



Eftsure Process

Home Stretch WA Housing Allowance Applications

Process for a business/organisation

Step 1

The Home Stretch WA service provider or Department of Communities representative will contact you directly to request information, including your ABN, email address and mobile number.

Step 2

You will receive an email inviting you to register as a new supplier. The invite will have the subject: Western Australia Department of Communities: Payee Onboarding Invitation and include a direct link to create an online Eftsure vendor account.

The person who receives the invite will need to register and provide the following:

- ABN
- Business/company name
- Address
- Email
- Mobile number
- Bank account details (BSB, account name and number)

Step 3

You will have two options to validate your details on the correct page:

- a) Select your financial institution from the dropdown list and follow the prompts to log in to your bank through the system.

Or

- b) Log into Eftsure and manually enter the BSB, account number and account name. You will be requested to upload certain documents to confirm correct details have been entered.



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Step 4

You will receive a call from an Eftsure team member (usually within 48 hours) to check your information.

You will receive a confirmation email once your details are verified.

Please note:

- Each invite or onboarded record will have a reference number generated. This number will be cited by a representative from Eftsure if they call to verify details.
- Supporting bank account documents will be required, for example, a deposit slip or letter from the bank. These must be uploaded when requested on the appropriate page.
- An SMS containing a code will be sent to the mobile number supplied for the invite at the end of the process.
- Eftsure generally send an invitation reminder at least three times over three days before the status on the record will change to “awaiting customer assistance”. Not responding to the invite during this period may result in delayed payment.
- When a representative from Eftsure calls to verify the information, they will ask you for the business/company ABN and banking information in full. Eftsure will usually begin by stating the three (3) last digits of the bank account number before requesting the full bank account number. The numbers you receive from this call will be WA/SA/NT 08 6388 0080 and 08 6219 8254.

If you miss a call verification from Eftsure and wish to return the call, you can phone 1300 985 976 or email urgentverifications@eftsure.com.au.

If contact is via email, you will need to attach supporting documentation where possible. Noting it is format sensitive, with the best format for documentation being PDF.

It is the responsibility of the vendor to ensure details are verified and correct. You can update your details at any time by logging into the Eftsure portal or by asking your Department of Communities representative to send you through an Eftsure change request.



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Process for an individual

The Home Stretch WA service provider will support you directly as a part of the Housing Allowance application process to complete all sections required for the Eftsure supplier-verification process. You will need to provide the following details:

- Bank account name
- Address
- Email
- Mobile number
- Bank account details (BSB and account number)
- Snapshot of banking details inclusive of the vendor's name, BSB number and account number.

A Statement by Supplier form will also need to be completed. The service provider will help you to complete this.

If there are any issues with the registration, you will receive a call from an Eftsure team member (usually within 48 hours) to check your information. The numbers you receive from this call will be WA/SA/NT 08 6388 0080 and 08 6219 8254.

More information

To find out more about the verification process, please visit the Eftsure website.

- **Web:** <https://eftsure.com/en-au/supplier-information/>

For technical support:

- **Phone:** 1300 985 976

For more information about supplier management:

- **Email:** vendors@communities.wa.gov.au