



As a customer of **Coast2Bay Housing Group** we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

Centrelink Confirmation eServices is an electronic system that lets you to choose to have your Centrelink details, for example Centrelink payments, provided or confirmed directly to/with us.

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

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 department to exchange information.

What services are available?

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send your rent details to the department electronically.

This will save you having to personally complete a Rent Certificate or tell the department every time your rent changes.

How does it work?

Each time there is a change in rent, the new rent amount will be updated with the department electronically.

Centrelink deduction and confirmation services

What details will we send to the department?

We will advise the department of:

- the address of the property you are renting
- the date you moved in
- the amount of rent you pay, and
- the date you started paying the rental amount.

How will the information be used?

The information will be used by the department to assess your eligibility for Commonwealth Rent Assistance.

2. Income Confirmation

Income Confirmation (IC) is a service where you can authorise the department to provide your details directly to us.

How does it work?

If you wish to use IC, the department will send your income details electronically to us so we can assess your eligibility for services quickly and conveniently.

What if some household members choose not to participate in IC, or don't receive Centrelink payments?

Household members who don't or can't participate in IC will be required to provide proof of their income. This means if they receive a Centrelink payment they will have to contact the department and request an income statement to be sent 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.

Centrelink deduction and confirmation services

What details will the department send to us through IC?

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

- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support, EasyPay or CentrePay), and
- details of any other income you have told the department about.

Details of other income you receive, that are not required by the department, can be provided to us separately.

How will the information be used?

The information will be used by us to assess your entitlement to services such as reduced rent and ongoing eligibility for housing assistance based on our policy.

3. CentrePay

CentrePay is a free direct bill-paying service. You can choose to have your rent amount deducted from your Centrelink payments and paid directly to us.

The balance of your Centrelink payments will be paid into your nominated bank account as it would be normally.

How does it work?

You, as the tenant, will need to complete a CentrePay Deduction Form and send it to the department.

If your rent amount changes, we will contact the department and tell them of the new rent amount payable.

What details are exchanged?

We will tell the department:

- to change your existing CentrePay deduction, target amount or suspend the nominated deduction from time to time to ensure your housing payments are met, and
- of your correct account or billing number if required.

The department will provide us information for the purpose of reconciling your payment deduction details.

How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted. If you nominate to pay extra, the specified amount will be deducted for the period nominated by you.

Why use these services?

- These are free services.
- You will save time by not having to phone or pick up an income statement or Rent Certificate.
- It is easy and convenient because we will contact the department 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 Coast2Bay or the department.

If you stop using any of the services you will be required to provide proof of the requested information as required by either Coast2Bay or the department.

If you would like more information visit humanservices.gov.au/business



Authorisation form Multiple consent and authority

Name _____

CRN _____

Date of birth _____

Address _____

You must clearly indicate each service you wish for this customer consent to be applied. Please circle and/or delete as appropriate.

<p>1. Electronic Verification of Rent (EVoR)</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Coast2Bay Housing to collect and use my current and future accommodation information and to provide it to the department for reassessment of my eligibility for Commonwealth Rent Assistance. <p>I understand that:</p> <ul style="list-style-type: none"> • The information collected and used by Coast2Bay Housing and provided to the department may include my Customer Reference Number, Family Name, Given name, date of birth, address, household rent, individual rent, and relationship status. • every time Coast2Bay Housing provides information to the department, I will be advised in writing. 	<p>Yes/No</p>
<p>2. Income Confirmation</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Coast2Bay Housing Group to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink income, asset and payment details to enable the organisation to determine if I qualify for a concession, rebate or service. • the department to provide the results of that enquiry to Coast2Bay Housing. <p>I understand that:</p> <ul style="list-style-type: none"> • the department will use information I have provided to Coast2Bay Housing Group to confirm my eligibility for relevant concession/rebate/service and will disclose to Coast2Bay Housing personal information including my name, address, concession card status, payment type, payment status, income, assets, one-off payment, deduction and shared care arrangements. • I can obtain proof of my circumstances/details from the department and provide it to Coast2Bay Housing Group so that my eligibility for relevant concession/rebate/service 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 concession/rebate/service provided by Coast2Bay Housing Group. 	<p>Yes/No</p>



Authorisation form Multiple consent and authority

3. Centrepay	<p>I authorise Coast2Bay Housing Group to advise the department:</p> <ul style="list-style-type: none"> • to change my existing Centrepay deduction, target amount or suspend the nominated deduction from time to time to ensure my housing payments are met, and • of my correct account or billing number if required. <p>I authorise the department to:</p> <ul style="list-style-type: none"> • provide information for the purpose of reconciling my payment deduction details. 	Yes/No
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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 **Coast2Bay Housing Group.**
 - this consent which is ongoing, may be withdrawn by me, at any time, by giving notice in writing to **Coast2Bay Housing Group.**
 - I can withdraw my consent for all indicated service/s by contacting **Coast2Bay Housing Group.**
 - every time that **Coast2Bay Housing Group** provides information to the department for EVoR and/or Centrepay, I will be advised.
- **Coast2Bay Housing Group** will maintain a record of my consent for 5 years.
 - if I withdraw part or all of this consent in relation to Electronic Verification of Rent that I will be responsible for notifying the department of all future changes to my accommodation circumstances.
 - I will be able to obtain a written copy of the income statements the department provides to my housing organisation at any time from either the department or **Coast2Bay Housing Group.**

For more information visit humanservices.gov.au

Signature _____

Date _____