

Centrepay deductions

Paying your bills through Centrelink.

Centrepay - a voluntary direct deduction service

Use this form if you would like us to transfer money out of your Centrelink payments and pay your bills directly. Also use this form to change or cancel existing Centrepay deductions.

You can change or cancel existing Centrepay deductions by using this form or by phone.

How Centrepay works

Centrelink can transfer money directly from your Centrelink payments to pay some of your bills. This service is known as **Centrepay** and it is provided at **no cost to you**.

This service is completely voluntary.

The amount of money you specify is transferred from your Centrelink payments, pensions or allowances (e.g. Newstart Allowance, Family/Parenting Payment) to pay for bills such as private rent, community housing payment, court fines, education fees, home care services, land rates, utilities such as electricity, gas and water.

Check with Centrelink or the organisation you wish to pay, to see if your bills can be paid this way. Deduction payments can only be made to organisations which are currently registered with Centrepay.

NOTE: If you have claimed a Centrelink payment but have not yet been paid, wait until you receive a payment, or letter that confirms your payment, before you submit this form.

Some good reasons to use the Centrepay direct deduction service

- Centrepay will deduct payments automatically.
- You may commence, change or stop your Centrepay deduction(s) at any time.
- You may save time by not having to queue to pay bills in person.
- You can save money on postage, phone calls, travel costs, cheque or bank fees.
- It is designed to provide you with a 'hassle-free' option for paying some of your bills.
- It may help you budget by spreading your payments evenly over time.
- You can tailor deductions to suit your personal circumstances.

What you need to do

If you would like to have money transferred from your Centrelink payment to pay your bills, you need to:

- Check with Centrelink that the organisation you want to pay is registered for Centrepay;
- Fill out, **sign and date** this form in blue or black pen;
- Take this form to a Centrelink office or the organisation you wish to pay or post it in the reply paid envelope to:

GPO Box 9802
In Your Capital City

What happens then?

- Your completed form will be processed and a letter will be sent to you to confirm the details of your requested deduction(s).
- Centrelink will transfer the amount of money you advise directly out of your Centrelink payment and pay it to the organisation you have nominated. Payment will be made to the nominated organisation on the same day you receive your Centrelink payment.

NOTE: Centrepay may not be able to deduct the full amount as requested if:

- your payment is reduced because of income or earnings;
- you are making other Centrelink compulsory payments such as breach payments or repaying an overpayment.

If this happens, **you** will need to arrange with the organisation to pay any difference.

Keep these Notes for your information.

Deduction Limits

- The minimum amount for any regular Centrepay deduction is **\$10**, except for **Telstra** where the minimum deduction is **\$20**.
- You can use all of your rent assistance for deductions.
- You can have up to 60% of your basic benefit deducted.
- If you are paying an overpayment, or other compulsory deduction, they will be considered in the calculation of the 60% limit.
- You can choose the order your deductions are made.

If the deduction amount is in excess of what is owed to the service provider, these monies will be held as a credit to offset future amounts owing.

Also, in some circumstances, you may be able to have more than 60% of your maximum basic payment deducted. We will discuss this with you if your deduction request exceeds these limits.

Important

- **You do not have to pay a fee for this service.**
- A fee for this service is charged to the organisation to which we send your deduction. *The fee must not be charged to you* by the organisation. If you believe this is occurring contact Centrelink.
- If you have more than one Centrepay deduction you can choose the priority of payment of your deductions. Centrelink can help you with this.
- If you advise of a new address in question 2 we will update our records.
- If you live in an indigenous community, an Indigenous Administration Officer has the authority to cancel your deductions if you cannot be contacted. If this happens a letter will be sent to your last known address to advise you that your deductions have been cancelled.
- If you nominate a target amount in question 11 we will make deductions until that amount is reached or less than \$2 of the target remains. We will advise you in writing when this occurs.

Tailored Deductions - optional

PART D (questions 11-15)

Centrepay deductions can be tailored or individualised to suit your needs. For example:

- You can nominate a 'Target amount' such as \$350 for a TAFE fee. If you nominate a target amount we will make your deductions until that amount is reached (or less than \$2 of the target amount remains). We will advise you in writing when this occurs.
- You can raise or reduce your deduction amount.
- You can suspend your deductions in the future for up to 13 weeks.
- You can nominate a date in the future to end your deductions.

You can tailor your deductions in various combinations of these options.

Privacy and personal information

What happens to the information you provide?

Personal information is protected by law.

Centrelink will use this information to transfer money out of your Centrelink payment(s) to pay your nominated account (bill) directly or to change/cancel existing Centrepay deductions.

Who else can get this information?

Centrelink may give your information to the person or organisation 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'.

Enquiries - Centrepay direct deduction services

If you have any questions about Centrepay direct deduction services - contact Centrelink:

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

Information on payment rates is also available on the Centrelink website at: www.centrelink.gov.au

For more information in languages other than English call Centrelink on **13 1202**.

NOTE: Calls to 13 numbers cost 25 cents from anywhere within Australia. Calls to 1800 numbers are free of charge. Calls from public pay phones or mobile phones will be charged at a higher rate.

Centrepay deductions

PART A

Personal details

This section must be completed

Please use a blue or black pen

1 Your details

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Other <input type="text"/>
Family name	<input type="text"/>				
Given name(s)	<input type="text"/>				
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>				
Your Centrelink Customer Reference Number (CRN)	<input type="text"/>				

2 Your address details

Your home address	<input type="text"/>	
	<input type="text"/>	
	Postcode	
	<small>(ADS)</small>	
If this is the first time you have advised Centrelink of this address please give the date you moved to this address	<input type="text"/> / <input type="text"/> / <input type="text"/>	
Your postal address (If the same as your home address write 'as above')	<input type="text"/>	
	<input type="text"/>	
	Postcode	
Your telephone number	<input type="text"/> (<input type="text"/>)	
Is this a silent number?	No <input type="checkbox"/>	Yes <input type="checkbox"/> <small>(TDS)</small>

PART B

Organisation details

This section must be completed

NOTE: For more than 2 deductions you will need to fill in another application and attach it to this form.

3 Name, address and phone number of the organisation to be paid

e.g. real estate agent, community organisation, electricity, gas or water company(s).

	Deduction 1	Deduction 2
Name	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode	Postcode
Telephone	<input type="text"/> (<input type="text"/>)	<input type="text"/> (<input type="text"/>)

4 Organisation's Centrepay Reference Number (CRN) (if known)

5 Type of bill

e.g. private rent, community housing payment, electricity, gas, water, telecommunications.

PART B *continued* • **Organisation details**

	Deduction 1	Deduction 2
<p>6 Your own account number with the organisation (if applicable) e.g. your electricity account or tenancy number (not a bank account number). Telstra customers: You must provide both your account number and billing number.</p>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>Bill number for Telstra customers. If your Bill number starts with T311 you cannot use Centrepay. Please contact Telstra about your billing arrangements.</p> <div style="border: 1px solid black; padding: 2px;">T</div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>Bill number for Telstra customers. If your Bill number starts with T311 you cannot use Centrepay. Please contact Telstra about your billing arrangements.</p> <div style="border: 1px solid black; padding: 2px;">T</div>
<p>7 Type of request Tick one box per deduction.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>For Centrelink's information purposes could you please tick the box which best describes the reason you are cancelling your Centrepay deduction.</p> </div>	<p>New <input type="checkbox"/> ▶ Go to PART C Change <input type="checkbox"/> ▶ Go to PART C Cancel <input type="checkbox"/></p> <p>Please tick the box which best describes your reason</p> <p>No longer using the organisation <input type="checkbox"/> Dissatisfied with the organisation <input type="checkbox"/> Dissatisfied with Centrepay <input type="checkbox"/> Other (please provide comments) <input type="checkbox"/></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>▶ Go to PART E</p>	<p>New <input type="checkbox"/> ▶ Go to PART C Change <input type="checkbox"/> ▶ Go to PART C Cancel <input type="checkbox"/></p> <p>Please tick the box which best describes your reason</p> <p>No longer using the organisation <input type="checkbox"/> Dissatisfied with the organisation <input type="checkbox"/> Dissatisfied with Centrepay <input type="checkbox"/> Other (please provide comments) <input type="checkbox"/></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>▶ Go to PART E</p>

PART C**Deduction details**

Must be completed to start or change a deduction.

NOTE: Any existing deductions you have are treated as the highest priority. Deduction 1 is higher than deduction 2.

	Deduction 1	Deduction 2
<p>8 From which Centrelink payment do you want the deduction to start? e.g. Age Pension, Parenting Payment, Newstart Allowance or Family Tax Benefit.</p>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
<p>9 Amount to be deducted from your Centrelink payment? For more information please read the notes entitled 'Deduction Limits'.</p>	<div style="border: 1px solid black; padding: 2px;">\$</div> <p>Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/></p>	<div style="border: 1px solid black; padding: 2px;">\$</div> <p>Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/></p>
<p>10 Date deductions to start from Please tell us when to start your deductions. It can be from your next available payday or up to 8 weeks in the future.</p>	<p>Deductions to start from:</p> <p>Next payday <input type="checkbox"/></p> <p>OR</p> <p>Date in future <input style="width: 100px;" type="text"/> / <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/></p>	<p>Deductions to start from:</p> <p>Next payday <input type="checkbox"/></p> <p>OR</p> <p>Date in future <input style="width: 100px;" type="text"/> / <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/></p>

(SFD)

If you wish to tailor your Centrepay deduction please complete the questions you require in PART D, otherwise proceed directly to PART E.

PART D**Tailored deductions – optional**

Any or all of questions 11–15 may be completed to suit your needs.

	Deduction 1	Deduction 2
<p>11 Target amount</p> <p>Regular deductions will be made by Centrepay until the total (target) amount is reached (or less than \$2 remains). You will be notified in writing when the deduction ceases.</p>	Target \$ <input type="text"/>	Target \$ <input type="text"/> (STD)
<p>12 Change deduction amount permanently</p> <p>You have the option to change your deduction amount on a specified date. This can start up to 12 months in the future. For more information please read the notes entitled 'Deduction Limits'.</p>	Start date <input type="text"/> / <input type="text"/> / <input type="text"/> Amount \$ <input type="text"/> Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/>	Start date <input type="text"/> / <input type="text"/> / <input type="text"/> Amount \$ <input type="text"/> Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/> (CAF)
<p>13 Change deduction amount for a specified period</p> <p>You have the option to change your deduction amount temporarily for a specified period. The specified period can be for a maximum of 13 weeks. This can start up to 12 months in the future. For more information please read the notes entitled 'Deduction Limits'.</p>	Start date <input type="text"/> / <input type="text"/> / <input type="text"/> End date <input type="text"/> / <input type="text"/> / <input type="text"/> Amount \$ <input type="text"/> Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/>	Start date <input type="text"/> / <input type="text"/> / <input type="text"/> End date <input type="text"/> / <input type="text"/> / <input type="text"/> Amount \$ <input type="text"/> Per fortnight <input type="checkbox"/> Per week <input type="checkbox"/> (SPC)
<p>14 Suspend deduction amount temporarily</p> <p>You have the option to suspend a deduction amount temporarily. The suspension period can be for a maximum of 13 weeks. This can start up to 12 months in the future.</p>	Suspension period: Start date <input type="text"/> / <input type="text"/> / <input type="text"/> End date <input type="text"/> / <input type="text"/> / <input type="text"/>	Start date <input type="text"/> / <input type="text"/> / <input type="text"/> End date <input type="text"/> / <input type="text"/> / <input type="text"/> (SUS)
<p>15 End date</p> <p>If you specify an end date, your deduction will stop on that date. This can be up to 12 months in the future.</p>	End date <input type="text"/> / <input type="text"/> / <input type="text"/>	End date <input type="text"/> / <input type="text"/> / <input type="text"/> (EDC)

PART E**Authorisation****This section must be completed****NOTE: This form cannot be processed unless it is signed in pen.****I authorise Centrelink to:**

- make the nominated deduction(s);
- change deduction(s);
- cancel deduction(s);

from my current Centrelink payment directly to the organisation(s), stated on this form (I understand that if I transfer to another eligible Centrelink payment in the future that my deductions will continue).

I give permission for:

- the information provided on this form to be given to the relevant organisation(s) stated on this form;
- the person or organisation I have nominated on this form to provide my correct account or billing number to Centrelink if required.

I understand that:

- it is my choice to have amount(s) deducted from my Centrelink payments, and I can change or withdraw my Centrepay deduction at any time;
- if I stop using an organisations services but do not stop my Centrepay deduction, the organisation may instruct Centrelink to stop the deduction.

Your signature


Date

 / /
Centrelink will send you a letter to confirm the details of your requested deduction(s).**Office Use Only****Checklist**

Is customer's payment eligible? No Yes

Is TPO(s) registered with Centrelink? No Yes

Has customer prioritised deductions? No Yes

Centrepay Calculation

A Fortnightly eligible payment	\$ <input type="text"/>	x 6/10 =	\$ <input type="text"/>	A
B Rent Assistance/Remote Area Allowance		=	\$ <input type="text"/>	B
C Mandatory deductions		=	\$ <input type="text"/>	C
D Maximum amount (A+B-C) for Centrepay (amount must be over \$10, or \$20 for Telstra)		=	\$ <input type="text"/>	D

Deduction request approved? No Yes

Action required:

Customer is eligible for 60% limit override Customer has received advice regarding the consequences of 60% override.

Approval for override must be by a Manager, Team Leader or Social Worker and be documented.

Signature

Logon ID

Position

Verification stamp

Signature of Centrelink Officer

Checked by

Date

 / /
Date deductions to commence/change
 / /