

## Multiple Consent Form – Centrelink Deduction and Confirmation Services

As a customer of **Link Wentworth Housing Limited**, we need to know and confirm some of your details held by the Australian Government, Services Australia (the agency).

We have been assessed and approved by the agency 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 agency 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 agency electronically.

This will save you having to personally complete a Rent Certificate or 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.

#### 2. Centrelink Confirmation eServices (CCeS) - Income Confirmation

CCeS is an electronic service that allows you to authorise the agency 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 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.

**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.

**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 Deduction Authority' form.
- 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

Once your deductions are set up, you may agree to allow **Link Wentworth Housing Limited** 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.

**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** – If you withdraw your consent for us to use Centrepay you will need to provide a 'Centrepay Deduction Form' each time your rent increases (that we would have updated through the agency on your behalf).
- **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](http://servicesaustralia.gov.au)

| Service                                       | Standard Consent Words  | Yes or No   |
|---|---|---|
| <b>All Services</b>                           | I (full name): _____<br>CRN: _____<br>Date of Birth: _____ authorise:   |   |
| <b>Electronic Verification of Rent (EVoR)</b> | <p><b>Link Wentworth Housing Limited</b> to collect and use my current and future accommodation information and provide it to the Australian Government, Services Australia (the agency) for reassessment of my eligibility for Commonwealth Rent Assistance.</p> <p><b>I understand that:</b></p> <ul style="list-style-type: none"> <li>• the information collected and used by <b>Link Wentworth Housing Limited</b> and provided to the agency may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent, individual rent, and relationship status.</li> <li>• every time <b>Link Wentworth Housing Limited</b> provides information to the agency, I will be advised in writing.</li> <li>• I must contact the agency myself if:               <ul style="list-style-type: none"> <li>○ I change my address</li> <li>○ my relationship status changes</li> <li>○ I start or stop sharing my accommodation with someone else</li> <li>○ I purchase or sell any real estate.</li> </ul> </li> <li>• If I withdraw consent in relation to EVoR, I will be responsible for notifying the agency of all future changes to my accommodation circumstances.</li> </ul> | <input type="checkbox"/> <b>Yes</b><br><br><input type="checkbox"/> <b>No</b> |
| <b>Centrepay</b>                              | <p><b>I give permission for Link Wentworth Housing Limited:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• to give Services Australia my correct account, billing or reference number if required; and</li> <li>• 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.</li> </ul> <p><b>I understand that:</b></p> <ul style="list-style-type: none"> <li>• I can change or cancel my Deduction at any time and further information about Centrepay can be found online at <a href="https://servicesaustralia.gov.au/centrepay">servicesaustralia.gov.au/centrepay</a>, and</li> <li>• If I fall behind in my rent <b>Link Wentworth Housing Limited</b> cannot increase my Centrepay deduction to catch-up until I provide new authorisation.</li> </ul>   | <input type="checkbox"/> <b>Yes</b><br><br><input type="checkbox"/> <b>No</b> |

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|---|---|---|
| <b>Centrelink<br/>Confirmation<br/>eServices—<br/>Income<br/>Confirmation</b> | <ul style="list-style-type: none"> <li>• <b>Link Wentworth Housing Limited</b> to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details in order to enable the business to determine if I qualify for a concession, rebate or service.</li> <li>• Services Australia (the agency) to provide the results of that enquiry to <b>Link Wentworth Housing Limited</b>.</li> </ul> <p style="background-color: #cccccc; margin: 5px 0;">I understand:</p> <ul style="list-style-type: none"> <li>• the agency will disclose personal information to <b>Link Wentworth Housing Limited</b> including my name/payment type/payment status/one off payment/income/assets/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate to confirm my eligibility for a concession, rebate or service.</li> <li>• I can get proof of my circumstances/details from the agency and provide it to Link Wentworth so that my eligibility for a concession, rebate or service can be determined.</li> <li>• if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for a concession, rebate or service provided by <b>Link Wentworth Housing Limited</b>.</li> </ul> | <input type="checkbox"/> Yes<br><br><input type="checkbox"/> No |
|---|---|---|

**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 Link Wentworth Housing Limited.
- Consent for EVoR and Income Confirmation, which is ongoing, may be withdrawn by me, at any time, by giving notice to Link Wentworth Housing Limited or by contacting the agency.
- I can contact the agency 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 Link Wentworth Housing Limited can restart a deduction.
- Every time that Link Wentworth Housing Limited provides information to the agency for EVoR and/or Centrepay, I will be advised.
- Link Wentworth Housing Limited will maintain a record of my consent for a minimum of 2 years from the date I cease to be a customer of Link Wentworth Housing Limited.
- If I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying the agency of all future changes to my accommodation circumstances.
- I will be able to obtain a copy of the income statements the agency provides to the Business from either the agency or Link Wentworth Housing Limited.
- I must tell the agency 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
- I understand that Link Wentworth Housing Limited and third parties engaged to provide business support services to Link Wentworth Housing Limited may have access to my personal information collected under this authority. This access is handled in accordance with Link Wentworth Housing Limited's privacy policy which I have been provided a copy of and is available to be viewed on its website

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

**Signature:**



**Date:**