

Centrelink Deduction and Confirmation Services

As a customer of Common Ground Queensland we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

Common Ground Queensland has been assessed and approved by the department to provide these services:

- Electronic Verification of Rent (EVoR)
- 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 Commonwealth Rent Assistance or paying rent using Centrepay can authorise us and the department to exchange information.

Electronic Verification of Rent (EVoR)

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

How does it work?

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

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

What details will we send to the department?

We will advise the department of:

- Your Centrelink Customer Reference Number (CRN); name, address, date of birth and relationship status;
- 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 and rate of Commonwealth Rent Assistance.

Centrelink Confirmation eServices (CCeS) – Income Confirmation

CCeS is a service where you can authorise the department to provide or confirm your Centrelink details directly to/with 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 quickly and conveniently.

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

Household members who don't or can't participate in Income Confirmation 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.

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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:

- Your name, address, concession card status, income, assets, shared care arrangements and partner status;
- The type of pension or payment you receive 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.

Details of other income you receive that is 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 we provide such as reduced rent and ongoing eligibility for housing assistance based on our *Residential Rent Policy*.

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?

You, as the tenant, will need to complete a Centrepay Deduction Authority and provide it to Common Ground Queensland. We will submit the form on your behalf via Centrelink Business Online Services and provide you with a receipt.

Alternatively you can set up the deduction yourself through your Centrelink online account via MyGov or contact the department directly.

If your rent amount increases, you will need to complete a new Centrepay Deduction Authority.

What details are exchanged?

With your permission, Common Ground Queensland will disclose information to the department:

- For the purposes of checking your account number, billing number and the amount you want to pay; and
- 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 and paid. If you nominate to pay extra, the specified amount will be deducted for the period nominated by you.

Why use these services?

- These services are easy, convenient and free.
- You will save time by not having to phone or pick up an income statement or Rent Certificate.

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 department.

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

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