



Australian Government



Centrepay deductions

Pay your bills the easy way

Centrepay is a free direct bill paying service available to customers who receive a Centrelink payment. Contact Centrelink if you would like a copy of the Centrepay brochure or visit the website at www.centrelink.gov.au

☎ You can arrange for your deductions to be started, changed or cancelled over the phone.

Simply contact Centrelink who will process your deduction request and assist you with any questions you have concerning Centrepay. Please call your normal Centrelink payment number:

Newstart/Employment Services	13 2850	Age Pension/Retirement Services	13 2300
Family/Parenting Payment	13 6150	Youth and Student Services	13 2490
Disability, Sickness and Carer Services	13 2717	ABSTUDY	13 2317

NOTE: Calls to '13' numbers can be made from anywhere in Australia for the cost of a local call. Calls from public pay phones or mobile phones will be charged at a higher rate. For more information in a language other than English call Centrelink on **13 1202**.

✉ You can arrange for your deductions to be started, changed or cancelled by completing and returning this form to Centrelink.

Please use the reply paid envelope provided or address a stamped envelope to:

Centrepay
GPO Box 689
HOBART TAS 7001

This form **cannot** be used for government housing authority deductions.

PART A — Your details *(MUST be completed)*

Centrelink Customer Reference Number (CRN)	Family name	Given name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	Telephone number we can contact you on during the day	
<input type="text"/>	<input type="text"/>	

PART B — Type of request *(For more than one deduction a separate form needs to be completed)*

- Do you want to:**
- 1. START** a new deduction **You must complete PARTs C, D and G**
 - 2. CHANGE** a current deduction **You must complete PARTs C, E and G**
 - 3. CANCEL** a current deduction **You must complete PARTs C, F and G**

Do not attach any bills to the Centrepay form.

PART C — Service provider's details *(MUST be completed to start or change a deduction)*

Service provider's name	Service provider's Centrepay Reference Number NOTE: You will need to get the Centrepay Reference Number from the service provider you are making payments to. This number always starts with 555. If unsure please contact your service provider.
<input type="text"/>	
Service provider's address	5 5 5 <input type="text"/>
<input type="text"/>	Your account number with the service provider
Postcode	<input type="text"/>
Service provider's phone no.	Type of bill (e.g. private rent, electricity, gas, water)
<input type="text"/>	<input type="text"/>

NOTE: For **TELSTRA** deductions — you **must** provide your **account number** (above) **AND** your **bill number** (below)

☎ TELSTRA deductions only	Telstra bill number
NOTE: If your bill number starts with T311 you cannot use Centrepay. Please contact Telstra about your billing arrangements.	<input type="text"/>

PART D — to START a new deduction**From which Centrelink payment do you want the deduction to be taken?**

e.g. Pension, Newstart Allowance, Family Tax Benefit.

What amount do you want deducted each fortnight?

The minimum amount for most Centrepay deductions is \$10 per fortnight.

If unsure ask your service provider what their minimum deduction amount is.

\$ **Which payday do you want the deductions to start from?**Your next available payday **OR**

future payday

 / / **Do you want to specify a target amount?**

Regular deductions will be made until the target amount is reached or this Centrepay deduction is cancelled.

No Yes ▶ Target amount\$ ▶ **Now go to PART G****PART E — to CHANGE your current deduction****CHANGE your current deduction amount**

Start payday

 / /

New deduction amount

\$

End payday

 / /

You have the option to change a deduction amount for a temporary period by providing an end payday.

Your deduction will revert back to your regular amount on the payday after the end payday nominated has been reached.

NOTE: The period you specify can only be for a **maximum of 13 weeks.****SUSPEND your current deduction amount temporarily**

You have the option to stop your regular amount for a temporary period.

Your deduction will restart on the payday after the end payday nominated has been reached.

Start payday

 / /

End payday

 / / **NOTE:** The period you specify can only be for a **maximum of 13 weeks.****CHANGE your current TARGET AMOUNT for deductions**

Deductions will continue until the amount has been reached, or less than \$2 remains. Centrelink will send you a letter to let you know your target amount has been reached and your deductions will stop.

New target amount

\$ **Do you want to change your deduction amount?**No Yes ▶ New deduction amount\$ ▶ **Now go to PART G****PART F — to CANCEL your current deduction****From which payday do you want the cancellation to take effect?**Your next payday **OR** / / **PART G — Authorisation – please read and sign the statement (MUST be completed)****I authorise Centrelink to:**

- make the nominated deduction.
- change or suspend the nominated deduction from my current Centrelink payment directly to the service provider stated on this form.

I give permission for:

- the information provided on this form to be given to the relevant service provider stated on this form.
- the service provider I have nominated on this form to provide my correct account or billing number to Centrelink if required.

I understand that:

- if I transfer to another eligible Centrelink payment in the future that my deductions will continue.
- it is my choice to have this amount deducted from my Centrelink payments, and I can change my Centrepay deduction at any time.
- if I stop using the service provider but do not stop my Centrepay deduction, the service provider may instruct Centrelink to stop the deduction.

Your signature

Date

 / / **Privacy**

Your personal information is protected by law. Centrelink may give your information to the service provider that you have nominated for the purpose of:

- checking your account number and the amount you want to pay; and
- reconciling your payment deduction details.

Limited personal information may be used to conduct customer surveys run by Centrelink, its client departments or by research organisations on their behalf (see factsheet *Customer Research and You*). Centrelink can give your information to someone else in special circumstances where Commonwealth legislation allows or requires or where you give permission. You can get more information from the factsheet *Your Right to Privacy*.