked by me, at any time, by giving notice in writing to Westside Housing Association Inc

I understand that I can withdraw my consent for all indicated service/s by contacting Westside Housing Association Inc

I understand that every time that Westside Housing Association Inc provides information to the department for EVoR and/or Centrepay, I will be advised.

I understand that Westside Housing Association Inc will maintain a record of my consent for 5 years.

I understand that if I withdraw part or all of this consent in relation to Electronic Verification of Rent that I will be responsible for notifying the Australian Government Department of Human Services of all future changes to my accommodation circumstances.

I understand that I will be able to obtain a written copy of the income statements the department provides to my housing organisation at any time from either the department or Westside Housing Association Inc

For more information visit [humanservices.gov.au](http://humanservices.gov.au)

Signature \_\_\_\_\_

Date \_\_\_\_\_