



## Housing ACT Fact Sheet

# Income Confirmation Service

### What is it?

Housing ACT and Centrelink can offer a service to clients known as the Income Confirmation service.

Instead of using paper Income Statements when a rental rebate is reviewed, Centrelink can give the information electronically to Housing ACT. This is quicker and more efficient than using paper statements, and will save time and effort.

### What will Centrelink send to Housing ACT?

They will send Housing ACT the same information that appears on the paper Income Statement.

- The type and amount of pension or allowance payment.
- The number of dependent children used to assess family payments.
- Details of anything being deducted from payments, such as CSA payments, Centrepay deductions, rent deductions.
- Details of any other income they have been told about, such as overseas pensions, child maintenance, returns on investment, wages/salary.

Tenants can still get a paper copy of the Statement any time they like from Housing ACT or any Centrelink office. The privacy of the information will be protected by law in the same way as the paper statements. The information is retained by Housing ACT for as long as a person remains as a client, and for up to 7 years after they cease being a client. This is the same as the paper statements.

When tenants submit a Rental Rebate Application, all they have to do is sign the Authority on the back of the form. Housing ACT will take over from there. If they decide not to use Income Confirmation, there will be no impact on their eligibility for rebate. However, they will need to organise paper statements from Centrelink to attach to their rebate applications.

### Rental rebate review process

When a rental rebate is due to be reviewed Housing ACT will normally write to tenants telling them that they need to reapply so that their rebate can continue. Another Rental Rebate Application is with the letter, and it needs to be filled out and sent or delivered back to Housing ACT.

However, some tenants can select a different automatic way to have the rebate reviewed. This other way is ideal for people who are long term Centrelink customers, such as Age pensioners. Those tenants can choose not to receive letters or have to fill out more forms to have their rebate reviewed.

- When the rebate is due for review, Housing ACT will go directly to Centrelink to get income details. Tenants won't get a letter with a new form that they have to fill out and bring or send back.
- Provided tenants are still receiving Centrelink payments, Centrelink sends an electronic income statement, a new rebate is assessed, and it starts when the current rebate runs out.
- Tenants get just one letter telling them what the new rebate is and the income on which it is based.

### There are conditions attached

- If tenants want to use the new rebate review process, **every income earner in the home must be getting Centrelink payments, and each must sign a separate Rebate Review / Income Confirmation Continuing Authority form.** This is a different form from the one on the back of the Rebate Application.
- If this is not you, Housing ACT cannot offer you the new review process. This is because you will still have to provide proof of income for people in your home who are not getting Centrelink payments. Housing ACT still has

to write to you to remind you about this. You will stay with the standard rebate review process. Centrelink customers in the home can still use Income Confirmation by signing the Authority on the back of the Rebate form that you receive.

- If someone new moves into the home, you must fill out a new Rental Rebate Application. If that person receives a Centrelink payment, he or she also has to sign an Authority to use the Income Confirmation service.

### What do you need to do to use the new rebate review process?

Simply fill out the separate Rebate Review / Income Confirmation Continuing Authority form, and bring or send it to Housing ACT. The Authority lasts for as long as you continue to be a Housing ACT tenant, or until you ask for it to stop.

### If you change your mind?

The automatic rebate review process is voluntary. You choose.

If you decide that you do not want to use the automatic process, you can stop at any time. Simply write to Housing ACT.

You will then go back to the standard rebate review system and receive letters and forms to fill out.

Authority forms can be picked up from the Applicant Services Centre, you can contact your Housing Manager and ask for one to be sent to you.

### Further Information

For more information, telephone 133427,  
or visit the Applicant Services Centre.

### Applicant Services Centre

Nature Conservation House  
Cnr Emu Bank & Benjamin Way  
Belconnen Town Centre  
(Open 9:00am to 5:00pm Mon to Fri)

#### Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an **alternative format**—such as large print or audio—please telephone **(02) 6205 0619**.

If English is not your first language and you require the **translating and interpreting service**—please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service**—please telephone **(02) 6205 0888**.