Transitional Intake & Referral Form

Referral Details				
Date of Referral		Referral sent via	☐ Email ☐ In Person ☐ Over the phone	
Name of person making referral			Contact number	
Referring Agency			Proposed Release date	
Email Address				
Notes				
Client Details				
Title			Preferred Name	
First Name			Last Name	
DOB			Gender	☐ Male ☐ Female ☐ Other
Contact Number				
Email Address				
Do you Identify as Aboriginal or Torres Strait Islander? Confirmation of Aboriginality is required (COA)	☐ Yes ☐ No	☐ Aboriginal	☐ Torres Strait Islander	
	Confirmation of Aboriginality attached		☐ Yes ☐ No	
Emergency Contact and Transport Details				
In case of an emergency, who can we contact? *(this can be a support person, friend or extended family member)*	Relationship		Number	
	Name			
	Does the client have access to transport or vehicle?		☐ Yes	☐ No
	Do they own a vehicle?	☐ Yes ☐ No		

Birribee Housing
Level 6, 33 Argyle Street, Parramatta NSW 2150
ABN: 63 631 178 848
ACN: 631 178 848

PH: 1800 247 742
E: office@birribee.org.au
W: www.birribee.org.au
M: Po Box 1425, Parramatta NSW 2124

BIRRIBEE HOUSING

Housing Details	
Does the client have a current application lodged with Homes NSW?	☐ Yes ☐ No
Homes NSW T – File number	
Homes NSW Application number	
Does the client have a debt with Birribee Housing, Homes NSW or another Community Housing Provider? *(please provide details below)*	☐ Yes ☐ No
Please provide additional information, if unsure, you can request Birribee Housing to review with your written consent. *(Example of information required: Previous Community Housing Provider, how much is the debt? Is there a payment plan in place? Has it been adhered to?)*	

Income Details		
Main source of income	☐ Centrelink ☐ Wages ☐ Other	
Centrelink Reference Number (CRN)	Expiry Date:_____	
Centrelink Benefit	☐ Jobseeker ☐ Disability Pension ☐ Abstudy ☐ Aged Pension ☐ Other	
Please provide Centrelink income statement or wage summary	☐ Signed Multiple Consent Form	☐ 4 Weeks Payslips
	☐ Centrelink Income Statement	
Are there any concerns regarding solo staff home visits? *If yes, please provide details*	☐ Yes ☐ No	
	Details:	
Is the client suitable to be housed in shared accommodation with shared communal areas?	☐ Yes ☐ No	
	Details:	

BIRRIBEE HOUSING

Reason for Referral – *Please Provide Additional Information regarding current circumstances*

Current and Past Drug and/or Alcohol Use - *Please Provide Additional Information*

Disability / Medical Issue - *Please Provide Additional Information*

Current or upcoming Orders, Conditions or Restrictions in place

Please provide a copy of any bail conditions, parole orders or community orders that apply. Ensure you include lawyers / legal representation and their contact information below. including Parole Officer contact information

Additional factors impacting and not mentioned above

Is there any specific exclusion zones and/or restrictions conditions on the client?

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Centrelink Deduction and Confirmation Services Multiple Consent

BIRRIBEE HOUSING

Service	Standard Consent Words	Yes or No
All Services	I_____CRN:_____authorise: (Insert full name)	

Electronic Verification of Rent (EVoR)	Birribee Housing to collect and use my current and future accommodation information and provide it to the Services Australia (the agency) for reassessment of my eligibility for Commonwealth Rent Assistance.
	
	I understand that:
	• the information collected and used by Birribee Housing and provided to the agency may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent, individual rent, and relationship status.
	• every time Birribee Housing provides information to the agency, I will be advised in writing.
	• I must contact the agency myself if:
	  ○ I change my address
	  ○ my relationship status changes
	  ○ I start or stop sharing my accommodation with someone else
	  ○ I purchase or sell any real estate.
	• if I withdraw consent in relation to EVoR, I will be responsible for notifying the agency of all future changes to my accommodation circumstances.
		Yes or No

Centrepay	I give permission for Birribee Housing: • to disclose my information to Services Australia for the purposes of checking my account, billing or reference number, and amount I want to pay, and reconciling my payment Deduction details • to give the Services Australia my correct account, billing or reference number if required; and • to change my rental deduction from time to time to ensure my housing payments are met, not including arrears payments unless I provide new authorisation to do so. I understand that: • I can change or cancel my Deduction at any time; and further information about Centrepay can be found online at **servicesaustralia.gov.au/centrepay**; and • If I fall behind in my rent Birribee Housing cannot increase my Centrepay deduction to catch-up until I provide new authorisation.	Yes or No

Centrelink Confirmation eServices— Income Confirmation	• Birribee Housing to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my customer details and concession card status in order to enable the business to determine if I qualify for housing services. • the Services Australia (the agency) to provide the results of that enquiry to Birribee Housing. I understand: • the agency will disclose personal information to Birribee Housing including my name/address/concession card status/payment type/payment status/one off payment/income/assets/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate to confirm my eligibility for housing services. • I can get proof of my circumstances/details from the agency and provide it to Birribee Housing so that my eligibility for housing services can be determined. • if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the housing services provided by Birribee Housing.	Yes or No
All services	I understand that: • this consent, once signed, is effective for the service/s indicated, and only for the period that I am a Customer of Birribee Housing. • consent is ongoing, but may be withdrawn by me, at any time, by giving notice to Birribee Housing or by contacting the agency. • Birribee Housing will maintain a record of my consent. For more information visit **servicesaustralia.gov.au** Customer Signature: Date of Birth: Date:	

Centrelink Deduction and Confirmation Services
Multiple Consent

As a customer of Birribee Housing we need to know and confirm some of your details held by the Services Australia (the agency).

We have been assessed and approved by the agency to provide these services:

- Electronic Verification of Rent
- Centrelink Confirmation eServices
- Centrepay

In being approved for these services, we must comply with strict guidelines around who accesses the information and how the information is collected and stored.

Who is eligible to use these services?
Customers who are receiving Rent Assistance or paying rent using Centrepay can authorise us and the agency to exchange information.

What services are available?

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send limited information about your rent to the agency electronically.

This will save you having to personally tell the agency every time your rent amount changes.

There are still things you must tell Centrelink such as:

- if you change your address
- if your relationship status changes
- if you start or stop sharing your accommodation
- if you sell or purchase real estate

How does it work?
Each time there is a change in your rent amount, the new amount will be updated with the agency electronically.

What details will we send to the agency?
We will advise the agency of:

- your Customer Reference Number, name, address, date of birth, relationship status
- the amount of rent you pay, and
- the date you started paying the rent amount.

How will the information be used?
The information will be used by the agency to assess your eligibility for and rate of Commonwealth Rent Assistance.

2. Centrelink Confirmation eServices (CCeS) - Income Confirmation

CCeS is an electronic service that allows you to authorise the agency to provide or confirm your Centrelink details directly to/with us. This saves you having to obtain the details from Centrelink yourself to provide to us.

How does it work?
With your consent, the agency will send your details to us electronically so we can assess your eligibility for services we provide.

What details will the agency send to us through CCeS?
Only information that we need will be provided or confirmed by the agency. This may include:

- name, address, concession card status, income, assets, shared care arrangements, partner status
- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support or Centrepay), and
- details of any other income you have told the agency about.

What if some household members choose not to participate in CCeS, or don't receive Centrelink payments?
Household members who don't or can't authorise us to use CCeS will be required to provide proof of their income. This means if they receive a Centrelink payment they will need to request an income statement from Centrelink to provide to us. If they do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips.

It remains the applicant or tenant's responsibility to make sure income details of all household members are available when required.

How will the information be used?
The information will be used by us to assess your entitlement to services we provide such as reduced rent and ongoing eligibility for housing assistance based on our policy.

Centrelink Deduction and Confirmation Services
Multiple Consent

3. Centrepay

Centrepay is a voluntary, free and direct bill-paying service. You can choose to have your rent amount deducted from your Centrelink payments and paid directly to us.

Each fortnight the balance of your Centrelink payment is paid into your nominated bank account as it would be normally.

How does it work?

Your Centrepay deduction can be set up in the following ways:

- Through our Business: we are able to start your Centrepay deductions for you. You will need to complete a Centrepay Deduction Authority to permit Birribee Housing to do this on your behalf.
- Online: use your Centrelink online account via myGov
- Telephone: call the agency on your regular payment number. You will be asked to give your consent.
- In person: visit a Service Centre

Once your deductions are set up, you may agree to allow Birribee Housing to update your Centrepay deduction, if your rent amount changes.

What details are exchanged?

We will tell the agency:

- to change your existing Centrepay deduction or target amount from time to time to ensure your housing payments are met, and
- of your correct account or billing number if required.

How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted and paid.

Why use these services?

- these are free services
- you will save time by not having to phone or pick up an income statement
- it is easy and convenient because we will contact the agency on your behalf

What do I do if I want to stop one or all of the services?

You can cancel one or all of the services at any time by contacting us or the agency:

BIRRIBEE HOUSING

Supporting Documentation

Please use this page to provide an summary and supporting information.
Send completed referral back to the following email: Homelessness@birribee.org.au

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