

## Multiple Consent Form – Centrelink Deduction and Confirmation Services

As a customer of **Link Wentworth**, we need to know and confirm some of your details held by, 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.

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.

### 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, such as Child Support or Centrepay
- 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 Centrelink to provide to us. If they don't receive Centrelink payments, they will need to provide other details of their income, such as 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, which can be found at [www.linkwentworth.org.au](http://www.linkwentworth.org.au)

**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 Link Wentworth: we can start your Centrepay deductions for you. You will need to complete the 'Centrepay Deduction Authority' form available from any of our offices or our website [www.linkwentworth.org.au](http://www.linkwentworth.org.au)
- Online: use your Centrelink online account via myGov
- By phone: call the agency on your regular payment number. You will be asked to give your consent
- In person: visit a Centrelink Service Centre.

Once your deductions are set up, you may agree to allow **Link Wentworth** 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
- 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 these services?**

- These are free services
- You will save time by not having to phone or pick up an income statement
- 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. Please see the below information for each service.

- **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.
- **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.

If you would like more information, visit [servicesaustralia.gov.au](https://servicesaustralia.gov.au)

Standard Consent Details		
Service	Name	Tick Yes or No
	CRN:	
	Date of birth:	
	<p><b>Link Wentworth</b> will collect and use my current and future accommodation information and provide it to Services Australia (the agency) for reassessment of my eligibility for Commonwealth Rent Assistance.</p> <p>I understand that:</p> <ul style="list-style-type: none"> <li>the information collected and used by <b>Link Wentworth</b> 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.</li> <li>every time <b>Link Wentworth</b> provides information to the agency, I will be advised in writing.</li> <li>I must contact the agency myself if: <ul style="list-style-type: none"> <li>I change my address</li> <li>my relationship status changes</li> <li>I start or stop sharing my accommodation with someone else</li> <li>I purchase or sell any real estate.</li> </ul> </li> <li>If I withdraw consent in relation to EVoR, I will be responsible for notifying the agency of all future changes to my accommodation circumstances.</li> </ul>	<input type="checkbox"/> Yes  <input type="checkbox"/> No
Electronic Verification of Rent (EVoR)		
Centrepay	<p>I give permission for <b>Link Wentworth</b>:</p> <ul style="list-style-type: none"> <li>to disclose my information to Services Australia for the purposes of checking my account, billing, or reference number; the amount I want to pay; and reconciling my payment deduction details</li> <li>to give Services Australia my correct account, billing or reference number if required</li> <li>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.</li> </ul>	<input type="checkbox"/> Yes  <input type="checkbox"/> No
	<p>I understand that:</p> <ul style="list-style-type: none"> <li>I can change or cancel my deduction at any time and further information about Centrepay can be found online at <a href="https://servicesaustralia.gov.au/centrepay">servicesaustralia.gov.au/centrepay</a></li> <li>If I fall behind in my rent, <b>Link Wentworth</b> cannot increase my Centrepay deduction to catch up on rent until I provide new authorisation</li> </ul>	<input type="checkbox"/> No

Centrelink Confirmation eServices – Income Confirmation	<ul style="list-style-type: none"> <li>• <b>Link Wentworth</b> (the organisation) will use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details to allow the organisation to determine if I qualify for a concession, rebate or service</li> <li>• Services Australia (the agency) will provide the results of that enquiry to <b>Link Wentworth</b>.</li> </ul>	
	I understand:	
	<ul style="list-style-type: none"> <li>• the agency will disclose personal information to <b>Link Wentworth</b> including my name, payment type, payment status, one-off payment, income, assets, deductions, shared care arrangements, partner status and Youth Allowance Independent Rate to confirm my eligibility for a concession, rebate or service</li> <li>• I can get proof of my circumstances/details from the agency and provide it to Link Wentworth so that my eligibility for a concession, rebate or service can be determined</li> <li>• 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 <b>Link Wentworth</b>.</li> </ul>	<input type="checkbox"/> <b>Yes</b>  <input type="checkbox"/> <b>No</b>

**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 Link Wentworth
- every time Link Wentworth provides information to the agency for EVoR and/or Centrepay, I will be advised
- Link Wentworth will maintain a record of my consent for a minimum of two (2) years from the date I cease to be a customer of Link Wentworth. I will be able to obtain a copy of the income statements the agency provides to the organisation from either the agency or Link Wentworth
- Link Wentworth and third parties engaged to provide business support services to Link Wentworth may have access to my personal information collected under this authority. This access is handled in accordance with Link Wentworth's Privacy Policy which I have been provided a copy of and is available to be viewed on Link Wentworth's website [www.linkwentworth.org.au](http://www.linkwentworth.org.au).

For more information, visit [servicesaustralia.gov.au](http://servicesaustralia.gov.au)

**Signature:**



**Date:**