



Centrepay

What is Centrepay?

Centrepay—the easy way to pay your bills and expenses. Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment.

What bills can I pay with Centrepay?

You can pay for bills and ongoing expenses like rent, gas, electricity, water and phone, as well as other household costs.

How do I find out if an organisation or person is registered with Centrepay?

You can contact the organisation or person you would like to pay, to find out if they are registered with Centrepay. You can also go to humanservices.gov.au/centrepay to search for the organisation or person you would like to pay.

How do I set up a Centrepay deduction?

- ask the organisation or person you want to pay if they can set up a deduction for you
- online at humanservices.gov.au/onlineservices
- call us on your usual payment line, or
- ask at one of our service centres.

What do I need to set up a Centrepay deduction?

- your Customer Reference Number (CRN)
- information about the organisation or person you want to pay
 - name
 - address and phone number (if available)
 - their Centrelink Reference Number (this number starts with 555)
- your account information, for instance your electricity account or bill number
- the amount you want deducted from your Centrelink payments each fortnight, or the total target amount you want to pay
- the Centrelink payments from which you want the deductions to be paid, and
- the payday that you want the Centrepay deduction to start on.

Set up your Centrepay deduction online today

To set up a Centrepay deduction online you must have an active Centrelink online account.

Log on to your Centrelink online account at humanservices.gov.au/online or through your myGov account.

Once you have logged on to your account:

- select the menu icon in the top left corner of the page
- select the 'Deductions' menu on the left hand side, then select 'View/Add/Change Deductions'
- select the 'Add Centrepay or Tax deduction'
- once you have entered all of the information required, select 'Start Now'
- choose the deduction type you wish to commence and select 'Continue'
- select 'Search for Service Provider'
- enter the reference number of the provider (this number starts with 555)
- all fields with a red asterisk must be completed
- select the provider and select 'Continue'
- optional fields are available if you want to select an end date or a target amount. Deductions will stop when this date or amount is reached
- once all details have been entered select 'Continue'
- you will be presented with a 'Review and Submit' page
- if all details are correct, 'accept the declaration' and select 'Submit'
- you will receive a message confirming your new Centrepay deduction has been added
- check with the organisation that your first Centrepay deduction has been received. You can check your Centrepay deductions online or with an Express Plus app.

While you're online remember to create a myGov account to link your Centrelink online account as well as other government services online.

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