

When to use this form



Use this form to apply for access to Electronic Verification of Rent (EVoR) if you are a business that provides community housing or supported accommodation.

EVoR is a free and secure online service that helps you manage your tenants' rent details directly with us. You can use it to tell us each time there is a change in a tenant's rent amount.

Important information

Before completing this application, you need to read and understand the Electronic Verification of Rent:

- Policy and Terms (policy and terms)
- procedural guide for businesses (procedural guide).

They are available at **servicesaustralia.gov.au/evororgs**

If you are completing this application on behalf of a business that is:

- a legal entity – you must be authorised to legally bind the business
- an unincorporated association – you will accept legal responsibility for the actions of the business.

Provider Digital Access (PRODA)

PRODA is an online identity verification and authentication system.

To securely access government online services, staff:

- named in this application as an authorised officer
- signing this application

must have, or will have to register for, an individual PRODA account.

A PRODA account does not expire and is owned by the individual (not their employer).

The authorised officer(s) signing and lodging this application must have the legal authority to act on behalf of a business and enter into an agreement with us.

For more information on how to register for an individual PRODA account, go to **servicesaustralia.gov.au/proda**

For more information

Go to **servicesaustralia.gov.au/evororgs**

Information in your language

To speak to us in your language, call **131 202**.

Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to servicesaustralia.gov.au/formhelp

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ☐ Go to 1 skip to the question number shown.

Eligibility requirements

For more information, refer to the policy and terms.

- 1 Is the business a legal entity, or represented by a legal entity, that can enter into agreements with Services Australia?

A business or trading name alone is not enough information.

No ☐  The business will **not** be approved to use EVoR.

Yes ☐ Go to next question

- 2 Does the business have an Australian Business Number (ABN), Australian Company Number (ACN) or Indigenous corporation number (ICN)?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐ Give details below

ABN (if applicable)

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ACN (if applicable)

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ICN (if applicable)

- 3 Does the business have a contact person in Australia?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐ Go to next question

- 4 Read this before answering the following question.

To use EVoR, your business must meet all relevant legal and regulatory requirements. This includes being properly registered, licensed or accredited and complying with any industry-specific obligations. The following question helps confirm that your business is legally eligible to participate.

Does the business meet all applicable Australian legal requirements including registration, industry regulations, licensing and accreditation?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐ Provide the business's registration, licence, accreditation or other number (if applicable)

Type	Number

If you need more space, provide a separate sheet with details.

Go to next question

- 5 Read this before answering the following question.

Customer consent is voluntary and a customer can decline or withdraw their consent at any time.

The business must:

- confirm the identity of the customer, and their representative (if applicable), when getting consent
- renew customer consent at least once every 2 years or give customers the opportunity to opt out
- use wording in line with the procedural guide for both the consent and the opt out notification.

A customer representative is a person authorised by the customer, or by law, to represent the customer or manage their affairs. Where consent is obtained from a representative, the representative provides consent on behalf of the customer.

For more information about customer consent, refer to the procedural guide.

Does the business have processes and procedures in place for getting a customer or their representative's consent to use EVoR?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐ Give details below

Describe the processes and procedures the business uses to collect, record and store consent from a customer or their representative.

If you need more space, provide a separate sheet with details.



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6 Is the customer consent voluntary, and can customers choose not to give their consent or withdraw it at any time?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐  Go to next question

7 How will consent be collected?

Tick all that apply

written ☐

verbal ☐

online ☐



Provide copies of your consent records for:

- **written consent** – include a blank copy of the customer consent record
- **verbal consent** – include a copy of the verbal script
- **online consent** – include screenshots of all information the customer will see if completing consent online.

8 Does the business have detailed processes and procedures to confirm the identity of a customer, and their representative (if applicable), when getting consent and before using EVoR?

No ☐  The business will **not** be approved to use EVoR.

Yes ☐  Give details below

Describe the processes and procedures the business uses to verify the identity of a customer and their representative (if applicable).

If you need more space, provide a separate sheet with details.

About the business

9 Has the business (or any related businesses) ever been approved for EVoR or other services provided by Services Australia?

No ☐  Go to next question

Yes ☐  What is the current or previous reference number?

5 5 5

If more than one reference number, provide a separate sheet with details.

10 What is the legal name of the business?

You need to provide the full legal name of your business – this is not the trading name.

This is the entity name as it appears on the Australian Business Register (ABR).

11 Trading or registered business name(s) (if different from legal name)

12 Business type:

For more information about the different business structures, go to **business.gov.au**

Tick one only

Partnership ☐  Go to 13

Trustee of a trust ☐  Go to 14

Company ☐  Go to 15

Individual (sole trader) ☐  Go to 15

Unincorporated association (requires an individual's undertaking) ☐  Go to 15

Local, state/territory or Australian (Commonwealth) government organisation ☐  Go to 15

Incorporated association ☐  Go to 15

Indigenous corporation (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act)) ☐  Go to 15

13 What are the full names of all the partners?

1 Name of partner

2 Name of partner

If you need more space, provide a separate sheet with details.

► **Go to 15**

14 Is the trustee of a trust:

an individual trustee ☐ Give details below

Full name

a company trustee ☐ Give details below

Company name
Director(s) name

15 Business address

This is the physical street address, not a post office box number or other delivery point address. If the business operates from multiple locations, use the head office or main street address.

State	Postcode

16 Postal address (if different to above)

State	Postcode

17 Business phone number (including area code)

18 Website address

www.

19 Which of the following housing or accommodation services does the business provide to its customers in Australia?

For a description, refer to the policy and terms.

Tick all that apply

General community housing ☐

Supported accommodation ☐

20 Read this before answering the following question.

Under the *Privacy Act 1988*, a business is usually considered an organisation and must follow the Australian Privacy Principles (APPs) if the business:

- earns more than \$3 million per year
- handles sensitive or personal information.

A business that earns less than \$3 million per year is exempt unless the business:

- handles sensitive or personal information
- voluntarily opts in.

The APPs set out how personal information must be collected, stored, used and disclosed.

Does the business meet the definition of an organisation under the *Privacy Act 1988* and therefore need to comply with the APPs?

If you are not sure about the business's status, contact the Office of the Australian Information Commissioner.

No ☐

Yes ☐

Business requirements

21 Read this before answering the following question.

Customer information must be protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

For more information, refer to the procedural guide at servicesaustralia.gov.au/evororgs

Describe how the business demonstrates it meets all the information protection and privacy requirements of EVoR.



Provide any relevant printed policies and procedures.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is a vertical margin line on the left side, creating a narrow left margin. The paper appears to be from a notebook or a standard ruled document.

If you need more space, provide a separate sheet with details.

22 Are you aware of any investigations by, or complaints to, a regulatory body about the business, any related businesses or any officer, employee, business associate or director?

No ☐ Go to next question

Yes ☐



Provide details with this application.

► Go to next question

23 Is the business – including any related businesses, authorised officers, employees, business associates or directors – currently subject to any court judgment, regulatory decision or undertaking with a regulatory body?

No ☐ Go to next question

Yes ☐



Provide details with this application.

► Go to next question

24 Read this before answering the following questions.

Accurate and timely rent information makes sure Services Australia can assess a customer's Rent Assistance correctly. Delays or missing rent updates can reduce or stop a customer's Rent Assistance payment.

If you collect consent from a customer, you are responsible for making sure the customers' rent amount is updated in EVoR each time it changes.

You must:

- enter rent updates on time
 - rent changes must be entered into EVoR between **15 and 50 calendar days before** the new rent amount starts
 - this timeframe gives Services Australia enough notice to adjust the customer's Rent Assistance
 - attempts to update rent amounts outside this timeframe will be automatically rejected
- notify the customer if you cannot complete the rent update using EVoR for any reason
 - you must notify the customer within 10 business days
 - advise the customer they need to update their details directly with Services Australia to prevent delays or interruptions to their Rent Assistance.

For more information, refer to the policy and terms and the procedural guide.

Do you understand that you must update a customer's rent amount in EVoR once you have their consent?

No ☐ Refer to the EVoR policy and terms and the procedural guide for businesses

Yes ☐  Go to next question

25 What steps does your business follow if you cannot enter a rent change in EVoR?

[illegible]

If you need more space, provide a separate sheet with details.

26 Does the business have an external dispute resolution process for resolving disputes with customers?

For more information, refer to the procedural guide at servicesaustralia.gov.au/evororgs

No ☐ Give details below on the dispute resolution process
Yes ☐ the business has for resolving disputes with customers.

If you need more space, provide a separate sheet with details.

27 Will anyone using EVoR on behalf of the business be located outside Australia?

No ☐ Go to next question
Yes ☐ Which country or countries are they located in?

If you need more space, provide a separate sheet with details.

28 Read this before answering the following question.

Your business must:

- treat any entity that receives customer information, including recipients outside Australia, as a third party organisation (TPO) and make sure they meet all obligations under the policy and terms
- get the customer's consent, as outlined in the procedural guide, before sharing their information with any entity, including recipients outside Australia.

Does the business have an arrangement with any other entity or entities that involves the disclosure of customer information from or during the use of EVoR?

No ☐ Go to 30
Yes ☐ Give details below on the arrangement and how informed consent is obtained from the customer before any personal customer information is disclosed.

If you need more space, provide a separate sheet with details.

29 What is the name of each entity you have an arrangement with, and the country where it is located?

Entity name	Country of location

If you need more space, provide a separate sheet with details.

Business contacts

30 Read this before answering the following questions.

A business must have at least one authorised officer.

Authorised officers must have the legal authority to act on behalf of the business and be based in Australia.

The authorised officer is responsible for managing who in the business has access to services in Business Hub.

For more information, refer to the EVoR policy and terms.

Who are the authorised officers for the business?

1 Full name

Position or title

Contact phone number
(including area code)

Email

Registration Authority (RA) number

The RA number is unique to your PRODA account. It is sent to you by email when your account has been created.

2 Full name

Position or title

Contact phone number
(including area code)

Email

Registration Authority (RA) number

The RA number is unique to your PRODA account. It is sent to you by email when your account has been created.

If you have more than 2 authorised officers, provide a separate sheet with details.

Checklist

31 Which of the following documents are you providing with this form?

You **must** provide copies of the documents. The copies will not be returned.

If you are not sure, check the question to see if you should provide the documents.

Relevant written, verbal and online consent records you will use to collect customer consent ☐

(required at **question 7**)

Relevant printed policies and procedures for how the business meets information protection and privacy requirements ☐

(required at **question 21**)

Details of any investigations or complaints ☐
(if you answered Yes at **question 22**)

Details of any court judgment, decision or undertaking to a regulatory body ☐

(if you answered Yes at **question 23**)

Privacy notice

32 You need to read this

Privacy and your personal information

The privacy and security of your personal information and the personal information of any individual named in this application is important to Services Australia and is protected by law.

We collect, use and disclose this personal information for the purpose of assessing this application and, if this application is successful, for the administration of Electronic Verification of Rent.

We only share your information with other parties where you have agreed, or where the law allows or requires it.

We may publish a list of businesses that are approved to participate in Electronic Verification of Rent on our website.

For more information, including how to access your personal information, request corrections, or submit a privacy complaint, go to **servicesaustralia.gov.au/privacypolicy**

Declaration

- 33** Name – undertaken by the authorised officer or a representative of an unincorporated association

I

declare (on behalf of the business) **that:**

- I have completed this application for the business named at question **10**
- I have read, understood and agree to the **Privacy and your personal information** at question **32**
- the personal information of any individual named in this application was obtained with their consent, or where I am authorised to consent, on their behalf
- the business will
 - comply with all relevant secrecy provisions and its obligations under the *Privacy Act 1988*, including the Australian Privacy Principles
 - meet all privacy, security and data-handling obligations required by Services Australia, including following any directions about how personal information must be collected, recorded, used or disclosed
 - take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure
 - seek written approval from Services Australia before disclosing customer information to a recipient outside Australia
 - obtain the customer's consent and verify the identity of the person giving consent before making rent updates in Electronic Verification of Rent, and before disclosing customer information to another entity, including recipients outside Australia, as specified in the Electronic Verification of Rent policy and terms
 - take reasonable steps to make sure the recipient outside Australia handles the information in a way that meets Australian privacy standards, recognising that the recipient's privacy laws or practices may differ from those in Australia and taking steps to manage any risks arising from those differences
- the information provided in this form is complete and correct.

I understand (on behalf of the business) **that:**

- personal information is only used or disclosed for the purpose for which it is collected
- if disclosing personal information to a recipient outside Australia, I must comply with Australian Privacy Principle 8
- I am responsible for making sure the business complies with all its obligations under the Electronic Verification of Rent Policy and Terms and Electronic Verification of Rent procedural guide for businesses, including but not limited to
 - acting on behalf of, and legally binding the business
 - nominating other authorised officers
 - managing system access for personnel using Business Hub services
 - receiving all notices from Services Australia
- I will notify Services Australia if any information in this application changes
- giving false or misleading information is a serious offence.

- 34** Is the business an unincorporated association?

No ☐ **Go to next question**

Yes ☐ **Go to 36**

35 Executed by

By my signature **I warrant that** I am authorised to bind the business

Print name of **authorised officer 1**

Position or title

Date (DD MM YYYY)

Signature of **authorised officer 1**



By my signature **I warrant that** I am authorised to bind the business

Print name of **authorised officer 2** (if applicable)

Position or title

Date (DD MM YYYY)

Signature of **authorised officer 2** (if applicable)



Affix common seal of company or incorporated association below, if applicable.

► See **Returning this form** on the next page.

Declaration – unincorporated association

36 Read this before completing the following declaration.

If you enter into an agreement with Services Australia as the representative of an unincorporated association, you must be able to make sure the business meets all of its obligations.

If your circumstances change and you can no longer do this (for example, if you stop being a member of the association), it is recommended that you end the agreement.

Even after the agreement ends, you will still be responsible for any obligations that arose while the agreement was active.

This includes responsibilities relating to Electronic Verification of Rent records and any other requirements that applied during the agreement period.

I declare that:

- I will enter into the Electronic Verification of Rent agreement in my personal capacity and as a representative of the business
- I will comply with the Electronic Verification of Rent Policy and Terms and the Electronic Verification of Rent procedural guide for businesses
- I will make sure the business complies with them, even if the membership changes, I cease to be a member, or the business becomes insolvent, ceases to trade, or is wound up
- this declaration is made together with the declaration at question 33.

I understand that:

- I may withdraw from representing the business at any time by notifying Services Australia that I no longer wish to represent the business in respect of Electronic Verification of Rent
- in those circumstances, the business's approval to use Electronic Verification of Rent will be withdrawn.

Executed by

By my signature I **accept** legal responsibility for the actions of the business

Print name

Position or title

Date (DD MM YYYY)

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Signature



Returning this form

Check that all required questions are answered and that the form is signed and dated.

Return this form and any supporting documents in **pdf format** by email to:

ba.processing@servicesaustralia.gov.au

There may be risks with sending personal information through unsecured networks or email channels.

You must return all supporting documents at the same time you lodge this form. If you do not return all documents, your application may not be considered for approval.