



Centrelink Access

Policy Category	1. Tenancy	Policy Number	1.8
Author	Cliff Jones – Chief Executive Officer	Board Approval Date	31 August 2018
Position Responsible	Housing Services Manager	Scheduled Review Date	August 2019

Purpose:

Homes Out West staff are provided with access to a range of Centrelink Confirmation eServices (CCeS) and records that are of an extremely private and confidential nature. Homes Out West staff are also required to provide a range of private and confidential tenant information to Centrelink (with the tenant’s permission). This policy provides information around the rules that must be followed when accessing and providing this information.

Policy:

Homes Out West staff have access to the following CCeS and information via the Centrelink portal:

- Electronic Verification of Rent (EVOR): Homes Out West provides current and future accommodation information to Centrelink for the assessment of tenants’ eligibility for Commonwealth Rent Assistance
- Rental Deduction Scheme (Centrepay): Homes Out West provides rental and account information to Centrelink to ensure tenants’ rental payments are made directly to the organisation
- Centrelink Confirmation eService – Income Confirmation: Homes Out West uses Centrelink Confirmation eService to conduct income, asset and payment details to verify eligibility for housing and conduct rent calculations

In all instances where these services are used, Homes Out West will follow standard CCeS rules to ensure the privacy, confidentiality and accuracy to tenant information.

Relevant Service Standards:	<p>National Community Housing Standards</p> <ul style="list-style-type: none"> • 1.1 Allocation of Housing • 1.2 Establishing and Maintaining Tenancies <p>Legislation</p> <ul style="list-style-type: none"> • Residential Tenancies Act 2010 (NSW) • Residential Tenancies Regulation 2010 (NSW) • Housing Act 2001 • Community Housing Providers (Adoption of National Law) Act 2012 (NSW) • Privacy Act <p>National Regulatory System for Community Housing (NRSCH) Performance Outcome and Performance</p>
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	Requirement <ul style="list-style-type: none"> Performance Outcome 1: Tenant and Housing Services
Related External Documents	Centrelink Confirmation eServices Policy Centrelink Confirmation eServices Procedural Guide for Businesses
Related HOW Policies:	<ul style="list-style-type: none"> Access and Allocation Rent Management
Related HOW Forms & Internal Documents	Centrelink Authorisation Multiple Consent and Authority Form

Procedure and Guidelines:

Homes Out West staff will follow these rules when using CCeS:

- Homes Out West staff will ensure consent has been obtained by checking that there is a current, signed Centrelink Authorisation Multiple Consent and authority Form for each tenant before accessing any CCeS.
- Homes Out West staff will only use their own individual log in when accessing CCeS.
- Homes Out West staff will not share their individual log in details with anybody.
- Homes Out West will inform CCeS when a staff member no longer requires CCeS access.
- Homes Out West staff will not access any CCeS records without a legitimate business need.
- Homes Out West will not share any CCeS records without consent from the tenant.
- Homes Out West will store all tenant records in a locked cabinet or secure database.
- Homes Out West will ensure CCeS records are available for review by Centrelink at any time.
- Homes Out West will immediately contact CCeS if tenant information has been accessed in a manner that does not comply with these rules.

In addition, Homes Out West will regularly check that the CCeS rules are being followed by conducting internal audits and checks of these procedures.

Failure by any individual staff to follow the above CCeS rules may result in serious disciplinary action including termination.



Centrelink Authorisation Multiple Consent and Authority

Name _____

CRN _____

Date of birth _____

Address _____

You must clearly indicate each service you wish for this customer consent to be applied. Please circle and/or delete as appropriate.

<p>1. Centrelink Confirmation eServices - Income Confirmation</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Homes Out West to use Centrelink Confirmation eServices to perform a <Centrelink/DVA> enquiry of my <Centrelink/DVA> income, asset and payment details to enable the Business to determine if I qualify for a concession, rebate or service. • the department to provide the results of that enquiry to Homes Out West <p>I understand that:</p> <ul style="list-style-type: none"> • the department will disclose personal information to Homes Out West including my name/address/concession card status/payment type/payment status/income/assets/one-off payment/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate to confirm my eligibility for the appropriate service. • I can obtain proof of my circumstances/details from the department and provide it to Homes Out West so that my eligibility for the appropriate service can be determined. <p>If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the service provided by Homes Out West.</p>	<p>Yes or No</p>
<p>2. Electronic Verification of Rent (EVoR)</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Homes Out West to collect and use my current and future accommodation information and provide it to the Australian Government Department of Human Services (the department) 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 Home Out West and provided to the department may include my Centrelink Customer Reference Number, Family Name, Given name, date of birth, address, household rent, individual rent, and relationship status. • every time Homes Out West provides information to the department, I will be advised in writing. <p>I understand I must contact the department myself if I change my address, my relationship status changes, I start or stop sharing my accommodation with someone else and/or I purchase or sell any real estate.</p>	<p>Yes or No</p>

Remember your CCeS rules



Customer consent

- Get it before you check their record
- Get consent from every person



Staff access

- Use your own logon
- Tell us about changes to staff or your business



Proper use

- Don't access any records without a business need
- Don't share customer information without consent



Secure storage

- Store customer details in a locked cabinet or secure database
- Make sure you can find consent records at review time



Record keeping

- Keep consent records for two years from the last time you gave your customer a concession or rebate

We review all businesses using CCeS. To check you're doing the right things, contact your Account Manager or call the helpdesk on **1800 887 774**. Find all your obligations in the Centrelink Confirmation eServices procedural guide, policy and terms at humanservices.gov.au/ccesbusiness

