

Centrelink Deduction and Confirmation Service Form

As a tenant of **Community Housing Canberra T/As CHC Affordable Housing (CHC)** we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

We have been assessed and approved by the department to provide the services below.

- Electronic Verification of Rent (EVoR) be courteous at all times.
- Centrelink Confirmation eServices (CCeS).

In being approved for these services, CHC 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?

If you are a tenant receiving Rent Assistance or paying rent using Centrepay, you can authorise CHC and the department to exchange information.

What services are available

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which allows CHC to send limited information about your rent to the department electronically.

This will save you having to personally complete a Rent Certificate or tell the department 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 department electronically.

What details will CHC send to the department?

CHC will advise the department of the following:

- Your Customer Reference Number (CRN), name, address, date of birth and relationship status.
- The amount of rent you pay.
- The date you started paying the rent amount.

How will the information be used?

The information will be used by the department 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 department to provide or confirm your Centrelink details directly to/with CHC. This saves you having to obtain the details from Centrelink yourself to provide to us.

How does it work?

With your consent, the department will send your details to CHC electronically so we can assess your eligibility for services we provide.

What details will the department send to CHC through CCeS?

Only information that we need will be provided or confirmed by the department. This may include:

- your 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 department 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 CHC to use CCeS will be required to provide proof of income. This means if they receive a Centrelink payment they will need to request an income statement from Centrelink to provide to CHC. If they do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips (see CHC's Income Review Guidelines for further information).

It remains your 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 CHC to assess your entitlement to services we provide, such as reduced rent and ongoing eligibility for housing assistance based on our policies.

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 CHC or the department:

- **CCeS or EVoR:** if you withdraw your consent for CHC to use CCeS or EVoR you will need to provide the information to us (that we would have received from the department electronically).

If you would like further information visit humanservices.gov.au

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Details

Name	CRN
Date of birth	Address

You must clearly indicate each service you wish for this consent to be applied. Please check boxes as appropriate.

Electronic Verification of Rent (EVoR)

I authorise:

- **Community Housing Canberra T/As CHC Affordable Housing (CHC)** to collect and use my current and future accommodation information and provide it to the Australian Government Department of Human Services (the department) for reassessment of my eligibility for Commonwealth Rent Assistance.

YES NO

I understand that:

- The information collected and used by CHC and provided to the department may include my Centrelink Customer Reference Number, family name, given names, date of birth, address, household rent, individual rent and relationship status.
- Each time CHC provides information to the department, I will be advised in writing.
- I must contact the department myself if:
 - I would like to change my address.
 - My relationship status changes.
 - I start or stop sharing my accommodation with someone else.
 - I purchase or sell any real estate.

YES NO

Centrelink Confirmation eServices - Income Confirmation

I authorise:

- **Community Housing Canberra T/As CHC Affordable Housing (CHC)** to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink/DVA income, asset and payment details to enable the CHC to determine if I qualify for a concession, rebate or service.
- The department to provide the results of that enquiry to CHC.

YES NO

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I understand that:

- The department will disclose personal information to CHC including:
 - My name, address, concession card status, payment type, payment status, income, assets, one-off payment deductions, shared care arrangements, partner status and Youth Allowance Independent Rate to confirm my eligibility for the housing provided to me by CHC.
 - I can obtain proof of my circumstances/details from the department and provide it to CHC so that my eligibility for the housing provided to me by CHC 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 rental programs provided by CHC.

YES NO

I understand that:

- This consent, once signed, is effective for the service/s indicated, and only for the period that I am a tenant of CHC.
- Consent for EVoR and Income Confirmation, which is ongoing, may be withdrawn by me, at any time, by giving notice to CHC or by contacting the department.
- Every time CHC provides information to the department for EVoR, I will be advised.
- **CHC** will maintain a record of my consent for a minimum of 2 (two) years from the date I cease to be a tenant of CHC.
- If I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying the department of all future changes to my accommodation circumstances.
- I will be able to obtain a copy of the income statements the department provides to CHC from either the department or CHC.
- I must tell the department 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.

If you would like further information visit humanservices.gov.au

Name: _____

Signed: _____

Date: _____