

CENTRELINK ELECTRONIC VERIFICATION OF RENT (EVoR), Centrepay AND CONFIRMATION SERVICES FORM

As a customer of Evolve Housing VIC Limited ABN 99 642 703 615 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 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 Agency 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 Agency electronically.

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

What details will we send to the Agency?

We will advise the Agency 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 Agency 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 Agency 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.

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?

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

What details will the Agency send to us through CCeS?

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

Further information

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

Address: **1/16 Holmes Road Moonee Ponds, VIC 3039**

Phone: **1800 693 865**

Email: myevolve@evolvehousing.com.au

Website: www.evolvehousing.com.au

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 Agency 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 us or the Agency:

- 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).
- 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 arrangement with us to pay your rent to ensure you don't fall behind.

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

CENTRELINK ELECTRONIC VERIFICATION OF RENT (EVoR) , CPAY AND CONFIRMATION SERVICES FORM

Name:	CRN:
Date of birth:	Address:
Phone:	Email:

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"> Evolve Housing Vic ABN 99 642 703 615 to collect and use my current and future accommodation information and provide it to the Australian Government Services Australia (the Agency) 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 Evolve Housing 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 Evolve Housing provides information to the Agency, the Agency will advise me in writing. I must contact the Agency 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 	<p>YES <input type="checkbox"/></p> <p>NO <input type="checkbox"/></p>
<p>2. Centrelink Confirmation eServices – Income Confirmation</p>	<p>I authorise:</p> <ul style="list-style-type: none"> Evolve Housing to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink income, asset and payment details to enable Evolve Housing to determine if I qualify for a concession, rebate or service. the Agency to provide the results of that enquiry to Evolve Housing. <p>I understand that:</p> <ul style="list-style-type: none"> the Agency will disclose personal information to Evolve Housing including my name, address, payment type, payment status, income, assets, one-off payment, deductions, shared care arrangements, partner status or Youth Allowance Independent Rate to confirm my eligibility for any relevant concession, rebate or service. I can obtain proof of my circumstances/details from the Agency and provide it to Evolve Housing so that my eligibility for any relevant 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 the concession, rebate or service provided by Evolve Housing. 	<p>YES <input type="checkbox"/></p> <p>NO <input type="checkbox"/></p>

3.Cpay	<p>I give permission for Evolve Housing Limited (Evolve Housing)</p> <ul style="list-style-type: none"> to disclose my information to Services Australia 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 Services Australia 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 Servicesaustralia.gov.au/centrepay; and <p>If I fall behind in my rent Evolve Housing cannot increase my Centrepay deduction to catch-up until I provide new authorisation.</p>	<p>YES <input type="checkbox"/></p> <p>NO <input type="checkbox"/></p>
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PLEASE READ AND SIGN

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**.
- consent for EVoR and Income Confirmation, which is ongoing, may be withdrawn by me, at any time, by giving notice to **Evolve Housing** or by contacting the Agency.
- every time that Evolve Housing provides information to the Agency for EVoR, 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**.
- if I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying the Agency of all future changes to my accommodation circumstances.
- I will be able to obtain a copy of the income statements the Agency provides to Evolve Housing from either the Agency or **Evolve Housing**.
 - I must tell the Agency 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

For more information visit servicesaustralia.gov.au

NAME: _____

SIGNATURE: _____

DATE: _____

Further information

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Evolve Housing Vic 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 **Victorian Privacy and Data Protection Act 2014**. 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.