

centrelink

Centrepay is a free direct bill paying service available to customers who receive a Centrelink payment.

To arrange your deduction, choose one of the following options:

- go online humanservices.gov.au/centrepay to register and to find our more information.
- fax the completed form to **1300 766 412**.
- complete this form and return it to us in the reply paid envelope provided or post to:

Centrepay Services
Reply Paid 7813
CANBERRA BC ACT 2610

- call us on your usual payment number:

ABSTUDY	1800 132 317
Disability and Carers	132 717
Employment Services	132 850
Families	136 150
Seniors	132 300
Youth and Students	132 490

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

To speak to us in languages other than English, call **131 202**.

This form **cannot** be used for:

- government housing authority deductions. Contact your local housing authority to start deductions, **and**
- court fine deductions (except Tasmania). Contact the relevant Court Administration Office to start a new deduction.

Please use black or blue pen.

Note: Do not attach any bills to this Centrepay form.

PART A — Your details

Family name

Given name(s)

Your date of birth

 / /

Phone number

 ()

Your Centrelink Reference Number

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PART B — Type of request

(For more than one deduction a separate form needs to be completed)

Do you want to:

- START** a new deduction You must complete **PARTS C, D and G**
- CHANGE** a current deduction You must complete **PARTS C, E and G**
- CANCEL** a current deduction You must complete **PARTS C, F and G**

PART C — Service provider's details

(MUST be completed to start, change or cancel a deduction)

Service provider's name

Service provider's address

Service provider's phone number

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 you are not sure, contact your service provider.

Your **account number** with the service provider

Reason for payment (e.g. gas, electricity, water, private rent)

PART D — to START a new deduction

From which payment do you want the deduction to be taken (e.g. Pension, Newstart Allowance)?

Indicate how often this deduction will be made:

Tick ONE only

One off payment For a target amount Fortnightly

What amount do you want deducted?

The minimum amount for most deductions is \$10 per fortnight. You should check with your service provider to find out what amount you should be paying.

\$ One off payment Fortnightly

Which payment date do you want the deductions to start from?

Your next available payment date **OR** A future payment date

Do you want to specify a target amount?

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

No Yes Target amount

\$ **Go to PART G**



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PART E — to CHANGE your current deduction

CHANGE your current deduction permanently by providing a start payment date, the amount and the Centrelink payment type.

Start payment date New deduction amount
 \$

Payment type

Change your current deduction temporarily by also providing an end payment date. Your deduction will revert back to your regular amount after the end payment date nominated has been reached.

Note: The temporary period you specify can only be for a **maximum of 13 weeks**.

End payment date

SUSPEND your current deduction temporarily

You have the option to suspend your regular deduction for a temporary period. Your deduction will restart after the end payment date nominated has been reached.

Note: The period you specify can only be for a **maximum of 13 weeks**.

Start payment date End payment date

CHANGE your current TARGET AMOUNT for deductions

We will send you a letter to let you know your target amount has been reached or less than \$2 remains and your deductions will stop.

New target amount \$

Do you want to change your deduction amount?

No Yes **▶ New deduction amount**
\$

▶ Go to PART G

PART F — to CANCEL your current deduction

Note: Before cancelling your deduction, check the outstanding balance with the service provider.

From which payment date do you want the cancellation to take effect?

Your next available payment date **OR** A future payment date

PART G — Authorisation – read, sign and date the statement (*MUST be completed*)

I authorise the Australian Government Department of Human Services to make the nominated deduction and pay the amount to the service provider (or as they direct).

I give permission for:

- the information provided on this form to be given by Human Services to the service provider (or their agent).
- the service provider I have nominated on this form to provide my correct account or billing number to Human Services if required.

I understand that:

- if I have a current Centrepay deduction and I lodge a new claim, that the existing deduction(s) will not be carried over to the new payment.
- if I have a current Centrepay deduction and 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 Human Services to stop the deduction.
- if I change service providers, I may also need to advise Human Services to stop my previous deduction.
- when a payment has been made to a service provider after my deduction Authority has been cancelled or suspended, Human Services may be able to assist me to recover the Centrepay deduction.
- Human Services may be able to assist me in recovering unauthorised Centrepay deductions that have been paid to a service provider.

Your signature

 Date

IMPORTANT INFORMATION

Privacy and your personal information

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected for a Social Security, Family Assistance, Medicare, Child Support and CRS purpose, depending on the service or payment concerned. This information may be required by law or collected voluntarily when you apply for services or payments.

Your information is used for the assessment and administration of payments and services and may also be used within Human Services, or disclosed to other parties or agencies, where you have provided consent or it is required or authorised by law.

Human Services may give your information to the service provider you have nominated for the purpose of:

- checking your account number and amount you want to pay
- reconciling your payment deduction amounts.

You can get more information about privacy by going to our website humanservices.gov.au/privacy or requesting a copy of the full privacy policy at one of our Service Centres.