



**Australian Government**  
**Department of Human Services**

# Centrepay

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A free and voluntary service to pay bills and expenses as regular deductions from your Centrelink payments.

## You need to know

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### About

Centrepay is a free voluntary bill paying service. Deductions come directly from your Centrelink payments and can be used to pay many types of bills, such as child care, electricity bills, rent or school.

### Controlling your deductions

You can start, change or cancel deductions at any time, to meet your needs. There are several options for setting the period of time deductions can be made. These details are available on the Centrepay website.

### You are not charged

We don't charge you to set up, change or stop payments through Centrepay.

We charge the approved Businesses a fee to accept Centrepay payments. Businesses are not allowed to charge you for using Centrepay. If you think this fee has been passed on, talk to the Business. If you aren't satisfied with their response, [contact us](#).

### Website

See website for details

<https://www.humanservices.gov.au/customer/services/centrelink/centrepay>

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# Using the service

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## Setting up deductions

Setting up Centrepay deductions is easy.

You can plan and set up Centrepay deductions 8 weeks before they start.

The minimum deduction is \$10 per fortnight, and they're made on the same day you get your Centrelink payment.

Deductions cannot start without your permission, which can be given in a number of ways.

To set up and give your permission for Centrepay deductions you can:

- use your Centrelink online account through [myGov](#)
- complete our [Centrepay the easy way to pay your bills form](#)
- visit your nearest service centre and get help from one of our staff
- phone us, or
- contact the Business directly

### Information you need

When setting up Centrepay deductions, you'll need:

- your Centrelink Customer Reference Number (CRN)
- **Silverton Primary School's CRN 555 123 879S**, and
- the details of the bill you're paying. Your Family Code at school, available from the School office.

You'll also need to decide:

- the regular deduction amount to come from your Centrelink payments each fortnight
- which Centrelink payment your deductions will come from
- a start date for the deduction
- if you want to have an end date or set a target amount for deductions to stop. If you set an end date, it can't be more than 52 weeks after the start date

When you start using Centrepay, we will always notify you of the details of your deduction. We recommend you regularly check your deductions online to make sure your arrangements are correct.

Read our step by step instructions to [add a new Centrepay deduction using your Centrelink online account](#).

# Resources

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## Policy and terms

Read the Centrepay Policy and Terms to understand:

- how you give permission for deductions to start
- which bills Centrepay can be used to pay
- the requirements and obligations of Businesses approved to use Centrepay as a payment option for their customers
- our responses to Businesses not complying with the policy

## Your personal information

We may need to give your information to the Business you've nominated. This is to:

- check your account number and the amount you want to pay
- reconcile your payment deduction details

Read more about how we collect and use your information and your right to [privacy](#).

We may also use some of your personal information for customer surveys run by us or by research organisations on our behalf. Read more about how we use [market research](#).

## Complaints and feedback

We value your feedback. Making a complaint, giving a compliment or offering a suggestion can help us improve our service.

Read more about how to tell us what you think with our [complaints and feedback options](#).

## Silverton Primary School

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