

When to use this form



Use this form if you are a Business that wants to use the Electronic Verification of Rent (EVoR) service.

EVoR is a free and secure online data exchange service available to Businesses which enables them to send information to Services Australia to verify and update customer rent amounts each time there is a change in rent.

Important information

- Before completing this application, you **must** read and comply with the EVoR Policy, Terms and Procedural Guide. Go to **servicesaustralia.gov.au/evororgs**
- **Business** means an organisation that may use EVoR.
- To be approved to use EVoR a Business must:
 - be a Legal entity, or represented by a Legal entity, capable of entering into contracts with Services Australia. A business or trading name by itself is **not** sufficient
 - have an Australian Business Number or an Australian Company Number
 - provide a postal address, physical address and contact details of a representative in Australia
 - **be a not for profit Community or Indigenous Housing Organisation providing affordable rental accommodation to customers or a Business providing supported accommodation to customers**
 - agree to comply with secrecy provisions and the Australian Privacy Principles detailed at Schedule 1 of the *Privacy Act 1988* relating to the collection, recording, use and disclosure of customer information
 - have processes and procedures in place to make sure customer information is protected from misuse, interference and loss, as well as unauthorised access, modification or disclosure
 - agree to comply with any directions by Services Australia related to the collection, recording, use or disclosure of customer information
 - comply with all applicable Australian requirements for registration, industry regulation, licensing or accreditation in relation to any of its activities and the provisions of residential and supported accommodation services
 - comply with the ‘expectations of organisations and EVoR users’ set out in the Policy
 - **not** charge a fee to a customer for, or in connection with, the EVoR scheme.
- The person or persons completing this application must be:
 - if the Business is a Legal entity – authorised to contractually bind the Business, or
 - if the Business is an unincorporated association – the individual(s) that will accept contractual responsibility for the actions of the Business.

For more information

For more information on how to complete and lodge this application, go to **servicesaustralia.gov.au/evororgs**

Filling in this form

You can complete this form on your computer, print and sign it.

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.

We will **not** consider this Business Application if all relevant questions have not been completed.

Information about the Business

- 1** Is the Business now, or has the Business ever been approved for Centrelink Confirmation eServices (CCeS), Centrepay, Income Management (IM), BasicsCard or Electronic Verification of Rent (EVoR)?

No **Go to next question**

Yes What is your current or previous reference number?

5	5	5	-		-		-	
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If more than one reference number, provide a separate sheet with details.

- 2** Has the Business ever applied for CCeS, Centrepay, IM, BasicsCard or EVoR and not been approved?

No **Go to next question**

Yes Give details below

- 3** Legal name of the Business

Insert the full Legal name of the relevant individual (sole trader), company, partnership, trustee of a trust, association, or statutory authority.

A trading name by itself is **not** sufficient.

- 4** Trading and/or registered Business name (if different from legal name)

- 5** Business type:

Tick one only

Partnership **Go to 6**

Trustee of a Trust **Go to 7**

Company **Go to 8**

Individual (sole trader) **Go to 8**

Unincorporated Association **Go to 8**
(requires an Individual's undertaking)

Local, state/territory or Australian (Commonwealth) government organisation **Go to 8**

Incorporated Association **Go to 8**

Other Give details below

Go to 8

- 6** What are the full names and dates of birth of all the partners?

1 Name of partner

--

Date of birth / /

2 Name of partner

--

Date of birth / /

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

Go to 8

- 7** Is the Trustee of a Trust:

an individual Trustee Give details below

Full name

--

Date of birth / /

a company Trustee Give details below

Company name

--

Director(s) name

--



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8 Does the Business have an Australian Business Number (ABN) or Australian Company Number (ACN)?

No  If the Business does not have an ABN or ACN, it will not be approved to use EVoR.

Yes Give details below

Australian Business Number (ABN)

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or

Australian Company Number (ACN)

--	--	--	--	--	--

9 Does the Business have a contact person in Australia?

No  If the Business does not have a contact person in Australia, it will not be approved to use EVoR.

Yes Go to next question

10 Business physical address

This must be a street address and not a post office box number or other delivery point address. If the Business operates from several locations, use the head office or main physical address.

State	Postcode

11 Is this a head office?

No

Yes

12 Business postal address (if different from the physical address)

State	Postcode

13 Website address

www.

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

For a description, go to the EVoR Procedural Guide at servicesaustralia.gov.au/evororgs

Tick all that apply

- General Community Housing
Indigenous Community Housing
Supported Accommodation

15 Read this before answering the following question.

In collecting, recording, using or disclosing personal information, you must make sure that you are complying with:

- your obligations under the relevant secrecy provisions and the *Privacy Act 1988*
- your obligations to take reasonable steps to protect that information from misuse, interference and loss, as well as unauthorised access, modification or disclosure
- any directions by Services Australia related to the collection, recording, use or disclosure of that information.

If you are disclosing personal information to entities outside Australia, you must make sure you comply with Australian Privacy Principle 8 in relation to such disclosures.

For further information in relation to your privacy and secrecy obligations, see Division 3 of Part 5 of the *Social Security (Administration) Act 1999* and the Australian Privacy Principles in Schedule 1 of the *Privacy Act 1988*.

Does the Business comply with all applicable Australian legal requirements including registration, industry regulation, licensing or accreditation?

No  The Business will **not** be approved to use EVoR.

Yes Go to next question

16 Is the Business an organisation for the purposes of the *Privacy Act 1988* and bound by the Australian Privacy Principles contained in that Act?

If the Business is not sure about its status, contact the Office of the Australian Information Commissioner.

No Go to 18

Yes Go to next question

17 Read this before answering the following question.

If applicable, Services Australia will arrange for Businesses with an annual turnover of more than \$3 million to be prescribed under the *Privacy Act 1988* and associated regulations.

Is the annual turnover greater than \$3 million?

No

Yes

Business requirements

18 Read this before answering the following question.

Customer information must be easily retrievable for review purposes.

Further information is available in the EVoR Procedural Guide at servicesaustralia.gov.au/evororgs

Describe the Business processes and procedures for obtaining the consent of customers and recording and storing customer consent records.



Provide any relevant printed policies and procedures.

Large empty box with horizontal dashed lines for writing.

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

19 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.

Further information is available in the EVoR Procedural Guide at servicesaustralia.gov.au/evororgs

Describe how the Business would meet the information protection and privacy requirements of EVoR.



Provide any relevant printed policies and procedures.

Large empty box with horizontal dashed lines for writing.

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

20 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

21 Is the Business (including any related businesses, any officer, employee, business associate or director) subject to any judgement or any decision by or undertaking to a Regulatory body?

No Go to next question

Yes



Provide details with this application.

Go to next question

22 Does the Business have external dispute resolution mechanisms to resolve any disputes between it and its customers?

For more information refer to the EVoR Procedural Guide at servicesaustralia.gov.au/evororgs

No Give details below on the dispute resolution mechanisms the Business has to resolve any disputes between it and its customers.
Yes

Form area for question 22 with horizontal dashed lines for text entry.

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

23 Does the Business have an arrangement with any other entity which may require the exchange of customer information between it and the other entity?

No Go to next question
Yes Give details below

Form area for question 23 with horizontal dashed lines for text entry.

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

Contact officer information

24 Contact officer

- The contact officer must be authorised to act on behalf of the Business in connection with EVoR, including to make further applications or to give notices to Services Australia on behalf of the Business.
- All notices from Services Australia about EVoR will be directed to the contact officer details specified below. The contact officer must be located in Australia.

First contact person

Full name

Text input field for full name.

Position

Text input field for position.

Contact phone number

Text input field for contact phone number.

Email

Text input field for email.

Business Fax

Text input field for business fax, with parentheses for area code.

Second contact person (optional)

Full name

Text input field for full name.

Position

Text input field for position.

Contact phone number

Text input field for contact phone number.

Email

Text input field for email.

Business Fax

Text input field for business fax, with parentheses for area code.

Checklist

25 Which of the following forms and documents are you providing with this form?

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

- | | |
|---|--------------------------|
| Relevant printed Business policies and procedures (required at question 18 and/or 19) | <input type="checkbox"/> |
| Details of any investigations or complaints (if you answered Yes at question 20) | <input type="checkbox"/> |
| Details of any judgement, decision or undertaking to a Regulatory body (if you answered Yes at question 21) | <input type="checkbox"/> |

Use of information provided in this application

26 You need to read this

Privacy and your personal information

By signing this application, the Business acknowledges that Services Australia may disclose information collected in this application to regulatory bodies or other Commonwealth departments and agencies including:

- to assess this application
- to administer, evaluate and monitor the operation of EVoR, in accordance with the EVoR Policy and EVoR Terms, or
- upon request from regulatory bodies or other Commonwealth departments or agencies.

The privacy and security of your personal information is important to us and is protected by law. We collect this information for the purposes of assessing this application and, if this application is successful, for administration of EVoR.

We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Services Australia may publish a list of Businesses that are approved to participate in EVoR on its website.

Agreement

27 I/we:

- **confirm that** all information provided in this application is correct and is not misleading and I/we have not withheld any relevant information
- **undertake to** inform Services Australia if any information provided changes
- **agree that** the Business (and its agents/contractors) will comply with the EVoR Policy and EVoR Terms (including Services Australia expectations) if Services Australia approves the Business to use EVoR.

I/we confirm that:

- the Business will protect customer information in accordance with our obligations under the relevant secrecy provisions and the *Privacy Act 1988*
- the Business will comply with any directions by Services Australia related to the collection, recording, use or disclosure of customer information
- the Business will obtain customer consent before verifying and updating customer rent amounts.

I/we understand that:

- this application must be signed by the person(s) authorised to do so and in accordance with the laws for executing a contract.
- giving false or misleading information is a serious offence.

I/we warrant that:

- I/we have authority to make this application and bind the Business to the contractual obligations set out in the EVoR Policy and EVoR Terms.

28 Is the Business an unincorporated association?

No ► Go to next question

Yes ► Go to 30

29 Authorised officer – Signatures

Signature of authorised officer

Name

Position

Signature of witness

Name

Date

/ /

Signature of second authorised officer (optional)

Name

Position

Signature of witness

Name

Date

/ /

Affix common seal of Company or Incorporated Association below, if applicable.

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

Unincorporated associations – Individual Undertaking

30 Read this before completing this question.

If you enter into the contract with Services Australia as the representative of an unincorporated association and subsequently circumstances change so that you are no longer in a position to make sure that all of the obligations of a Business are complied with (for example, you may cease to be a member of the association) it is recommended that you should terminate the contract. In those circumstances, you will continue to have some obligations (for example, in relation to records relating to EVoR) that arose during the period of your contract.

Agreement

- I have made this EVoR application for the Business

Business name

which is an unincorporated association.

- I am entering into the EVoR contract in my personal capacity and as a representative of the Business.
- I will, and will make sure the Business does, comply with the EVoR Policy and EVoR Terms if the Business is approved to use EVoR, even if the membership of the Business changes, I cease to be a member of the Business or the Business becomes insolvent, ceases to trade or is wound up.

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 EVoR. In those circumstances, the approval for the Business to use EVoR will be withdrawn.

Signature



Name

Position

Signature of **witness**



Name

Date

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:

- by fax to 1300 727 760**

If you are unable to fax the completed form to us, contact the EVoR helpdesk on **1800 887 774** or email **helpdesk.ccs@servicesaustralia.gov.au** to make alternative lodgement arrangements.

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