

If you would like help completing the 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:

- Centrepay Administration
- Centrelink Confirmation eServices
- 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.

Why use these services?

- These are free services.
- 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 services?

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

What services are available?

1. Centrepay Administration

You may pay your rent, water or other charges to CHL via Centrepay which deducts your specified amount from your 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 Services Australia 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, Services Australia will send your details to us electronically so we can assess your eligibility for services we provide.

What details will Services Australia send to us through CCeS?

Only information that we need will be provided or confirmed by Services Australia, 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.

Multiple Consent Authority Form

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 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 Services Australia?

We will advise Services Australia 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 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).

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.
C	Electronic Verification of Rent (EVoR)	Tick yes to authorise EVOR notification to Services Australia. Tick no if you do not wish to authorise this service.
D	ALL services	Complete this section to confirm authorisation.

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

Tick 'Yes' if you wish to authorise income confirmation via Centrelink Confirmation eServices (CCeS) or 'No' if you do not wish to.

Yes No

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 community housing service.
- Services Australia (the Agency) to provide the results of that enquiry to CHL.

I understand that:

- The Agency will disclose personal information to CHL including my name, payment type, payment status, one off payment, income, assets, deductions, shared care arrangements and partner status to confirm my eligibility for the relevant community housing service.
- This consent, once signed, remains valid while I am a customer of CHL.
- I can get proof of my circumstances/details from the Agency and provide it to CHL so that my eligibility for the relevant community housing services 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 service provided by CHL.

PART C – Electronic Verification of Rent (EVoR)

Tick 'Yes' if you wish to authorise electronic verification of rent or 'No' if you do not wish to.

Yes No

I authorise Community Housing Ltd Group of Companies (CHL) to collect and use my current and future accommodation information and provide it to Services Australia (the Agency) for reassessment of my eligibility for Commonwealth Rent Assistance.

I understand that:

- The information collected and used by CHL 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 CHL provides information to the Agency, I will be advised in writing.
- I must contact the Agency myself if:
 - 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.

PART D – All Services

You MUST complete this section. Your signature is needed to authorise any of the above authorisations.

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 Community Housing Ltd Group of Companies (CHL).
- Consent is ongoing, but may be withdrawn by me, at any time, by giving notice in writing to CHL or by contacting the agency.
- CHL will maintain a record of my consent.
- I will be able to obtain a written copy of the income statements the agency provides to CHL at any time from either the agency or CHL.

If I am signing consent electronically:

- I confirm that the electronic signature in this consent represents my signature.
- I consent to signing the form electronically and confirm that my signature is legally binding.

For more information visit servicesaustralia.gov.au

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.