

CENTREPAY DEDUCTION AUTHORITY FORM

Family Name:	Given Names:
Date of birth:	Address:
Phone:	Email:
CRN:	Client ID (acc. no.)

1. I **authorise** Services Australia (the Agency) to make a Deduction and pay this amount to Evolve Housing Limited, CRN 555072140C, with the following details:

Amount	Target	Reason for deduction <small>(rent/water)</small>	Frequency <small>(Fortnightly or one payment only)</small>	Centrelink benefit	Start date	End date <small>(Only enter date if NOT already entered Target amount)</small>

Note if a Deduction has a target amount and the final Deduction is set to pay less than \$2, the second last Deduction will be increased by up to \$2 to cover the final amount. Minimum payment is \$10. This form is for new Centrepay/ rent arrear setup or for this one payment only and must submit within 3 business days from the date of obtaining.

2. I **authorise** Evolve Housing to advise Services Australia (The Agency):
- to change my existing Centrepay deduction from time to time to ensure my housing payments are met, and
 - to disclose my information to Services Australia (The Agency) for the purposes of checking my address, rent amount, account number, billing number and amount I want to pay, and for reconciling my payment Deduction details.
 - Information for the purpose of reconciling my payment deduction details

3. I **also give permission for Evolve Housing** to give Services Australia (the Agency) my correct address, rent amount, account and billing number if required.

4. 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 Evolve Housing.
 - I can contact the Agency to cancel my Centrepay deduction at any time, however, I will be required to make alternative arrangements to pay my rent including any rent owing.
 - if I cancel my Centrepay deduction, I will be required to give new consent deduction authority before Evolve Housing can restart a deduction.
 - every time that Evolve Housing provides information to the Agency for Centrepay, the Agency will advise me in writing.
 - Evolve Housing will maintain a record of my consent for a minimum of 2 years from the date I cease to be a customer of Evolve Housing. I must tell the Agency if:
 - I change my address or my relationship status changes
 - I start or stop sharing my accommodation with anyone else
 - I purchase or sell any real estate.

TENANT NAME:	SIGNATURE:	DATE:
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NOTES:

As a customer of Evolve Housing ABN 16 127 713 731 we need to know and confirm some of your details held by the Australian Government Department, Services Australia (the Agency).

We have been assessed and approved by the Agency to provide the Centrepay service.

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 the service?

Customers who are paying rent using Centrepay can authorise us and the Agency to exchange information.

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:

- Evolve Housing is able to start your Centrepay deductions for you. You will need to complete the Centrelink Deduction Authority and consent form.
- Online: use your Centrelink online account via myGov
- Telephone: call the Agency 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 Evolve Housing to update your Centrepay deduction, if your rent amount changes.

What details are exchanged?

We will tell the Agency:

- 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.

Why use the service?

- The service is free
- you will save time
- it is easy and convenient because we will contact the Agency on your behalf

What do I do if I want to stop the service?

You can cancel the service at any time by contacting us or the Agency.

By cancelling your Centrepay deduction, you are removing your consent. However 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.

If you would like more information visit servicesaustralia.gov.au

Further information

For more information or answers to any questions, please visit or contact the Evolve Housing head office:

Address: Henry Dodd House
9-13 Argyle Street, Parramatta NSW 2150
Phone: **1800 693 865**

Email: myevolve@evolvehousing.com.au Website: www.evolvehousing.com.au

Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on **1300 652 488**. They will phone the housing organisation and interpret for you for free.

Evolve Housing is committed to respecting and protecting the privacy and rights of individuals in relation to their personal information. Our Privacy Policy outlines how we collect, use, store and disclose information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth). Please refer to our Privacy Policy on the Evolve Housing website if you would like more detailed information. You may also request a copy of the Privacy Policy from any Evolve Housing employee.