Australian Government
Services Australia

centrelink

Centrepay deduction authority

When to use this form

Use this form if you are a Centrelink customer and want to give consent to a Centrepay approved business to:

- start a Centrepay deduction
- change an existing deduction.

About Centrepay

Centrepay is a free, voluntary service that allows you to pay your bills and other expenses through regular deductions from your Centrelink payments to Centrepay approved businesses.

Centrepay automatically deducts your specified amount from your Centrelink payment before you receive it and transfers it to the Centrepay approved business.

For more information, go to **servicesaustralia.gov.au/centrepay**

Who should fill in this form

This form **can** be completed by you or your customer representative.

This form **cannot** be completed by a Centrepay approved business on your behalf.

Other help available

Financial Information Service (FIS) Officers

Centrelink has Financial Information Service (FIS) Officers who can help you understand your financial options. FIS Officers can:

- help you understand how Centrepay can assist you with budgeting and managing your money
- provide you with resources to help you with your financial matters
- refer you to other free services or financial counsellors.

You can contact a FIS Officer by calling your regular Centrelink payment line. When asked why you are calling, say 'Financial Information Service'.

For more information, go to **servicesuastralia.gov.au/fis**

Financial counselling

If you need help or advice completing this form, you can contact your local financial counselling service.

Financial counselling is a free, confidential and independent service offered by not-for-profit community organisations. Never pay for financial counselling. Businesses that charge fees for this are debt consolidation and refinancing companies.

National Debt Helpline – 1800 007 007

Call Monday to Friday, 9:30 am to 4:30 pm. When you call, you will be transferred to a free service in your state.

For more information, go to **ndh.org.au**

Mob Strong Debt Helpline – 1800 808 488

Call Monday to Friday, 9:30 am to 4:30 pm. This is a free financial counselling (and legal advice) service for Aboriginal and Torres Strait Islander peoples from anywhere in Australia.

For more information, go to **mobstrong.org.au**

For more information

For more information about Centrepay, including other ways you can start, change or cancel Centrepay deductions:

- go to **servicesaustralia.gov.au/centrepay**
- refer to the **Centrepay customer deduction guide**
- call your regular payment line
- visit a service centre.



Information in your language

To speak to us in your language, call **131 202**.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Clear

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Centrepay deduction authority (SA501)

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to **servicesaustralia.gov.au/formhelp**

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ☐ ***Go to 1*** skip to the question number shown.

Part A – Your (customer) details

1 Customer Reference Number (if known)

2 Your name

Family name

First given name

Second given name

3 Your date of birth (DD MM YYYY)

Part B – Customer representative details

A person authorised in writing by the customer, or by law to act on their behalf.

4 Are you completing this form as a representative for the customer?

No ☐ ***Go to 6***

Yes ☐ *Go to next question*

5 **Representative details**

Family name

Given name(s)

Date of birth (DD MM YYYY)

Part C – Business details

Details of the Centrepay approved business you want to pay.

6 Business name

Business Centrelink Reference Number (if known)

5 5 5

Part D – Deduction details

7 Would you like to:

add a Centrepay deduction ☐

change an existing Centrepay deduction ☐

8 When would you like the deductions to start?

If you select 'A future payment' the start date will be from your next available payment date after the date you indicate below.

Next available payment ☐

A future payment ☐ Date (DD MM YYYY)

9 Which Centrelink payment would you like the deduction to be taken from?

10 How much do you want to pay per fortnight?

The minimum amount is $10 per fortnight.

$

11 Your account or reference number with the business, to help allocate your deductions (if known)

CLK0SA501 2508

12 **Read** this before answering the following question.

This form can only be used for one deduction arrangement. A separate **Centrepay authority deduction (SA501)** form needs to be completed for each deduction requested.

What type of service will your deduction be used for?

You can **only choose one** service from the list below.

If your deduction is for one of the services below:
- your deduction **can be ongoing**
- you may choose to add an end date or target amount.

If your address and/or accommodation details are not up to date or change, you must contact Centrelink. These changes could affect your payments.

Tick one only

- Electricity ☐
- General community housing ☐
- Gas ☐
- Water ☐
- Real estate and property agents ☐
- Council services ☐
- Telecommunications ☐
- Supported accommodation ☐
- Short-term accommodation ☐
- Caravan parks fees ☐
- Boarding houses ☐
- Private landlords ☐
- Insurance services ☐
- Special interest loans ☐

Go to 13

If your deduction is for one of the services below, your deduction **must have a target amount**.

- Court fines ☐
- Infringements ☐
- No interest loans ☐
- Medical services and equipment ☐
- Food provision for remote areas ☐
- Transport services ☐
- Community group loans ☐
- Legal services ☐
- Ambulance services ☐
- General community housing loans ☐

Go to 14

If your deduction is for one of the services below, your deduction **must have an end date**.

- Education expenses ☐
- Disability and community services ☐
- Child care services ☐
- Homecare and trade services ☐
- School meals program ☐

Go to 15

13 Is this deduction to be ongoing?

Ongoing deductions are only allowed for utilities, accommodation, special interest loans and insurance policies. Deductions will be ongoing unless cancelled or suspended by you or the business.

No ☐ To add a target amount ▶ *Go to next question*
or
To add an end date ▶ ***Go to 15***

Yes ☐ ▶ ***Go to 16***

14 Is this deduction to stop at a target amount?

Deductions will continue until the target amount is reached or this Centrepay deduction is suspended or cancelled by you or the business.

The final deduction will increase by up to $2 to cover any remaining amounts of less than $2.

No ☐ ▶ *Go to next question*

Yes ☐ ▶ What is the target amount?

$ _____ ▶ ***Go to 16***

15 Is this deduction to stop at an end date?

Deductions will continue until the end date is reached or this Centrepay deduction is suspended or cancelled before the end date by you or the business.

No ☐ ▶ *Go to next question*

Yes ☐ ▶ When is the deduction to end?

__ __ / __ __ / __ __ __ __ (DD MM YYYY)

Part E – Privacy notice

16 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to Services Australia and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We share your payment details with the Centrepay approved business so they can:

- check your account number
- check the deduction amount
- check your account balance
- keep track of your payments.

We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to **servicesaustralia.gov.au/privacypolicy**

Part F – Declaration and consent of customer or representative

17 **I authorise** Services Australia to make deductions from my Centrelink payment and pay the Centrepay approved business I have named at question 6.

I declare that the business named at question 6, has:

- provided me with a copy of the **Centrepay customer deduction guide**
- given me other options for how to pay
- advised me that using Centrepay is my own choice and I can change, suspend or cancel the deduction at any time and how to do that
- advised me where I can find more information about Centrepay
- advised me that I have the right to have positive balances in my account paid directly to me on demand
- advised me, I can reduce or cancel this deduction as required.

I declare that:

- I have read, understood and agree to the **Privacy and your personal information** notice at **Part E**.

I agree to notify the business within 2 weeks if my contact details change.

I consent to:

- the Centrepay approved business I have named at question 6, providing my correct account or reference number to Services Australia if required
- Services Australia and the business using and sharing my personal information on this deduction authority with each other for the purpose of administering this Centrepay deduction arrangement including for monitoring of the business performance and compliance with **Centrepay: Terms of Use**
- Services Australia giving the business named at question 6 my bank account details (where my Centrelink payments are paid) if:
  - I am entitled to a refund from the business and the business has told Services Australia it has been unable to contact me to arrange the refund and asks Services Australia for help in getting the refund to me.

Continued

I understand that:

- if the service I have selected at question 12 does not match the service provided by the Centrepay approved business, they will change it to a service the business is approved to use.
- if I transfer to another eligible Centrelink payment in the future, my deduction request will continue
- if I stop using the services of the Centrepay approved business named at question 6, I must check with Centrelink to make sure my deduction is cancelled
- giving false or misleading information is a serious offence.

Customer or representative signature

On completion of this form, print and sign by hand

Date (DD MM YYYY)

Returning this form

Check that all required questions are answered and that the form is signed and dated.

Return this form to the Centrepay approved business named at question 6.

Do not return this form to Services Australia.

Part G – Declaration of Centrepay approved business

This section is to be completed by the approved Centrepay business.

18 Business name

By lodging this form, **the staff member on behalf of the business declares that** they have taken all reasonable steps to make sure the customer (or their representative) have:

- been informed of their rights regarding Centrepay deductions as outlined in **Part B** of the **Centrepay: Terms of Use**
- completed this form voluntarily without the business pre-filling any sections for them
- provided complete and correct information
- understood the information provided to them and the arrangements outlined in this form
- proven their identity to satisfactorily establish their authority and consent to enter into a deduction arrangement with the business as outlined in **Part B** of the **Centrepay: Terms of Use**.

Declares that:

- this form will be stored securely for the applicable retention period as outlined in **Part B** of the **Centrepay: Terms of Use**
- the business has a process to manage incorrect payments as outlined in **Part C** of the **Centrepay: Terms of Use.**

Acknowledges that:

- the details in this form comply with any conditions applicable under its Centrepay contract, including any conditions set out in its approval letter
- lodging forms that do not meet **Part B** of the **Centrepay: Terms of Use** is a breach of its Centrepay contract that could result in suspension, termination or financial liability
- Services Australia may undertake compliance activities to confirm the accuracy and authenticity of deduction authority forms. This may include contacting the customer to verify details.

Identifier of staff member declaring the above

Date (DD MM YYYY)

When lodging this deduction authority in the Centrelink electronic system, did you need to change a response provided at question 11 and/or question 12?

No ☐

Yes ☐ ▶ Give details of what was changed and why