

Centrelink Deduction and Confirmation Services

Multiple Consent



Housing Choices South Australia (HCSA)

As a customer of **Housing Choices South Australia (HCSA)** [CRN 555 070 282L, ABN 21 122 807 130] we need to know and confirm some of your details held by the 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 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.

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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 a Centrepay Deduction Authority to permit **HCSA** 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

Once your deductions are set up, you may agree to allow **HCSA** 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** - 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 arrangement 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

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Multiple Consent forms should only be used when approved by Services Australia.

Service		Authorisation
All Services	<p>Customer's Full Name: _____</p> <p>Customer's CRN: _____</p> <p>Customer's Date of Birth: _____</p>	
Electronic Verification of Rent (EVoR)	<p>Housing Choices South Australia (HCSA) CRN 555 070 282L to collect and use my current and future accommodation information and provide it to the Services Australia (the agency) for reassessment of my eligibility for Commonwealth Rent Assistance.</p> <p>I understand that:</p> <ul style="list-style-type: none"> the information collected and used by HCSA 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. every time HCSA provides information to the agency, I will be advised in writing. I must contact the agency 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. If I withdraw consent in relation to EVoR, I will be responsible for notifying the agency of all future changes to my accommodation circumstances. 	<input type="checkbox"/> Yes or <input type="checkbox"/> No
Centrepay	<p>I give permission for Housing Choices South Australia (HCSA):</p> <ul style="list-style-type: none"> 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 the Services Australia my correct account, billing or reference number if required; and to change my existing Centrepay rental deduction from time to time to ensure my housing payments are met, not including arrears payments unless I provide new Authority to do so. <p>I understand that:</p> <ul style="list-style-type: none"> I can change or cancel my Deduction at any time; if I cancel my Centrepay Deduction, my consent will be removed by HCSA and the Business cannot set up any deductions until I provide new authorisation (via a Written Deduction Form, online or in person). Further information about Centrepay can be found online at servicesaustralia.gov.au/centrepay; 	<input type="checkbox"/> Yes or <input type="checkbox"/> No

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	<ul style="list-style-type: none"> If I fall behind in my rent HCSA cannot increase my Centrepay deduction to catch-up 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 HCSA or if I have rent owing. 	
Centrelink Confirmation eServices— Income Confirmation	<ul style="list-style-type: none"> Housing Choices South Australia (HCSA) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service. the Services Australia (the agency) to provide the results of that enquiry to HCSA. <p>I understand:</p> <ul style="list-style-type: none"> the agency will disclose personal information to HCSA including my <name/address/concession card status/payment type/payment status/one off payment/income/assets/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate> to confirm my eligibility for community housing/rent assistance/rent rebate. I can get proof of my circumstances/details from the agency and provide it to HCSA so that my eligibility for community housing/rent assistance/rent rebate 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 community housing/rent assistance/rent rebate provided by HCSA. 	<input type="checkbox"/> Yes or <input type="checkbox"/> No
All services	<p>I understand that:</p> <ul style="list-style-type: none"> this consent, once signed, is effective for the service/s indicated, and only for the period that I am a Customer of Housing Choices South Australia (HCSA). consent is ongoing, but may be withdrawn by me, at any time, by giving notice to HCSA or by contacting the agency. HCSA will maintain a record of my consent. For more information visit servicesaustralia.gov.au <p>Customer Signature: _____ Date: _____</p>	