

# Centrepay Guidance 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.
- If you would like to use Centrepay you can complete a [SA501 Centrepay Deduction Authority Form](#). CHL will then lodge the request with Services Australia on your behalf.
- Centrepay is your choice. You can change, pause or cancel your deduction at any time, just let us know if you need help.
- Please read the [Centrepay Customer Deduction Guide](#).
- Every time your rent changes, you will need to complete a new Centrepay Deduction Authority.
- You must complete a separate form for any water or maintenance payments.
- 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 investigate 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).