Income Confirmation Consent Authority Form

If you would like help completing this form, please phone 1300 245 468.

If you would like to complete a fillable PDF version of this form you can access it on our website www.chl.org.au. You will need to print to sign the form before returning to CHL.

Purpose

The purpose of this form is so that you can give Community Housing Ltd Group of Companies (CHL) the authority to confirm some of your details held by Services Australia (the agency).

CHL has been assessed and approved by the agency to provide Centrelink Confirmation eServices.

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

Why use this service?

- It is a free service.
- You will save time by not having to phone or pick up an income statement and complete a rent certificate.
- It is easy and convenient because we will contact the agency on your behalf.

Who is eligible to use these service?

Customers receiving Centrelink payments or paying rent using Centrepay can authorise CHL and the agency to exchange information.

What services are available?

1. Centrepay Administration

You may pay your rent, water or other charges to CHL via Centrepay. Centrepay deducts your specified amount from you Centrelink Payment before you receive it and transfers it to CHL.

To do this, please complete a Centrepay Deduction Authority Form SA501.

For more information, go to www.servicesaustralia.gov.au/centrepay.

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 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, which may include:

- Name, address, concession card status, income, assets, shared care arrangements and partner status
- The type of pension or payment, 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 can't or who choose not to give us permission to use CCeS, will need to obtain and provide proof of their income to us.

If they receive Centrelink payments, they can simply request an income statement from Centrelink and pass it on to us.

If they don't receive Centrelink, they can provide other income details, like payslips.

It remains the primary 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/rebated rent and ongoing eligibility for housing assistance based on our policy.

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

Community Housing Limited takes every measure to guard the safety and integrity of your personal information. Visit https://chl.org.au/privacy-policy or call our contact centre on 1300 245 468 for a copy of our privacy policy.

personally tell the agency every time your rent amount changes.

You must still tell Centrelink:

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

How does it work?
Each time your rent amount changes, 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 and 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.

What do I do if I want to stop 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)

How to complete this form

Complete each section as per below:

Part	Title	How to complete
A	Your details	Complete all fields in this section
B	Centrelink Confirmation eServices Income Confirmation	Tick yes to authorise income checking via CCeS. Tick no if you do not wish to authorise this service.

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PART A – Your Details	
Complete this section in full	
Family name:	
Given name:	
Date of birth:	
Phone number:	
Address:	
Centrelink CRN:	

PART B – Centrelink Confirmation eServices – Income Confirmation

I authorise:

- Community Housing Ltd Group of Companies (CHL) 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.
- Services Australia to provide the results of that enquiry to CHL.

I understand that:

- Service Australia will collect, use and disclose personal information to CHL including my name, address, regular payments, income, deductions, assets, one-off payments, shared care arrangements, partner status and Youth Allowance Independent Rate to confirm my eligibility for the relevant community housing service.
- This consent, once given, remains valid while I am a customer of CHL unless I withdraw it by contacting CHL or Services Australia.
- I can get proof of my circumstances or details from Services Australia and provide it to CHL so they can determine my eligibility for the relevant community housing services.
- If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the community housing service provided by CHL.

Do you confirm that you have read and understood the information above, and that you give your consent for CHL to use Centrelink Confirmation eServices to confirm your details with Services Australia?	☐ Yes ☐ **No,** I will verify my details another way.

Signature:	
Date:	

Privacy and your personal information

Your personal information is protected by the Privacy Act 1988 and the CHL Privacy Policy available on our website, www.chl.org.au.