



Centrepay - St Mels Primary School is registered for Centrepay through Centrelink. This is a service available to families to arrange deductions from their Centrelink payments to be allocated directly to school fees. Please read the following information from Centrelink if you are considering using this facility.

Information from Centrelink - <https://www.servicesaustralia.gov.au/individuals/services/centrelink/centrepay>



What is Centrepay?

Centrepay is a free bill paying service. Use Centrepay to arrange regular deductions from your Centrelink payment.



You can start, change or stop using Centrepay whenever you like.

You can use it for your regular bills and other ongoing expenses, such as rent, electricity and phone.

You'll need to give us permission to pay your bills using part of your payment.

You tell us:

- who you want to pay
- how much you want to pay them
- which Centrelink payment you want the money to come from.

We take money from your payment before you get it and send it to the businesses you want to pay.

We take out your Centrepay deductions from your Centrelink payment last. Other amounts we'll deduct first are:

- participation penalty amounts and non-payment periods
- weekly payment amount, if you get your payments weekly
- urgent and advance repayment amounts
- debt repayments
- child support payments
- tax deductions
- amounts directed to your Income Management account
- government housing rent deductions as part of the Rent Deduction Scheme.

Why use Centrepay?

Centrepay is voluntary. Customers who choose to use Centrepay benefit from its convenience and security knowing that their bills are under control. Instead of having large bills every month or quarter, your bills are paid in manageable amounts from your payments, making it easier for you to budget.

What bills can I pay with Centrepay?

Using Centrepay, you can pay bills like:

Rent, telephone, electricity, gas and water, education fees, ambulance costs, child care, home care services, no-interest loans, rental of household goods.

Will it cost me anything?

We don't charge you to use Centrepay. We do however charge businesses a fee to accept Centrepay for their bills.

Centrepay businesses can't:

- charge you for using Centrepay or pass our fee on to you.

If you think they've charged you more to cover our fee, talk to them.

If you don't accept their answer:

- call us on your regular payment line or write to our complaints and feedback service.

Is there a minimum payment amount?

Yes, the minimum payment amount for Centrepay deductions is \$10 per fortnight—however, some organisations may require a different minimum amount.

Contact the organisation you want to pay if you are not sure what their minimum amount is.

How do I apply for Centrepay?

You can apply in one of the following ways:

- by asking the business you want to pay, to set it up for you ([Authority form attached](#))
- online using your Centrelink online account through myGov
- using the Express Plus Centrelink mobile app on your mobile device
- at a service centre with help from our staff
- by calling us on your regular payment number.

Once you've agreed to have a Centrepay deduction, we pay the business for you, out of your Centrelink payment. We'll send you a letter telling you we've set up your deduction. You can also check your deduction summary online.

When will It Start?

You can tell us when to start your deduction. This could be either:

- for your next Centrelink payment
- anytime up to 8 weeks in advance.

We'll deduct the money every fortnight. We'll do this on the same day you get your Centrelink payment.

If you tell us to change or start a deduction we'll deduct the money from your next payment. If you tell us within 5 business days before your next payment, it may not start until the following fortnight.

If you have more than 1 deduction, you need to [check the order](#) you asked us to pay them in. We'll pay them in the order we received your requests, unless you ask us to change the order.

What information do I need to provide when applying for Centrepay?

You'll need all of the following details:

- your [Centrelink Customer Reference Number \(CRN\)](#)
- the bill details, such as the account or billing number
- the name of the business you're paying
- the business address and phone number if you have them
- the business's CRN.
- the date of commencement
- the amount to be deducted

To find the business CRN, search [Find a Business](#). Their CRN will always start with 555.

We will send you a letter confirming the details of your deductions. We will pay your deductions to the organisation or person you have nominated on the same day you receive your Centrelink payments.

Can I change my Centrepay deductions?

Yes, you can change, suspend or cancel your deductions at any time online at

humanservices.gov.au/customer/services/centrelink/centrepay or by calling the relevant payment number included in this brochure. Alternatively, you can complete a Centrepay deduction form at one of our Service Centres. We will send you a letter and advise the organisations you are paying of your changes, suspensions or cancellation.

Disclaimer - This information has been sourced from Centrelink website and is current as at February 2020, but may of course change.