Electronic Verification of Rent (EVoR) procedural guide for businesses

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# About the Electronic Verification of Rent (EVoR) procedural guide

This EVoR procedural guide provides guidance on the service delivery and program compliance arrangements applicable for EVoR. It is for businesses and organisations that we approve to use EVoR. This includes all of these:

* applying for EVoR
* access to EVoR
* customer consent
* privacy of customer information
* audits and reviews.

We have outlined your obligations and Services Australia’s (we, us, our) expectations when using EVoR in the following:

* the EVoR policy
* the EVoR terms
* the business application
* your approval letter
* this procedural guide.

# About EVoR

EVoR is a free and secure online data exchange service. Approved businesses can use it to verify and update customer rent amounts each time there is a change in rent. This helps you complete rent reviews and helps your customers get the correct amount of Commonwealth Rent Assistance.

## Using EVoR

Businesses and organisations can use EVoR if they meet the following criteria. They:

* are a legal entity or a legal entity represents them
* are a not-for-profit Community or Indigenous Housing organisation providing affordable rental accommodation to customers
* are a business that provides supported accommodation to customers
* have an Australian Business Number (ABN) or an Australian Company Number (ACN)
* have processes and procedures in place to ensure compliance with its obligations under relevant secrecy provisions and the Privacy Act 1988. In particular, to make sure they protect customer information from misuse, interference and loss, unauthorised access, modification or disclosure
* comply with any of our directions 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
* agree to comply with the EVoR policy and terms.

## Applying for EVoR

If you would like to use EVoR, you need to complete and submit an EVoR business application.

The EVoR policy outlines the criteria we use to determine your approval to use EVoR.

## Complete the business application

A legal entity must complete the business application to be eligible to use EVoR. A legal entity that has legal standing in the eyes of the law and can be:

* a partnership
* a trustee of a trust
* a company
* an individual sole trader
* a local, state or territory, or Australian Commonwealth government organisation
* an incorporated association.

A legal entity has the legal capacity to:

* enter into agreements or contracts
* assume obligations
* incur and pay debts
* sue and be sued in its own right
* be held responsible for its actions.

You need to complete all questions and an authorised officer of your business must sign the application.

## Sign the business application

An authorised officer must sign the business application form. Contact officers cannot sign the business application on behalf of the business.

Business applications don’t accept digital or electronic signatures. You must sign it in writing.

We cannot provide legal advice on your application and suggest you seek independent legal advice, if you consider it necessary.

## Authorised officer and contact officer details

You must notify us of changes to your contact details within 5 business days. This includes changes to authorised and contact officers.

#### Authorised officers

Authorised officers must have the legal authority to act on behalf of your business and enter into a contract with us.

Functions of an authorised officer include:

* signing the [EVoR business application form (SA436)](https://www.servicesaustralia.gov.au/sa436)
* signing the [Business Online Services - User details form (SA445)](http://www.servicesaustralia.gov.au/sa445) to authorise updates or additional Centrelink Business Online Services (CBOS) User access
* authorising all updates and changes for the business
* requesting voluntary withdrawals
* advising of administration, insolvency or bankruptcy
* requests to transfer customer consent
* appointing contact officers
* appointing other authorised officers
* getting all notices from us regarding your EVoR agreement.

#### Contact officers

Contact officers cannot legally bind your business or enter into a contract with us. But you can nominate a person as a contact for specific matters such as system issues or reconciling accounts.

Functions of a contact officer include:

* removing CBOS users
* with authority from the authorised officer, participating in a post approval discussion or compliance review with us
* advising of a change to a business trading name, ABN or ACN, new director or senior operating officers
* updating the address, phone number or email address for your business
* updating registration, licencing or accreditation for your business
* adding additional contact officers.

Some changes may mean you need to submit a new business application.

## Help completing the business application

For help completing the business application contact the EVoR helpdesk by either:

* phone: 1800 887 774
* email: [**helpdesk.ccs@servicesaustralia.gov.au**](mailto:helpdesk.ccs@servicesaustralia.gov.au)

## Submitting the business application

Once you complete it, send your application to us by either:

* email: [**ba.processing@servicesaustralia.gov.au**](mailto:ba.processing@servicesaustralia.gov.au)
* fax: 1300 727 760

If you are unable to email or fax the business application, contact the EVoR helpdesk to organise alternative lodgement arrangements.

## Outcomes of an application

In response to an application to use EVoR, the business may be:

* approved to use EVoR on the standard EVoR terms
* approved to use EVoR on the standard EVoR terms with additional conditions imposed in the approval letter
* approved to use EVoR if the business agrees to any variations to the standard EVoR terms. The approval letter will set out the varied terms applicable to you
* not approved to use EVoR.

We may ask for more information about the EVoR business application from you or other sources before completing our assessment. If we need more information from you, provide this information within 20 business days or we may reject the application.

We’ll advise you of the outcome of the application in writing.

## Additional conditions of approval

We may approve a business with additional conditions set out in the approval letter.

This includes if you have a contract with another entity and will need to disclose customer information. Your contract must include a provision stating the other entity mustn’t engage in, or authorise, any act or practice that would breach *Privacy Act 1988*. This includes the Australian Privacy Principles within the Act.

## Suspend or withdraw your approval to use EVoR

We expect you to use EVoR and conduct your activities in a way that is:

* beneficial to customers
* not detrimental to us.

We may suspend or withdraw your approval if you don’t meet the expectations in all of these:

* the policy
* the terms
* any additional conditions as advised in your approval letter.

We expect you’ll do all of these:

* get customer consent before using the service
* ensure privacy of customer information and secure storage of information
* access the system and manage logons and passwords appropriately.

If we suspend or withdraw your approval to use EVoR, we’ll advise you in writing.

## Review of our decision

You may ask us to a review to:

* refuse to give your business approval to use EVoR
* impose any additional conditions on your approval to access EVoR
* suspend access to EVoR
* withdraw the business’s approval to access EVoR.

You must make a request to review a decision in writing. You must submit it within 10 business days from when we notified you of the decision. The request must include the reasons for seeking the review and any information and evidence to support the review.

An officer not involved in the original decision will conduct the review. We’ll notify you of the review decision within 20 business days of us getting the review request.

The reviewing officer may undertake one or more of the following actions as appropriate:

* review relevant applications, records and documents used to make the decision
* consider the information contained in the request to review the decision
* contact the business to discuss the matter further
* review the original decision maker’s notes
* make corrections where appropriate.

We’ll give you an opportunity to make additional written submissions to the reviewing officer, before making a final decision.

We’ll send you a letter advising the outcome. The review decision is final and there are no further merit reviews possible.

# Registrations and accreditations

You must have all of the registrations, licences and accreditations for the business that any Commonwealth, state, territory or local government require.

We suggest you independently consult any relevant government agencies to ensure you have the appropriate registrations or accreditations.

You must tell us of any withdrawal of registrations, licences and accreditations.

# External dispute resolution mechanisms

You can use these mechanisms to protect customers and resolve matters about the type of services you provide.

You should identify the external dispute resolution mechanism applicable to your business and include it in the business application. For example, the Ombudsman or the Residential Tenancy Tribunal. The relevant state or territory consumer affairs office may also be able to assist you if required.

# Use of our material—intellectual property

We may provide you with materials to access and use EVoR, including the following:

* software
* technical specification documents including private algorithms
* access credentials or secret keys
* equipment
* goods
* information or data stored by any means.

If we make any material available to you, you must:

* understand ownership of intellectual property rights in that material remains with us at all times
* use that material solely for the purpose of accessing and using EVoR
* treat all material as confidential and not make the material available to any other person or party
* comply with any directions given by us in relation to any material we provide.

You mustn’t do any of these:

* modify, decompile, exploit for commercial use or customise the material
* sub-licence any of the material
* represent in any way that we endorse any aspect of your business.

At any time, we may need you to return, delete, destroy or otherwise stop using any material we provide.

If you no longer use EVoR, you must immediately both:

* return any EVoR material we provided, to us
* securely delete EVoR material from any system or documentation.

# Businesses writing to customers about EVoR

You must get permission from us in writing, before you reference EVoR or Services Australia in:

* any large-scale mail out
* electronic messaging to customers regarding EVoR.

# EVoR service

You can electronically send us customer rent details via a secure internet service. We also refer to this as accommodation data. You can provide updates for individual customers or lodge a batch file for multiple customers.

We use the accommodation data to update the customer’s accommodation circumstances information on their Centrelink record. This will trigger a re-assessment of the customer’s eligibility and entitlement for Commonwealth rent assistance.

You must update the rent details in EVoR between 15 to 50 days before the rent changes. This ensures that both:

* the customer gets the right rate of rent assistance
* you don’t create a Centrelink debt for the customer.

The service is limited to updates for existing customers living at their current address.

You can’t use the service to notify us of the following changes to a customer’s circumstances:

* address changes for a customer that has just moved into the accommodation
* relationship status changes
* when the customer starts or stops sharing accommodation with anyone else
* purchase or sale of real estate.

Customers must advise us directly, of changes in their personal circumstances.

## EVoR accommodation services

Businesses can only use EVoR for the following accommodation services, which includes rent, bond and arrears.

| **Accommodation type** | **Description** |
| --- | --- |
| General community housing | Accommodation provided by community organisations. |
| Indigenous community housing | Accommodation provided by Indigenous community organisations. |
| Supported accommodation | Retirement village, nursing home, lifestyle village, specialist disability accommodation or hospice style accommodation. |

## Accommodation data

The accommodation data that you provide to us contains the following information:

* CRN (Customer CRN)
* customer’s family and given name
* customer’s date of birth
* customer’s address - suburb and postcode are mandatory
* customer’s address - the street name and number is optional
* start date of the new rent amount the customer is to pay
* total amount of rent paid to the business for the premises the customer resides in
* amount of rent paid by the customer.

You can find information on how to enter the data into the online service in the EVoR user guide.

# How to access EVoR

## Centrelink Business Online Services (CBOS) help and assistance

We provide CBOS to help you conduct your business with your customers and us.

You can access CBOS from 7:00 am to 8:45 pm Monday to Friday, Australian Eastern Standard Time (AEST). Helpdesk support is available from 8.30 am to 5.00 pm Monday to Friday AEST.

Subject to system availability, you can access the services outside of these times. We don’t monitor CBOS on national public holidays or outside of the above times.

CBOS displays important news and alerts regarding system interruptions, for example, scheduled maintenance. These announcements advise of the following:

* information about new services
* advance notice of any changes to EVoR
* any problems that EVoR is experiencing.

To log on to CBOS either**:**

* select **Centrelink Business Online** from the online account drop down menu on the [Services Australia](http://www.servicesaustralia.gov.au) website
* select **Log in to CBOS** under the **What you can do in CBOS** heading on [Centrelink Business Online Services](https://www.servicesaustralia.gov.au/centrelink-business-online-services).

## User access to CBOS

We control access to CBOS by you, your employees, contractors or agents. We provide access to CBOS through a unique logon and password that a user must keep strictly confidential.

Users must:

* complete a [Business Online Services - User details form (SA445)](http://www.servicesaustralia.gov.au/sa445)
* adhere to the requirements on the use and management of passwords in the Business Online Services - User details form
* maintain the security of individual logons and passwords
* not share logons or passwords.

Businesses must do all of the following:

* ensure their staff are aware of and are complying with our requirements
* notify us immediately when individual users no longer need access to EVoR. For example, when their employment ends, or they are no longer authorised to use EVoR on behalf of the business
* notify us of any changes to your business arrangements.

## Access customer information

There are 2 different methods for a business to access EVoR through CBOS:

1. Single entry service
2. Batch entry service.

The Single entry service via the Unified Government Gateway (UGG) allows you to:

* search for a single mutual customer
* view and update a customer’s rent assistance details

The Batch entry service via the Organisational Online Mail system (OOM) allows you to do the following:

* submit accommodation details for many customers at one time
* compose a new email message
* attach a file containing bulk customer data to be sent to us
* get an email message notifying that the file has been successfully submitted
* get an email message notifying of file or data format validation problems
* get Rent Verification Reports detailing the outcome of each update you attempted to make.

# Business Online Services

## User details form

To use CBOS and choose your access type you need to complete a [Business Online Services-User details form (SA445)](http://www.servicesaustralia.gov.au/sa445). Complete this form in addition to the EVoR business application.

You need to complete and submit an SA445 form for each individual staff member requiring CBOS access. An authorised officer of your business and the individual staff member must sign the form.

You should also use this form to update and remove users’ access to EVoR.

Read more about accessing EVoR from the Electronic Verification of Rent user guide in CBOS or contact the EVoR helpdesk.

## Submitting the User details form

Send us your completed user details form by either:

* email: [**national.business.gateway@servicesaustralia.gov.au**](mailto:national.business.gateway@servicesaustralia.gov.au)
* fax: 1300 727 760

## Fees to use EVoR

Testing for batch entry, if required, by new and existing EVoR users may incur a cost. You can ask the EVoR helpdesk for a quote which we give on a case-by-case basis.

There are no ongoing fees to use EVoR.

## Support available

We provide the following support to approved users of EVoR.

| **Support** | **Description** |
| --- | --- |
| Website | Find more information about [EVoR for businesses](http://www.servicesaustralia.gov.au/evororgs) |
| EVoR helpdesk | The EVoR Helpdesk is available for support from 8:30 am to 5:00 pm AEST, Monday to Friday excluding public holidays.  Phone: **1800 887 774**  Email: [helpdesk.ccs@servicesaustralia.gov.au](mailto:helpdesk.ccs@servicesaustralia.gov.au)  Fax: **1300 727 760** |
| Programme support managers | They provide contract, relationship management and compliance support. |
| User guide | Find the Electronic Verification of Rent user guide in CBOS or get it from the EVoR helpdesk. |

# Privacy of customer information

## We only provide information to a business with the customer’s consent

When we get information about a customer, we must keep the information safe from disclosure to anyone other than:

* the customer
* where the law allows us to provide that information to a third party.

The law gives permission to provide customer information to third parties where the customer authorises us to do so.

For EVoR, we won’t release customer information to a business unless the business does both of these:

* tells the customer what information it will get from us
* obtains the customer’s consent for us to provide it with that information.

The customer can withdraw their consent for us to provide you with their information at any time. If this occurs, you must immediately stop using EVoR for that customer. Failure to do so may result in a breach of the law, which is punishable by imprisonment.

## Where a business needs to give customer information to a third party

There may be situations where you need to provide customer information to a third party. We only permit the second disclosure if your customer gives you either:

* consent to disclose the information to the third party
* acknowledgement that you’ll give the information to that third party.

Where you know that you need to provide information to a third party, you must get the customer’s consent first.

The customer can withdraw their consent at any time. In this case, the business isn’t permitted to disclose that customer’s information to a third party.

## When we give customer information to a business

Once we provide customer information, you become responsible for protecting it from loss or misuse. It is important to know that we aren’t responsible for what you do with the information that we provided.

You must comply with privacy, secrecy and confidentiality laws that apply to customer information you get from us. This includes the following:

* protecting customer information from unauthorised use and disclosure
* not disclosing customer information to any third party without customer consent
* not selling customer information
* storing customer information securely, for example, in a password protected electronic storage system or lockable filing cabinet.

If you fail to comply with the above relevant laws, we may withdraw your access to EVoR. Failure to comply with relevant laws may be punishable by imprisonment.

# Application of the law

Services Australia and employees of businesses are subject to the Social Security (Administration) Act 1999 (Admin Act). The Admin Act prohibits the unauthorised disclosure of information protected under it.

This means we’ll not release customer information to you without the consent of the customer.

Unauthorised disclosure or access of information protected under the Admin Act is a punishable offence. Punishment can be imprisonment for a term not exceeding 2 years.

Your employees should be aware of their obligations under the Admin Act when dealing with customer information. They should also be aware of the potential consequences of failing to comply with the Act.

Similarly, most businesses will be subject to the Privacy Act 1988. It restricts the collection, use and disclosure of customers’ personal information. If the Commonwealth law doesn’t apply, a state or territory privacy law may apply to your business.

It is important that your business identifies which laws apply to you. You can only collect, use, disclose and store customer information or protected information in accordance with those laws.

You must ensure all your employees and contractors are aware of all legal obligations. They mustn’t engage in, or authorise any act or practice that would breach any of those laws.

Your business is responsible for understanding and complying with the laws that regulate it.

The following table shows what Commonwealth laws apply to customer information after we provide it to a business.

| **Business entity** | **Secrecy provisions in the Admin. Act apply to a customer’s protected information and Customer Reference Number** | **Privacy Act applies to a customer’s personal information, Customer Reference Number and government related identifier** |
| --- | --- | --- |
| Commonwealth agencies | Yes | Yes |
| Organisations – businesses earning in excess of $3m in a financial year, (see s6C Privacy Act) | Yes | Yes |
| State and territory agencies | Yes | No |
| Small businesses – businesses earning less than $3m in a financial year, see 6D Privacy Act. | Yes | No |

# Special rules for Customer Reference Numbers (CRNs)

CRNs are the unique identifier assigned by us to each customer. You mustn’t do any of these:

* use the CRN for any purpose other than conducting business with us
* adopt the CRN as an identifier for the customer
* disclose the CRN to any third party except where permitted by law.

# Organisations with an annual turnover of more than $3 million

We approve your EVoR application under the Privacy Act and associated regulations if your business:

* has an annual turnover of more than $3 million
* is an organisation for the purposes of the Privacy Act
* is subject to the Australian Privacy Principles contained in that Act.

This process satisfies the Privacy Act requirements where we intend to use a CRN to disclose information to approved businesses. This includes when we disclose details of an individual’s entitlements or accommodation data.

If applicable, we’ll arrange for businesses with an annual turnover of more than $3 million to be prescribed under the Privacy Act and associated regulations.

Read more on the [Office of the Australian Information Commissioner](http://www.oaic.gov.au) website.

# Customer consent

You have a legal obligation to get customer consent before you use EVoR. Customer consent allows for you to collect, use and disclose accommodation data through the EVoR service.

We use customer consent in situations where we collect, use and disclose information. We must comply with the requirements in the Privacy Act 1988.

Customer consent is voluntary. Customers may withdraw their consent at any time without having to give any reason to you or us. You must keep accurate records of the customer’s instructions.

It is mandatory to obtain customer consent before accessing any customer information via EVoR. Failure to get customer consent may result in us withdrawing your approval to use EVoR.

You can collect customer consent for EVoR in any of these ways:

* in writing
* verbally
* electronically.

You’ll need to provide us with a copy of your customer consent before we approve you to use EVoR. The customer consent must clearly state what the customer consents to, including authorising all of these:

* what personal information you’ll collect
* how you’ll use it
* us providing that information to you
* the disclosure to and use of customer information by other specified parties, if applicable.

You are responsible for all of the following:

* ensuring you have customer consent before submitting rent verification information
* confirming the identity of the customer before getting customer consent
* getting written permission from us before significantly altering in any way or developing your own customer consent
* storing consent records securely for a minimum of 2 years from the date the customer stops being your customer, in a form that we can audit
* creating a customer consent record for verbal and electronic consent.

#### Confirming the identity of the customer

The identification process must use information provided by the customer. You can't simply ask a customer to verify information. For example, you mustn’t give a customer pre-populated consent records to sign.

## Standard customer consent wording

We specify the minimum content for customer consent records below in sections [14.2](#_Standard_consent_words), [14.3](#_Additional_wording_if) and [14.4](#_Toc100694267).

#### Written consent

Use the standard consent wording to create a consent form for getting the customer’s written consent. The customer can complete and sign the form to show they give their consent.

#### Verbal consent

Use the standard consent wording for getting the customer’s verbal consent. You need to do all of these:

* read the script to the customer and get the customer’s verbal agreement
* create the consent record at the same time you get consent from the customer. This must include the words used to get consent.

The consent record containing the verbal consent must include all of these:

* the date, time and location that you got the consent
* the method of consent, for example over the phone or in person
* the name of the staff member of your business getting the consent
* the method you used to confirm the identity of the customer.

If a customer gives the consent verbally the consent record may be:

* a written record setting out the details of the consent given
* an audio recording
* a mix of audio and written records.

#### Electronic consent

Use the standard consent wording to create a record for getting the customer’s consent electronically. This includes customer consent you get in online applications and workflows, or processes using digital and electronic signatures.

You need to:

* be able to easily extract a consent record from your system, or store it in the customer’s file
* include a date stamp or date of online completion for the consent record. You may also need to include the customer’s email address, IP address or portal user name depending on how you collected the consent
* be able to verify that the customer has satisfied identity checks prior to obtaining consent for that customer
* give us screenshots of your electronic consent record. We’ll need these prior to approval to use EVoR to ensure it meets all our requirements
* include the wording set out at section [14.3](#_Additional_wording_if) if a customer signs the consent record using a digital or electronic signature.

## Standard consent words

I <customer name> authorise:

* the < business and/or subcontractor> to collect and use my current and future accommodation information, and
* provide it to Services Australia for reassessment of my eligibility for Commonwealth Rent Assistance.

I understand that:

* the information <business> collects, uses and provides to Services Australia may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent, individual rent, and relationship status.
* every time <business> provides information to Services Australia, I will be advised in writing.
* I must contact Services Australia myself if:

1. I change my address
2. my relationship status changes
3. I start or stop sharing my accommodation with someone else
4. I purchase or sell any real estate.

* this consent, once I sign it, is effective for the services indicated and only for the period that I am a customer of <business>.
* consent for EVoR, which is ongoing, may be withdrawn by me at any time by giving notice to <business> or Services Australia.
* the <business> will maintain a record of my consent for a minimum of 2 years from the date I stop being a customer of the business.
* if I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying Services Australia of all future changes to my accommodation circumstances.
* I can visit the [Services Australia](http://www.servicesaustralia.gov.au) website for more information.

Signature:

Date:

## Additional wording if a customer signs a consent record electronically

If a customer signs a consent record electronically, you must also include this wording:

* I confirm that the electronic signature in this consent represents my signature.
* I consent to signing the form electronically and I confirm that my signature is legally binding.

## Additional wording if disclosing customer information to a third party

If you are disclosing customer information to a third party, you must also include this wording:

* I understand that <business and/or subcontractor> will disclose my accommodation details to <third party name> for the purposes of <add reason>.

## Storage and retrieval of consent forms

During audits or reviews, you must retrieve any consent records we ask for and provide them to us for checking. You must store customer consent records in the following way:

* securely, to prevent loss or unauthorised access or use
* for a minimum of 2 years from the date the customer ceases to be your customer
* in a manner that is readily retrievable
* in a form that we can be audit or review.

When a customer signs a consent record electronically, it must have an auditable trail of your receipt of the consent. This applies to submissions made by email or electronically.

# Customer representative

A customer representative is a person the customer or the law authorise to represent the customer or manage their affairs. Customer representatives can include Centrelink nominees, authorised representatives, and powers of attorney.

You must confirm the legal authority of any person claiming to be a customer representative. Make sure you have confirmation before that person takes any action on behalf of the customer. You must also be able to prove the person’s authority if requested by the customer or us.

# Audits and reviews

Audits and reviews are checks conducted by us to ensure you are doing all of these:

* continuing to satisfy the criteria for approval
* complying with the EVoR policy, the EVoR terms and any conditions of approval
* maintaining suitability to access EVoR.

We may initiate audits and reviews as a response to:

* customer complaints
* information we get from regulatory bodies
* other sources that indicate an audit or review may be necessary.

We may share our findings, including information about the officers of a business, with appropriate regulatory and government bodies.

## Audit and review process

We’ll advise you in writing of:

* the audit or review
* the documents you need to provide access to.

An audit or review may check a range of items and issues relating to your compliance with your obligations under:

* the EVoR policy
* the EVoR terms
* any additional conditions.

This includes all of the following:

* your operational processes, practices and procedures
* the completeness or accuracy of your records
* your compliance with confidentiality, privacy, intellectual property and security obligations
* your compliance with any compliance plan
* any other matters reasonably determined by us to be relevant to the performance of, or compliance with, your EVoR obligations.

We’ll check all of the following:

* systems, training and procedures you stated in the business application when applying for EVoR are in place
* you have customer consent in an approved format before making an enquiry
* you notified us immediately when user access was no longer required when staff left or changed roles
* users have unique logons and passwords and aren’t sharing them
* you retain customer consent for 2 years from the date the customer stops being a customer of your business
* you retain customer consent in a form that we can audit
* you maintain customer consent records in an efficient, secure filing system and are easily retrievable on request.

All of the above applies to both:

* audits and reviews
* follow up audits and reviews.

You must cooperate fully and at your own cost with any audit or review.

At any time during an audit or review, we may suspend your access to EVoR. We’ll advise you in writing of the following:

* we have suspended access to the service
* the date the suspension takes effect.

At the end of the audit or review, we’ll advise you in writing if we remove the suspension.

## What you need to provide

We may conduct audits and reviews by the following:

* visiting your premises
* requiring you to send us documents and information
* applying a mixture of both.

For the audit or review, we’ll advise you of the:

* time you have to provide the documents
* place where you must deliver the documents
* format you need to provide the documents in.

The type of information we may need for an audit or review relating to EVoR includes all of these:

* material we have provided to your business
* customer consent records
* protected information
* documentation and records, however stored, in your possession or under your control directly relating to EVoR
* other material relevant to EVoR.

## Outcomes of audit or review activities

We’ll notify you, in writing, of the outcomes of an audit or review and any concerns we identified.

There are 3 possible outcomes from an audit or review process. You:

* are compliant with the policy, terms and any additional conditions
* have committed a breach of the policy, terms and any additional conditions that you must remedy
* have committed a breach to the policy, terms and any additional conditions that you cannot remedy.

# Process for compliant outcomes

We’ll notify you in writing that we didn’t identify any breaches of the policy, terms or additional conditions.

# Process for remedial breaches

If we conclude you have committed a remedial breach of the policy, terms and any additional conditions, we’ll issue a remedy notice. The remedy notice will need you to remedy the breach within a specified period. At the end of the specified period, we may conduct a follow up audit or review. We may attach conditions to your approval to use EVoR.

Where we identify you committed a remedial breach and you have already remedied it, we may attach conditions to your approval to use EVoR.

If you disagree with the findings of an audit or review, you may ask us to reconsider the findings. You must provide more information that supports your request for reconsideration. A review officer will consider your request.

## Process for breaches you aren’t able to remedy

If we conclude you have committed a breach of the policy, terms and any additional conditions we may withdraw your approval to use EVoR. This is where the breach is either not appropriate or, in our opinion, is not possible to remedy.

If we withdraw your approval to use EVoR, you may ask us to review the decision. You must make a request to review a decision in writing.

You must submit the request within 10 business days of when we notified you of the decision. The request must include the reasons for seeking the review, and information and evidence to support the review.

# Compliance plan

A compliance plan specifies the processes and procedures you’ll adopt to ensure you are compliant with EVoR.

You may need to develop a compliance plan if a remedial breach of the policy, terms or any additional conditions occurs.

Your compliance plan must incorporate any reasonable requirements we request.

# Provide feedback or submit a complaint

We welcome feedback on the operation of EVoR.

Where a customer has complaints about the action of a business in relation to EVoR, we’ll investigate. We may undertake a review or refer the details to relevant regulatory bodies.

If the complaint relates to breaches of the EVoR policy or terms, we’ll investigate the matter and take necessary action.

If you have a complaint about our actions or the operation of the EVoR service, [make the complaint](https://www.servicesaustralia.gov.au/complaints-and-feedback?context=26266) to us.