



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.



**You can arrange your deductions online, using Centrelink Online Services.**

Visit [www.centrelink.gov.au](http://www.centrelink.gov.au) to register and to find out more information about Centrepay.



**You can arrange your deductions over the phone.**

Simply call 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	<b>13 2850</b>	Age Pension/Retirement Services	<b>13 2300</b>
Family/Parenting Payment	<b>13 6150</b>	Youth and Student Services	<b>13 2490</b>
Disability, Sickness and Carer Services	<b>13 2717</b>	ABSTUDY	<b>13 2317</b>

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



**You can arrange your deductions by faxing the completed form to 1300 766 412.**



**You can arrange your deductions 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

Family name		Given name(s)	
<input type="text"/>		<input type="text"/>	
Your date of birth	Phone number	Your Customer Reference Number	
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> ( <input type="text"/> ) <input type="text"/>	<input type="text"/> - <input type="text"/> - <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**

**Note:** Do not attach any bills to the Centrepay form.

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

Service provider's name

Service provider's address  
  
 Postcode

Service provider's phone no.

### 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.

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Your **account number** with the service provider

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Type of bill (e.g. private rent, electricity, gas, water)

Your MPES account number can be found on your MPES Debtor Statement.

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

### **TELSTRA deductions only**

**NOTE:** If your bill number starts with T311 you cannot use Centrepay. Please contact Telstra about your billing arrangements.

Telstra bill number

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

Your next available  OR

A future payment date

Do you want to specify a target amount?

No

Yes



Target amount

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

▶ Now go to PART G

## 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.

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.**

**SUSPEND your current deduction temporarily**

You have the option to suspend your regular deduction for a temporary period.

Start payment date

End payment date

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.**

**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 payment date do you want the cancellation to take effect?

Your next available  OR

A future payment date

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

I authorise Centrelink to:

- make the nominated deduction.

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.
- if I change service providers, I may also need to advise Centrelink to stop my previous deduction.

You must now sign and date this form.

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
- reconciling your payment deduction details.

Limited personal information may be used to conduct customer surveys run by Centrelink, its policy 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*.