

MULTIPLE CONSENT AUTHORITY

The purpose of this forms is so that you can give The Buttery Limited the authority to confirm some of your details held by Services Australia.

The Buttery has been assessed and approved by the agency to provide:

- Electronic Verification of Rent
- Centrelink Confirmation eServices
- Centrepay Deductions

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 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.

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, which 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.

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 do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips.

It remains the customer's responsibility to make sure income details of all household members is 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 bill-paying service that is free for Centrelink customers. Through Centrepay, a customer can authorise Services Australia (the agency) to deduct regular amounts from their welfare payments to pay their bills and expenses to an approved Business. The agency considers the needs of Customers when determining how to administer and operate Centrepay.

For more information go to Services Australia
www.servicesaustralia.gov.au/centrepay

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 a Centrepay Deduction Authority to permit The Buttery Limited to do this on your behalf.
- 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 The Buttery Ltd 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, or suspend the nominated deduction, from time to time to ensure you 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. If you nominate to pay extra, the specified amount will be deducted for the period nominated by you.

Why use these services?

- These are free services.
- You will save time by not having to phone or pick up an income statement and complete a 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:

- **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 alternate arrangements 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).

There are five sections to this form

You must clearly indicate each service you wish for this customer consent to be applied. Answer yes or no as applicable in Part B, C and D, then sign in Part E to provide your authorisation.

Part A	Your details	ALL to complete this section
Part B	Electronic Verification of Rent (EVoR)	To authorise electronic verification of rent.
Part C	Centrepay	To give permission for Centrepay deductions.
Part D	Centrelink Confirmation eServices Income Confirmation	To authorise income confirmation via Centrelink Confirmation eServices (CCeS)
Part E	ALL services	ALL to complete this section

If you would like help completing the form, please phone 02 6687 1111.

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PART A: Your Details

You MUST complete this section in full.

Family Name:

Given Names:

Date of Birth:

Phone No.:

dd/mm/yyyy

Address

Centrelink CRN:

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PART B: Electronic Verification of Rent (EVoR)

Answer 'Yes' if you wish to authorise electronic verification of rent or 'No' if you do not wish to.

I authorise The Buttery Limited to 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.

I understand that:

- The information collected and used by The Buttery 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 The Buttery provides information to the Agency, I will be advised in writing.
- I must contact the Agency myself if:
 - I change my address.
 - My relationship status changes.
 - I start or stop sharing 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 Agency of all future changes to my accommodation circumstances.

Yes

No

PART C: Centrepay

Answer 'Yes' if you wish to give permission for Centrepay deductions or 'No' if you do not wish to.

I give permission for The Buttery Limited:

- To disclose my information to Services Australia (the agency) 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 Agency my correct account, billing, or reference number, if required.
- 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.

I understand that:

- I can change or cancel my Deduction at any time and further information about Centrepay can be found online at www.servicesaustralia.gov.au, and
- If I fall behind in my rent, The Buttery cannot increase my Centrepay deduction to catch-up until I provide new authorisation via the Centrepay Deduction Authority.

Yes

No

PART D: Centrelink Confirmation eServices – Income Confirmation

Answer **'Yes'** if you wish to authorise income confirmation via Centrelink Confirmation eServices (CCeS) or **'No'** if you do not wish to.

I authorise:

- The Buttery 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 community housing service.
- Services Australia (the Agency) to provide the results of that enquiry to The Buttery Limited.

I understand that:

- The Agency will disclose personal information to The Buttery including my name, payment type, payment status, one off payment, income, assets, deductions, shared care arrangements and partner status to confirm my eligibility for the relevant community housing service.
- This consent, once signed, remains valid while I am a customer of The Buttery Limited.
- I can get proof of my circumstances/details from the Agency and provide it to The Buttery so that my eligibility for the relevant community housing services 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 community housing service provided by The Buttery Limited.

Yes No

PART E: All Services

You **MUST** complete this section. Your signature is needed to authorise any of the above authorisations.

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 The Buttery.
- Consent is ongoing, but may be withdrawn by me, at any time, by giving notice in writing to The Buttery or by contacting the Agency.
- The Buttery will maintain a record of my consent.
- I will be able to obtain a written copy of the income statements the agency provides to The Buttery at any time from either the agency or The Buttery.

For more information visit www.servicesaustralia.gov.au.

Signature



Date

dd/mm/yyyy

Privacy and your personal information.

Your personal information is protected by the Privacy Act 1988 and The Buttery Privacy Policy available on The Buttery website (www.buttery.org.au).

Office use only

This document should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. This document remains valid until such time that a new version is published.