

Fact sheet

May 2010

Income Confirmation Scheme

The Income Confirmation Scheme (ICS) allows Housing NSW clients who receive a Centrelink income to provide consent to have their income details sent to Housing NSW electronically.

How do clients join the scheme?

Simply fill out the *ICS Consent Authority* form, available from any local Housing NSW office or our website www.housing.nsw.gov.au, complete it and return it to your local Housing NSW office.

What information does Centrelink send to Housing NSW?

Centrelink will provide us with:

- the type of Centrelink payment(s) you receive
- other income you receive including: maintenance, overseas pension, wages (casual or part time), investment income, property or other payments
- the date your payment(s) started
- the amount you receive for each payment
- whether you are receiving the maximum payment
- any deductions made from your payment.

Is my privacy protected?

Yes. Housing NSW has a legal obligation to ensure your personal information is protected. The ICS information provided by Centrelink will be stored securely and confidentially. Only Housing NSW staff will see your income information.

Can I stop the Information Confirmation Scheme?

Yes. The ICS is voluntary and you can withdraw from the scheme at any time. You will need to contact your local Housing NSW office and ask to withdraw from the scheme. You can do this either in writing or in person at the local office.

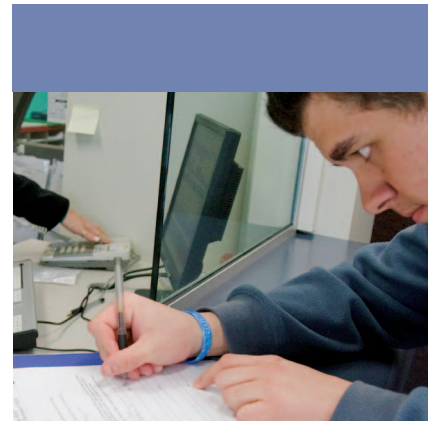
Important Note:

If you withdraw from ICS, you will need to supply Housing NSW with a Centrelink Income Statement each time we need to verify your income details. This means you will need to go to your Centrelink office, request the Statement, and then take the Statement to your local Housing NSW office. This can be a very time-consuming activity for you. So please think carefully before you withdraw from the scheme.

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office or
- call 1300 HOUSING (1300 468 746) or
- go to the Housing NSW website www.housing.nsw.gov.au



It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية الجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450