



Australian Government



Centrelink deductions

Pay your bills the easy way

Centrelink 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 to register and to find out more information about Centrelink.



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:

**Centrelink Services
Reply Paid 7813
CANBERRA BC ACT 2610**



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 Centrelink.

Please call your normal Centrelink payment number:

Newstart/Employment Services	13 2850
Family/Parenting Payment	13 6150
Disability, Sickness and Carer Services	13 2717
Age Pension/Seniors Services	13 2300
Youth and Student Services	13 2490
ABSTUDY	13 2317

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**.

This form **cannot** be used for government housing authority deductions. Contact your local housing authority to start deductions.

Please use black or blue pen.

PART A — Your details

Family name

Given name(s)

Your date of birth

Phone number

Your Customer Reference Number

PART B — Type of request

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

Do you want to:

- START** a new deduction You must complete **PARTS C, D and G**
- CHANGE** a current deduction You must complete **PARTS C, E and G**
- CANCEL** a current deduction You must complete **PARTS C, F and G**

Note: Do not attach any bills to the Centrelink 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 number

Service provider's Centrelink Reference Number

Note: You will need to get the Centrelink Reference Number from the service provider you are making payments to. This number always starts with 555. If you are not sure, contact your service provider.

Your **account number** with the service provider

Reason for bill/service payment (e.g. household goods, gas, electricity, water, private rent)

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

TELSTRA bill payments only



Note: If your bill number starts with T311 you cannot use Centrelink. Contact Telstra about your billing arrangements.

Telstra bill number



CLK0SA325 1102

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 you are not sure, 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

payment date

Do you want to specify a target amount?

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

No

Yes Target amount

▶ 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

▶ 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

payment date

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

I authorise Centrelink to:

- make the nominated deduction and pay the amount to the service provider (or as they direct).

I give permission for:

- the information provided on this form to be given by Centrelink 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 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.

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 (refer to the factsheet titled *Market research and you* for more information). 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 titled *Your Right to Privacy*.