



Centrepay is a voluntary bill-paying service which is free for Centrepay Customers. Use Centrepay to arrange regular deduction(s) from your Centrelink payment(s).

You can use Centrepay to pay bills and ongoing expenses like accommodation, education and employment, health, financial products, legal and professional services, utilities, travel and transport, as well as other household costs.

The quickest way to start, change, suspend or cancel a deduction at any time is through your Centrelink online account. If you cannot access your account, you can use this form.

To set up or change a deduction you can:

- use your Centrelink online account via myGov
- lodge your form online. To access online services or find out how to register, go to **humanservices.gov.au/submitdocumentsonline**
- complete this form and return it to us, post to:

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

- fax the completed form to **1300 766 412**.

To find out more information, go online

**humanservices.gov.au/centrepay**

This form **cannot** be used by Centrelink customers to commence or change deductions for:

- government housing authority deductions. Contact your local housing authority to start deductions, **or**
- court fines or infringement payments. Contact the relevant court or infringement office in your State or Territory to start deductions.

**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 — Business details

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

Business name

Business address

Postcode

Business phone number

### Business Centrelink Reference Number

**Note:** You will need to get the Centrelink Reference Number from the Business you are making payments to. This number always starts with 555.

Your **account number** with the Business (if provided by the Business)

Reason for deduction (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. Age 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 the Business to find out what amount you should be paying.

Each fortnight ☐

**OR**

One payment only ☐

### Which payment date do you want the deduction(s) to start from?

Your next available payment date ☐

**OR**

A future payment date  
(up to 8 weeks in advance)



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### Do you want to specify a target amount or end date?

Your deduction will stop if it is cancelled or if you reach a target amount or end date.

No, just continue it until cancelled ☐ Target amount  
**OR**  
Yes, stop at target amount ☐ \$   
**OR**  
End date  
Yes, stop at end date ☐  /  /

► Go to PART G

### PART E — to CHANGE your current deduction, target amount or temporarily SUSPEND your current deduction

#### CHANGE your current deduction PERMANENTLY

New deduction amount Start date for the change  
\$  each fortnight  /  /   
Centrelink payment type (e.g. Age Pension, Newstart Allowance, Family Tax Benefit or Parental Leave Pay)

**CHANGE your current deduction TEMPORARILY** by providing a new temporary deduction amount and an end payment date. Your deduction will revert back to your regular amount after the end payment date has been reached.

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

Temporary deduction amount End payment date  
\$  each fortnight  /  /

**OR**

#### CHANGE your current TARGET AMOUNT for deductions

New target amount \$

**You can also choose to CHANGE your deduction AMOUNT by providing a new amount.**

New deduction amount \$  each fortnight

**OR**

#### SUSPEND your current deduction TEMPORARILY for up to 13 weeks

You have the option to suspend your deduction(s) for a temporary period. Your deduction(s) will restart after the end suspension date has been reached.

Start suspension date End suspension date  
 /  /   /  /

► 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 what date do you want the deductions to stop?

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 deduction and pay the amount to the Business as I have directed.

#### I give permission for:

- the information I have provided on this form to be given to the Business.
- the Business I have nominated on this form to provide my correct account or billing number to the Department of Human Services if required.

#### I understand that:

- it is my choice to have this amount deducted from my Centrelink payment(s), and I can change my Centrepay deduction(s) at any time.
- if I cancel my Centrepay deduction(s), I am removing my consent for the Business to take further deduction(s) from my payment(s).
- if I stop using the Business but do not stop my Centrepay deduction(s), the Business may instruct the Department of Human Services to stop the deduction(s).
- if I change Businesses, I may also need to advise the Department of Human Services to stop my deduction(s).
- if I have a current Centrepay deduction and I lodge a new claim, then the existing deduction(s) will not carry over to the new claim.
- if I have current Centrepay deduction(s) and I transfer to another Centrelink payment that allows Centrepay, I should confirm that my deduction(s) have been transferred.
- 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 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 the Department of 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](https://humanservices.gov.au/privacy) or by requesting a copy from the department.