Centrelink Deduction and Confirmation Services

As a customer of Hume Community Housing Association (Hume Housing), we need to know and confirm some of your details held by Services Australia (the agency).
We have been assessed and approved by the agency to provide these services:

- Centrelink Confirmation Services
- Centrepay
- Electronic Verification of Rent

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 agency to exchange information.

What services are available?

1. Centrelink Confirmation Services (CCeS) – Income Confirmation

CCeS is an electronic service that allows you to authorise the agency to provide or confirm your Centrelink details directly 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 agency will send your details to us electronically so we can assess your eligibility for services we provide.

What details will the agency send to us through CCeS?

Only information that we need will be provided or confirmed by the agency. 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 agency about.

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.

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.

2. 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 a Centrepay Deduction Authority to permit Hume Housing to do this on your behalf.
- Online: use your Centrelink online account via myGov
- Telephone: call the agency on your regular payment number. You will be asked to give your consent.
- In person: visit a Service Centre

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

What details are exchanged?

We will tell the agency:

- 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.

3. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send limited information about your rent to the agency electronically.
This will save you having to personally tell the agency 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 agency electronically.

What details will we send to the agency?

We will advise the agency 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 agency to assess your eligibility for and rate of Commonwealth Rent Assistance.

Why use these services?

- these are free services
- you will save time by not having to phone or pick up an income statement
- it is easy and convenient because we will contact the agency 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 agency:

- 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 agency electronically).

If you would like more information visit **servicesaustralia.gov.au** or book a time to meet with a Hume Housing team member who can assist you further on **1800 004 300.**

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Multiple Consent and Authority

Hume Customer Code

Tenancy Address

Given Names

Family Name

Centrelink Reference Number

Date of Birth

You must clearly indicate each service you wish for this customer consent to be applied. Please mark the appropriate box with a tick. ✓

Centrelink Confirmation eServices – Income Confirmation	I authorise: • Hume Housing to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service. • Services Australia to provide the results of that enquiry to Hume Housing. I understand that: • Services Australia will collect, use and disclose personal information to Hume Housing including my name, address, payment type, payment status, income, assets, one-off payments, deductions, shared care arrangements, partner status and Youth Allowance Independent Rate to confirm my eligibility for housing assistance/rent subsidy. • this consent, once signed, remains valid while I am a customer of Hume Housing unless I withdraw it by contacting Hume Housing or Services Australia. • I can get proof of my circumstances or details from Services Australia and provide it to Hume Housing so they can determine my eligibility for housing assistance/rent subsidy. • if I withdraw my consent or don't alternatively provide proof of my circumstances or details, I may not be eligible for the housing assistance/rent subsidy provided by Hume Housing. Do you confirm that you have read and understood the information above, and that you give your consent for Hume Housing to use Centrelink Confirmation eServices to confirm your details with Services Australia?	**YES** ☐ **NO, I will verify my details another way.** ☐
Centrepay	I give permission for Hume Community Housing Association (Hume Housing): • to disclose my information to Services Australia for the purposes of checking my account, billing or reference number, and amount I want to pay, and reconciling my payment deduction details. • to give Services Australia my correct account, billing or reference number if required; and • to change my rental deduction from time to time to ensure my housing payments are met, not including arrears payments unless I provide new authorisation to do so. I understand that: • I can change or cancel my Deduction at any time and further information about Centrepay can be found online at servicesaustralia.gov.au/centrepay, and • if I fall behind in my rent Hume Housing cannot increase my Centrepay deduction to catch-up until I provide new authorisation.	**YES** ☐ **NO** ☐

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Electronic Verification of Rent (EVoR)	I authorise: • Hume Housing to collect and use my current and future accommodation information, and to provide it to Services Australia; and • Services Australia to collect, use and disclose this information for the purpose of calculating and reassessing my eligibility for Rent Assistance. I understand that: • the information collected, used and disclosed may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent individual rent, and relationship status • each time Services Australia updates my rent details using EVoR, I will be advised in writing • this consent remains valid while I am a customer of Hume Housing, unless I withdraw it, and will be renewed at least every 2 years • I can withdraw my consent for EVoR at any time by giving notice to Hume Housing or Services Australia • Hume Housing will maintain a record of my consent for a minimum of 2 years from the date I stop being a customer of the business • if I withdraw my consent for EVoR, I will be responsible for notifying Services Australia of all future changes to my accommodation. I understand I must contact Services Australia myself if any of these happen: • I change my address • my relationship status changes • I start or stop sharing accommodation with someone else • I purchase or sell any real estate. Do you confirm that you have read and understood the information above, and that you give your consent for Hume Housing to use the Electronic Verification of Rent service to update your rent details with Services Australia?	**YES** ☐ **NO, I will provide proof of my rent to Services Australia myself** ☐
All Services	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 Hume Housing. • consent is ongoing, but may be withdrawn by me, at any time, by giving notice to Hume Housing or by contacting Services Australia. • Hume Housing will maintain a record of my consent. For more information visit servicesaustralia.gov.au	**YES** ☐

THIS FORM MUST BE PRINTED, COMPLETED AND SIGNED (WET SIGNATURE) IT CANNOT BE SIGNED DIGITALLY OR ELECTRONICALLY

Customer Signature _____ **Date** _____

Internal Use Only

			Initials
Received / processed by:	Officers Name:	All details cross checked with ID documents	
	Position:	All details cross checked with Lease	
	Signature:	All details confirmed as correct with SDM	
	Date:	MCA processed in SDM	

PRIVACY IS IMPORTANT: Remember your EVoR, CCeS and Centrepay Rules