Australian Government
Department of Human Services

centrelink

Centrepay the easy way to pay your bills®

Centrepay is a free direct bill paying service available to customers who receive an Australian Government Department of Human Services Centrelink payment, family assistance payment or Parental Leave Pay.

Note: If you use this form for family assistance lump sum payments or Parental Leave Pay provided by us, you MUST lodge this form with your completed claim OR before your family assistance lump sum payment has been made.

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

- go online **humanservices.gov.au/centrepay** to register and to find out more information.
- 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**.

- fax the completed form to **1300 766 412**.
- lodge your form online. To access online services or to find out how to register, go to **humanservices.gov.au/submitdocumentsonline**
- complete this form and return it to us in the reply paid envelope provided or post to:

Department of Human Services
Centrepay Services
Reply Paid 7813
CANBERRA BC ACT 2610

This form **cannot** be used for:

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

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

PART B — Type of request

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

If 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**

PART C — Service provider's details

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

Service provider's name

KEYSBOROUGH PRIMARY SCHOOL

Service provider's address

33 COOMOORA ROAD

SPRINGVALE SOUTH Postcode 3172

Service provider's phone number

(03) 9798 4764

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.

5 5 5 - 1 1 1 - 2 3 4 - C

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, Family Tax Benefit or Parental Leave Pay)?

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**

CLK0SA325 1407

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: You are about to cancel your Centrepay deduction. Make sure you have other arrangements in place if required. If you would like to start this deduction again in the future, a new Centrepay request will need to be submitted.

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 I have 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 my deduction has a target amount and the final deduction is set to pay less than $2, my second last deduction will be increased by up to $2 to cover the final amount.
- 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.
- if my deduction is for rent, any updates I make to my Centrepay deduction for rent will not automatically update my rent assistance. I will need to contact Human Services and update this separately.

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 by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at **humanservices.gov.au/privacy** or by requesting a copy from the department.