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| Authority for Centrelink to release information to the Director of Housing |
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| OFFICIAL |

# Centrelink Confirmation eServices

Centrelink Confirmation eServices (CCeS) is an online service that allows us to obtain information directly from Centrelink, to confirm your eligibility for housing services.

CCeS has strict privacy and security standards, and we must have your consent before we can get information about you from Centrelink.

You and your household members can provide consent by signing this form and selecting the services you wish to use:

* income confirmation
* contact and address verification.

This form details the types of information we can obtain directly from Centrelink.

If you give consent to use **income confirmation**, we can use CCeS to get information about your income and assets directly from Centrelink. This means you will not need to tell us about your income or assets (apart from any lump sum payments). This will make it easier for you and quicker for us to assess your eligibility for housing services.

If you give consent to use **contact and address verification**, we can use CCeS to get your contact and address details directly from Centrelink. We know that applicants waiting for social housing can often move from one housing situation to another and forget to tell us their new address. If we are unable to contact you about your application, your name may be removed from the Victorian Housing Register. By giving consent for contact and address verification, we can update your contact details and still contact you about your housing application – even if you forget to tell us when you change address.

# Information we can get directly from Centrelink

## Income verification

Information we can get directly may include:

* type, amount and date received of the benefit, pension or allowance payment made
* number of dependent children used to assess any family payments
* percentage of shared care custody
* confirmation of marital or partnered status
* payment deduction details, such as Child Support Agency payments, Centrepay and government rent deductions, Centrelink withholdings and Australian Tax Office payments
* income, including from casual earnings, salary, overseas pensions, payments from other government departments, child maintenance, returns on investments
* irregular payments made by Centrelink (like a Utility Allowance)
* assets, including allocated pensions, shares, managed investments, real estate, motor vehicles, gifted and overseas assets.

# Contact and address verification

Information we can get directly may include:

* current address
* current contact details
* address history (up to two years) to support an application for priority housing.

# How to submit this form

Complete this form for each household member who wants to use this service and give to your local office.

# Consent

**I/we authorise** Centrelink to provide the **Director of Housing**, being a body corporate established under the *Housing Act 1983* (Vic) of 50 Lonsdale Street, Melbourne, or their representative, with statements of information to assist in the assessment of one or more of the following:

* entitlement for rental rebate
* ongoing eligibility for social housing
* application for bond assistance
* application for social housing.

**I/we understand** that the information provided by Centrelink to the Director or his/her representative, may contain but is not limited to the information listed under ‘[**Information we can get directly from Centrelink**](#_Information_we_can)’.

**I/we understand** that this authority, once signed, is effective for the period **I am/we are** a client of the Director of Housing or their representative.

**I/we understand** that this authority, which is ongoing, can be revoked at any time by giving written notice to the Director of Housing or their representative.

**I/we understand** that this authority is voluntary and can be withdrawn at any time by giving written notice to the Director of Housing or their representative.

**Note:** If more than four household members want to use CCeS, please complete additional forms.

## Household member 1

|  |  |
| --- | --- |
| Full name |  |
| Date of birth |  |
| Address |  |
| Centrelink Reference Number (CRN) |  |

|  |  |
| --- | --- |
| I want to register for | Mark preference with X |
| Income confirmation |  |
| Address and contact verification |  |

|  |  |
| --- | --- |
| Signature |  |
| Date |  |

## Household member 2

|  |  |
| --- | --- |
| Full name |  |
| Date of birth |  |
| Address |  |
| Centrelink Reference Number (CRN) |  |

|  |  |
| --- | --- |
| I want to register for | Mark preference with X |
| Income confirmation |  |
| Address and contact verification |  |

|  |  |
| --- | --- |
| Signature |  |
| Date |  |

## Household member 3

|  |  |
| --- | --- |
| Full name |  |
| Date of birth |  |
| Address |  |
| Centrelink Reference Number (CRN) |  |

|  |  |
| --- | --- |
| I want to register for | Mark preference with X |
| Income confirmation |  |
| Address and contact verification |  |

|  |  |
| --- | --- |
| Signature |  |
| Date |  |

## Household member 4

|  |  |
| --- | --- |
| Full name |  |
| Date of birth |  |
| Address |  |
| Centrelink Reference Number (CRN) |  |

|  |  |
| --- | --- |
| I want to register for | Mark preference with X |
| Income confirmation |  |
| Address and contact verification |  |

|  |  |
| --- | --- |
| Signature |  |
| Date |  |

# Interpreter Services

If you speak a language other than English or have difficulty reading written information, you can get help over the telephone. Further information is available at [Housing.Vic. - interpreter-services](https://www.housing.vic.gov.au/interpreter-services) <<https://www.housing.vic.gov.au/interpreter-services>>

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