



## Business Case for using Centrelink Confirmation eServices with Chintaro software

### Objective

This document is intended to serve as the business case that Centrelink sometimes ask new users of its Income Confirmation Service to provide.

### Background

In 2012 MDB Consulting worked with Junction and Women's Housing to develop functionality in its software product Chintaro, to take advantage of Centrelink's Income Confirmation Service. Centrelink provided MDB with a spec (Chapter 32 – IC XML Interface Spec – v8.2 (13<sup>th</sup> March 2012)). MDB then added functionality to Chintaro to provide the XML request file and import the XML confirmation file.

This process was successful, and Junction and Women's Housing began using Chintaro and Centrelink Confirmation eServices to maintain correct incomes for their clients.

The functionality was subsequently released as part of Chintaro, and more Chintaro users began taking advantage of it. From time to time, Centrelink has asked new users registering to participate in a testing regime. Previously, MDB has recommended to its users to advise Centrelink that they are using Chintaro, and the testing process was already conducted. They have also been advised to give Junction and Women's housing as a reference, and Junction and Women's Housing have been happy to act as a reference site.

### Current Situation

Chintaro has over 150 users across Australia, and MDB recommends to all users that they take advantage of the Income Confirmation Service. Chintaro's supporting documentation and training materials encourage this use.

Recently we surveyed our users to find out which of our Clients are using the service and so far, have received affirmative replies from approximately 20 Organisations. These replies can be provided to Centrelink if necessary, but MDB would rather not publish Chintaro user names unnecessarily.

Each of these organisations use the same version of Chintaro, and are using exactly the same function as each other. It is hoped that testing of the end to end process is not required for all future users – all of whom are not for profit organisations and have limited time and resources to devote to a testing process.

### For more information

Please email [support@chintaro.com.au](mailto:support@chintaro.com.au) or call MDB on 03 9111 2656.

