

Use this form if you are a Centrelink customer and want to give consent to Community Housing Limited Group of Companies (CHL) to start a Centrepay deduction or change an existing deduction using Centrelink's Centrepay system. After completing and signing this form, return it to your local CHL office. For further help or locations of your local office visit [chl.org.au/contact/](http://chl.org.au/contact/) or phone 1300 245 468.

## What is 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 [www.servicesaustralia.gov.au/centrepay](http://www.servicesaustralia.gov.au/centrepay)

- This form can be completed by you or your customer representative.
- This form **cannot** be completed by a Centrepay approved business on your behalf.

Part A – Your (customer) details	
Centrelink CRN:	
Family name:	
Given name/s:	
Date of birth:	
Phone number:	
Part B – Customer Representative Details (optional) <i>A person authorised in writing by the customer, or by law to act on their behalf.</i>	
Family name:	
Given name/s:	
Date of birth:	
Part C – Service Provider Details	
Service provider:	
CRN (Business ID):	
Part D – Deduction Details	
Would you like to:	
<input type="checkbox"/> add a Centrepay deduction	
<input type="checkbox"/> change an existing Centrepay deduction <i>(only complete the sections you want to change)</i>	
When do you want the deductions to start?	<input type="checkbox"/> Your next available payment date <b>OR</b> <input type="checkbox"/> A future payment date:        /        / <i>If you select 'A future payment' the start date will be from your next available payment date after the date you indicated.</i>
Deduction to be taken from:	Payment Type (e.g. Pension, Family Tax Benefit)
Total amount to be deducted per fortnight:	\$ <i>The minimum amount is \$10 per fortnight.</i>

## Reason for Deduction and Payments

Rent (GCH)	<input type="checkbox"/> ongoing: \$	<b>OR</b>	<input type="checkbox"/> target amount: \$
Water (WAT)	<input type="checkbox"/> ongoing: \$	<b>OR</b>	<input type="checkbox"/> target amount: \$
Maintenance (CGR)	<input type="checkbox"/> ongoing: \$	<b>OR</b>	<input type="checkbox"/> target amount: \$

## End date

Rent (GCH)	<input type="checkbox"/> No	<input type="checkbox"/> Yes:	/	/
Water (WAT)	<input type="checkbox"/> No	<input type="checkbox"/> Yes:	/	/
Maintenance (CGR)	<input type="checkbox"/> No	<input type="checkbox"/> Yes:	/	/

*Ongoing deductions will continue unless cancelled or suspended by you or CHL.  
Target amount and/or end date deductions will continue until the target amount or end date is reached or this CentrePAY deduction is suspended or cancelled before the end date by your or CHL. The final deduction will increase by up to \$2 to cover any remaining amounts of less than \$2.*

## Former rent arrears debt (optional)

If you are a returning customer and have a former rent arrears debt, an agreed affordable amount can be set up in addition to the new rent amount.

Consent given:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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As a current customer of CHL, I request that an additional deduction of \$\_\_\_\_\_ (being for rental arrears) continue until \_\_\_\_/\_\_\_\_/\_\_\_\_ (end date) is reached. The amount will then reduce to my agreed ongoing rental deduction.

## Part E – Privacy and your personal information

The privacy and security of your personal information is important to Services Australia and CHL and is protected by law. CHL collects this information so we can share with Services Australia in order to process and manage your applications and payments, and provide services to you. Information on this form is shared between Services Australia and CHL in order to:

- 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, visit <https://chl.org.au/privacy-policy> or CHL on 1300 245 468 for a copy of our privacy policy or go to [www.servicesaustralia.gov.au/privacypolicy](http://www.servicesaustralia.gov.au/privacypolicy)

## Part F – Declaration and consent of customer or representative

I authorise Services Australia to make deductions from my Centrelink payment and pay CHL.

I declare that CHL, 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.

## Part F – Declaration and consent of customer or representative

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

I consent to:

- CHL 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 CHL 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.

I understand that:

- if the service I have selected in Part D 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 CHL, I must check with Centrelink to make sure my deduction is cancelled
- giving false or misleading information is a serious offence.

Signature:

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Date:

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## Part G – Declaration of Centrepay approved business

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.

Business name:

Community Housing Limited Group of Companies

Employee name:

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Date:

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If you would like to complete a fillable PDF version of this form you can access it on our website [www.chl.org.au](http://www.chl.org.au). You will need to print to sign the form before returning to CHL.



# Centrepay for Customers

Centrepay is a free, voluntary service that allows you to pay your rent and other expenses through regular deductions from your Centrelink payments to CHL as an approved business. Centrepay automatically deducts your specified amount from your Centrelink payment before you receive it and transfers it to CHL.

## Making payments to CHL

- You can pay your rent by bank transfer, direct debit, or through Centrelink using Centrepay.
- You can set up a Centrepay deduction yourself, or ask CHL to help you arrange it.
- To start Centrepay, you'll need to complete a *Centrepay Deduction Authority Form*. CHL will then lodge the request with Services Australia.
- Centrepay is your choice. You can change, pause or cancel your deduction at any time, just let us know if you need help.
- We'll give you a copy of the *Centrepay Customer Deduction Guide* when you complete the form.
- You can request a detailed rental statement at any time.
- If your account is in credit, contact us and we'll arrange a refund.
- CHL keeps your deduction authority form for at least 2 years after your last payment under that authority.

## Providing feedback or making a complaint

- If you have a concern about your Centrepay deduction, you have the right to make a complaint. Please provide as much detail as you can so we can look into it properly.
- Please see the following for more information on our website (<https://chl.org.au>):

- Feedback, Complaints and Appeals Policy
- Response Timeframes Information Sheets
- We encourage you to raise concerns with CHL first, but you can also contact your state's external review body (see the *Other Avenues of Review and Appeal* Information Sheet) or Services Australia.
- You can contact Services Australia by:
  - Visiting [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au) and searching "Centrepay feedback and complaints".
  - Calling 1800 132 468.
  - Calling your regular payment line.
  - Visiting a Services Australia service centre.
- Making a complaint will not affect your tenancy with CHL or your ability to use Centrepay.

## Additional information

- Find out more about Centrepay by visiting [www.servicesaustralia.gov.au/centrepay](http://www.servicesaustralia.gov.au/centrepay) or using the above contact methods.
- For other help you can also contact either:
  - The National debt line at [www.ndh.org.au](http://www.ndh.org.au) and search for 'find a financial counsellor'
  - The Attorney General at [www.ag.gov.au](http://www.ag.gov.au) and search for 'legal aid services'.
- If you are experiencing financial hardship, please contact your local CHL office to discuss a suitable payment plan.
- You can also visit:
  - [www.servicesaustralia.gov.au/manage-your-money](http://www.servicesaustralia.gov.au/manage-your-money)
  - [moneysmart.gov.au/managing-debt/financial-hardship](http://moneysmart.gov.au/managing-debt/financial-hardship).



# Centrepay Customer Deduction guide

## About using Centrepay

Using Centrepay is voluntary and your choice, so you must make sure it is working for you.

Centrepay is free for Centrelink customers.

Once you've set up a Centrepay deduction, we take money from your Centrelink payment before you get it. We send the money on your behalf to the business you want to pay.

Approved Centrepay businesses can't charge you a fee to use Centrepay.

A Centrepay business must give you, a detailed account statement showing your payments and purchases if you ask them for it.

## Managing your own Centrepay deductions

You're responsible for managing your Centrepay deductions.

You should regularly check to make sure you're paying the right amount. You can request a Deduction Statement to see how much you've paid and which businesses you've paid using Centrepay.

You can [keep track of your deductions](#) and choose when to start, change or cancel your deductions. You can do this by:

- signing in to your Centrelink account through myGov
- using the Express Plus Centrelink App
- calling us on your regular payment line
- visiting a service centre.

### If your contact details change

Remember to tell Centrepay approved businesses within 2 weeks if your contact details change. This will help a business return any credit back to you.

## Approved Centrepay businesses can set up or change your deductions

You can ask a Centrepay business to set up or increase your deduction for you. You will need to give them your consent before they can do this. They may at any time:

- reduce, cancel or suspend your deduction if your account has credit, or you've ceased using their service
- refund your Centrepay deduction amounts, if you have a credit.

You can give your consent by filling out a Centrepay Deduction Authority form (SA501). You can get a copy from us by going to [servicessaustralia.gov.au](https://servicessaustralia.gov.au) and searching for 'Centrepay Deduction Authority form (SA501)'.

You can also get a copy of the form, from the business.

You can't ask an approved Centrepay business to fill-in the form for you. If you need help filling in your form, go to [www.ndh.org.au](http://www.ndh.org.au) and search for '[find a financial counsellor](#)'.

You can also contact us on [your regular payment line](#) to arrange a deduction.

## Centrepay for court fines or infringements

You may be entitled to other ways to finalise a court fine or infringement. Ask the court or business about your alternative options.

## Alternative ways to pay for goods and services

Before you set up a deduction with a Centrepay approved business, the business must first advise you all the other options for how to pay, such as with a bank card or through BPAY.

## Centrepay complaints and feedback

If you have a complaint or feedback about Centrepay, you can:

go to [servicesaustralia.gov.au](http://servicesaustralia.gov.au) and search for '[Centrepay feedback and complaints](#)'

call our Feedback and Complaints line on 1800 132 468

call us on your regular payment line

visit one of our service centres

For other help you can also contact either:

The National debt line at [www.ndh.org.au](http://www.ndh.org.au) and search for 'find a financial counsellor'

The Attorney General at [www.ag.gov.au](http://www.ag.gov.au) and search for 'legal aid services'.

Making a complaint will not affect your ability to use Centrepay.

## If you are experiencing financial hardship

We have tips and information to help you manage your money at different times of your life.

You can find information at:

[servicesaustralia.gov.au](http://servicesaustralia.gov.au) and searching for '[manage your money](#)'

[moneysmart.gov.au](http://moneysmart.gov.au) and search for '[financial hardship](#)'

## More information about Centrepay

You can get more information about Centrepay by:

going to [servicesaustralia.gov.au/centrepay](http://servicesaustralia.gov.au/centrepay)

calling us on [your regular payment line](#)

visiting a [Service Centre](#).