

Multiple Consent Form

As a customer of **Wentworth Community Housing Limited** 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 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 department 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 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 we send to the department?

We will advise the department 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 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 us. 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 us electronically so we can assess your eligibility for services we provide.

What details will the department send to us through CCeS?

Only information that we need will be provided or confirmed by the department. 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 department about.

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

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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.

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 the 'Centrepay Deduction Authority' form.
- Online: use your Centrelink online account via myGov
- Telephone: call the department 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 **Wentworth Community Housing Limited** to update your Centrepay deduction, if your rent amount changes.

What details are exchanged?

We will tell the department:

- 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.

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Service	Standard Consent Words	Yes or No
All Services	I (full name) CRN: _____ authorise: _____	
Electronic Verification of Rent (EVoR)	<p>Wentworth Community Housing Limited 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.</p> <p>I understand that:</p> <ul style="list-style-type: none"> • the information collected and used by Wentworth Community Housing Limited and provided to the department may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent, individual rent, and relationship status. • every time Wentworth Community Housing Limited provides information to the department, I will be advised in writing. • I must contact the department 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 department of all future changes to my accommodation circumstances. 	Yes or No
Centrepay	<p>I give permission for Wentworth Community Housing Limited:</p> <ul style="list-style-type: none"> • to disclose my information to the Department of Human Services 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 Department of Human Services my correct account, billing or reference number if required; and • to change my rental deduction from time to time to ensure my housing payments are met, not including arrears payments unless I provide new authorisation to do so. <p>I understand that:</p> <ul style="list-style-type: none"> • I can change or cancel my Deduction at any time and further information about Centrepay can be found online at humanservices.gov.au/centrepay, and • If I fall behind in my rent Wentworth Community Housing Limited cannot increase my Centrepay deduction to catch-up until I provide new authorisation. 	Yes or No

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<p>Centrelink Confirmation eServices— Income Confirmation</p>	<ul style="list-style-type: none"> • Wentworth Community Housing Limited 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. • the Australian Government Department of Human Services (the department) to provide the results of that enquiry to Wentworth Community Housing Limited. <p>I understand:</p> <ul style="list-style-type: none"> • the department will disclose personal information to Wentworth Community Housing Limited including my name/payment type/payment status/one off payment/income/assets/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate to confirm my eligibility for a concession, rebate or service. • I can get proof of my circumstances/details from the department and provide it to Wentworth so that my eligibility for a concession, rebate or 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 a concession, rebate or service provided by Wentworth Community Housing Limited. 	<p>Yes or No</p>
<p>All services</p>	<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 Wentworth Community Housing Limited. • consent is ongoing, but may be withdrawn by me, at any time, by giving notice to Wentworth or by contacting the department. • Wentworth Community Housing Limited will maintain a record of my consent. <p>For more information visit humanservices.gov.au</p> <p>Customer Signature:</p> <p>Date of Birth:</p> <p>Date:</p>	