

When to use this form

Use this form if you are a Business that wants to apply to use Centrepay.

Important information



Before completing this application it is important to read the Services Australia Centrepay Policy and Terms.

Go to servicesaustralia.gov.au/centrepaybusiness

For more information

For more information on how to complete and submit this form, go to servicesaustralia.gov.au/organisations/business/forms/sa389

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this Go to 5 skip to the question number shown. You do not need to answer the questions in between.

Information about the Business

1 Has the Business (or any related Businesses) ever been approved for Centrepay or other services provided by the agency?

No Go to next question

Yes What is your current or previous reference number?

- - -

If more than one reference number, provide a separate sheet with details.

2 Has the Business (or any related Businesses) ever applied to use Centrepay or other services provided by the agency and not been approved?

No Go to next question

Yes Give details below

3 Legal name of the Business

Note: Insert the full legal name of the relevant individual (sole trader), company, partnership, trustee of a trust, association, or statutory authority.

A trading name by itself is **NOT** sufficient.

4 Registered Business and (where relevant) Trading name(s) (if different from legal name)

5 Does the Business have an Australian Business Number (ABN)?


No Go to next question

Yes Give details below

Australian Business Number (ABN)


- - -

6 Does the Business provide its goods and/or service(s) to Customers in Australia?

No  The Business will NOT be approved to use Centrepay.

Yes Go to next question

7 Does the Business have a place of Business in Australia?

No  The Business will NOT be approved to use Centrepay.

Yes Go to next question

8 The Business is:

Select one

Company Go to 9

Trustee of a Trust Go to 11

Partnership Go to 12

Individual (sole trader) Go to 13

Unincorporated Association Go to 13
(requires an individual's undertaking at question 45)


Local, state/territory or Australian (Commonwealth) government organisation Go to 13

Incorporated Association Go to 13

Other Give details below

▶ Go to 13

9 Does the Business have an Australian Company Number (ACN)?

No  If the Business is a company and does not have an ACN, it will NOT be approved to use Centrepay.

Yes Give details below

Australian Company Number (ACN)

- -

▶ Go to next question



CLK0SA389 2107

10 What are the names and dates of birth of all the directors?

1 Name of director

Date of birth

2 Name of director

Date of birth

3 Name of director

Date of birth

If more than 3 directors, provide a separate sheet with details.

Go to 13

11 Is the Trustee of a Trust:

an individual Trustee Give details below

Name

Date of birth

Address

State Postcode

If more than 1 trustee, provide a separate sheet with details.

Go to 13

a company Trustee Give details below

Company name

Australian Company Number (ACN)

-
-

1 Name of director

Date of birth

2 Name of director

Date of birth

If more than 2 directors, provide a separate sheet with details.

Go to 13

12 What are the names and dates of birth of all the partners?

If you need more space, provide a separate sheet with details.

13 Physical address of Business

State Postcode

14 Postal address of Business (if different from the physical address)

State Postcode

15 Does the Business have a head office?

No Go to next question

Yes If the head office address is different to the one provided at Question 13, give details below.

Head office address

State Postcode

16 Does the Business have a website?

No Go to next question

Yes Give details below

Website address

Business Activity information

17 What category best describes the goods and/or service(s) the Business provides for which you wish to use Centrepay?

For information about what is included and excluded, refer to the Centrepay Policy and Terms, go to servicesaustralia.gov.au/centrepaybusiness

Select ALL that apply

- Accommodation
- Education and Employment
- Financial Products
- Health
- Household Expenses
- Legal and Professional Services
- Social and Recreational
- Travel and Transport
- Utilities
- Other (give detail below)

.....

.....

.....

.....

.....

.....

.....

18 Give details and describe the specific goods and/or service(s) the Business provides for which you wish to use Centrepay.

.....

.....

.....

.....

.....

.....

.....

If you need more space, provide a separate sheet with details.



If providing a form of credit, lay-by or savings, provide a copy of the terms and conditions, lay-by agreement or savings arrangement.

19 Is the Business a private landlord?

No Go to next question

Yes Give the address(es) of the property or properties the Business will be renting

1 Address of property for rent

.....

.....

.....

.....

State Postcode

2 Address of property for rent

.....

.....

.....

.....

State Postcode

If there are more than 2 rental properties, provide a separate sheet with details.

20 Does the Business provide goods to Customers under consumer leasing arrangements?

Note: This does not include residential tenancy lease arrangements.

No Go to 22

Yes Go to next question

21 What type(s) of consumer leases are offered?

unregulated The Business will NOT be approved to use Centrepay.

regulated Provide a copy of standard lease agreement(s) and terms and conditions.
▶ Go to next question

both regulated and unregulated The Business can only provide regulated consumer leases when using Centrepay.


Provide copy of standard lease agreement(s) and terms and conditions for all types of consumer leases.
▶ Go to next question

22 Does the Business provide a savings programme to its Customers?

No Go to 24

Yes Go to next question

23 Is the Business's savings programme supported by a partnership between a not-for-profit organisation and a financial institution?

No  The Business will NOT be approved to use Centrepay.

Yes Give details of the arrangement including the financial institution name and its Australian Financial Services Licence number.

.....

.....

.....

.....

If you need more space, provide a separate sheet with details.

24 Other than Centrepay, what payment methods does the Business have available for Customers to pay for goods and/or service(s)?

Select ALL that apply

No other payment methods  The Business will NOT be approved to use Centrepay.

- | | |
|---|--|
| BPAY <input type="checkbox"/> | Credit Card <input type="checkbox"/> |
| EFTPOS <input type="checkbox"/> | Cash <input type="checkbox"/> |
| Billpay <input type="checkbox"/> | Bank Direct Debit <input type="checkbox"/> |
| Other <input type="checkbox"/> Give details below | |

.....

.....

25 Read this before answering the following question

In collecting, using or disclosing personal information, you must ensure that your Business is complying with its obligations under the relevant secrecy provisions and the *Privacy Act 1988*. Further, if your Business is disclosing personal information to entities outside Australia, you must ensure that your Business is complying with Australian Privacy Principle 8 in relation to such disclosures.

For further information about privacy and secrecy obligations, see Division 3 of Part 5 of the *Social Security (Administration) Act 1999* and the Australian Privacy Principles in Schedule 1 of the *Privacy Act 1988*.

Do you represent and warrant that the Business complies with all applicable Australian legal requirements including registration, industry regulation, licencing or accreditation?

Not applicable – Go to next question
Private Landlord

No  The Business will NOT be approved to use Centrepay.

Yes Go to next question

26 Does the Business hold any of the following licences or accreditations:

If you hold a licence, provide the licence number.

Australian Credit Licence or authorised credit registration?

No

Yes Australian Credit Licence number

.....

Or

Authorised credit representative registration number

.....



Provide a copy of the written credit representative authorisation from your licensee.

Australian Financial Services Licence?

No

Yes Licence number

.....

Community Store Licence granted under the *Stronger Futures in the Northern Territory Act 2012*?

No

Yes Licence number

.....

Boarding or rooming house accreditation?

No

Yes



Provide a copy of the accreditation.

Any other licences and/or accreditations?

No

Yes Type of Licences/accreditations

.....

.....

.....

Licence number(s)

.....

.....



Provide copies of the accreditations.

27 Has the Business (its Business Representative or any related businesses) had any registrations, licences or accreditations declined, or expired, suspended, terminated and not renewed?

No ▶ Go to next question

Yes ▶ Give details below

A large rectangular area with horizontal dotted lines for providing details.

If you need more space, provide a separate sheet with details.

28 Is the Business part of a franchise?

No ▶ **Go to 30**

Yes ▶ Go to next question

29 Are you the:


Franchisor ▶ Provide the number of franchisee outlets

Franchisee ▶ Provide the name of the franchisor

30 Are you aware of any past or ongoing investigation by a regulatory body about the Business, any of its Business Representatives or related businesses?

No ▶ Go to next question


Yes ▶

 Provide details to this application.
▶ Go to next question


31 Has the Business, any of its Business Representatives or related businesses had any adverse findings made against them following an investigation by any regulatory body or other relevant Commonwealth, state or territory agency?

No ▶ Go to next question

Yes ▶

 Provide details to this application.
▶ Go to next question

32 Do you represent and warrant the Business has adequate administrative arrangements, processes, documentation and systems in place to be able to reasonably participate in Centrepay?

No  The Business will NOT be approved to use Centrepay.

Yes ▶ Go to next question


33 Is your Business insolvent or bankrupt, or entering into a process preparatory to being declared insolvent or bankrupt?

No ▶ Go to next question

Yes 


The Business will NOT be approved to use Centrepay.

34 Do you represent and warrant the Business's terms and contracts with Customers do not contain any provisions that would be inconsistent with unfair contract terms under the Australian Consumer Law?

No  The Business will NOT be approved to use Centrepay.

Yes ▶ Go to next question

35 Does the Business have a complaint handling procedure to resolve Customer complaints?

No  The Business will NOT be approved to use Centrepay.

Yes Give details below

Dotted line grid for providing details.

If you need more space, provide a separate sheet with details.

Method of payment for Centrepay deductions

36 Provide details of the Business's bank account that Centrepay Deductions will be paid into by electronic funds transfer:

Financial Institution

Branch number (BSB)

Account number

Account name

Business Online Services

Centrepay Deduction and Reconciliation Report requirements

37 Indicate how often the Business would like to receive Centrepay deduction and payment reconciliation reports:

Select **ONE** only

Daily

Weekly

Fortnightly

38 In what format would the Business like the report?

Select **ONE** only


HTML

CSV file

39 Read this before answering the following question

You need to provide details of at least one staff member of the Business who will be registered to access the agency's Business Online Services for Centrepay. Logon ID and password details will be provided separately if this Business Application is approved.

Have you completed the *Business Online Services User details* form (SA445)?

No  The Business will NOT be approved to use Centrepay if the *Business Online Services User details* form (SA445) is not completed with at least one of the Business's staff member details.

If you do not have this form, go to

servicesaustralia.gov.au/centrepaybusiness

Yes  Complete and return the *Business Online Services User details* form (SA445).

Business Contacts

40 Authorised Officer(s)

1 Full name

Title/Position

Contact phone number ()

Email

2 Full name

Title/Position

Contact phone number ()

Email

Contact Officer(s)

1 Full name

Title/Position

Contact phone number ()

Email

2 Full name

Title/Position

Contact phone number ()

Email

If you would like to nominate additional Authorised Officers to represent the Business, and/or additional contacts for specific matters, such as system issues or reconciling accounts, provide a separate sheet with their contact details, relationship to the business (e.g. employee) and area(s) of responsibility.

41 Which of the following have you provided with this form?

Where you are asked to supply documents, provide copies.

If you are not sure, check the question. Applications will not be considered for approval until copies of all required documents have been provided.

Copy of terms and conditions for credit, lay-by or savings <i>(required at question 18)</i>	<input type="checkbox"/>
Copies of standard lease agreement(s) and terms and conditions for all types of consumer leases <i>(required at question 21)</i>	<input type="checkbox"/>
Copy of written credit representative authorisation, and/or copies of accreditations <i>(required at question 26)</i>	<input type="checkbox"/>
Details of any investigations <i>(if you answered Yes at question 30)</i>	<input type="checkbox"/>
Details of any adverse findings following an investigation <i>(if you answered Yes at question 31)</i>	<input type="checkbox"/>
A Business Online Service User Details form (SA445) <i>(required at question 39)</i>	<input type="checkbox"/>

Use of information provided in this application

42 You need to read this

By signing this Business Application, the Business acknowledges that the agency may disclose information collected in this Business Application to, or collect information from, regulatory bodies or other State and Commonwealth departments and agencies, credit reference agencies, consumer groups, community or welfare organisations, or law enforcement agencies:

- to assess this application
- to administer, evaluate and monitor the operation of Centrepay in accordance with the Centrepay Policy and Terms, **or**
- on request from regulatory bodies or other local, state/territory or Commonwealth departments and agencies.

The personal information collected about any individual named in this Business Application is protected by the *Privacy Act 1988*, and is collected by the agency for the purposes of assessing this application and, if this application is successful, for the administration of Centrepay.

Your information may be used by the agency or given to other parties for the purposes of research, investigation or where you have agreed or where it is required or authorised by law.

You can get more information about the way in which the agency manages personal information, including our privacy policy, at servicesaustralia.gov.au/privacy or by requesting a copy from the agency.

The agency publishes a list of Businesses that are approved to use Centrepay on its website.

43 Agreement

I/we confirm that:

- all information provided in this Business Application is correct and is not misleading and that no relevant information has been withheld.
- the Business will not pass on the Centrepay transaction fee to Customers.
- the Business will protect Customer information in accordance with our obligations under the relevant secrecy provisions and the *Privacy Act 1988*.
- the Business will obtain consent from the Customer for all Centrepay Deductions.

I/we:

- **undertake to** inform Services Australia if any information provided changes.
- **agree that** the Business (and its Business Representatives) will comply with the Centrepay Framework.

I/we understand that:

- Centrepay is voluntary, and customers can change, vary or cancel Deductions at any time.
- giving false or misleading information to the Commonwealth is a serious criminal offence.

This Business Application must be signed by the person(s) authorised to do so and in accordance with the laws for executing a contract.

Continued

You will only need to complete question 44 or question 45, not both.

Is the Business an unincorporated association?

No **Go to next question**

Yes **Go to 45**

- 44 I warrant that I have authority to make this application and bind the Business to the contractual obligations set out in the Centrepay Policy and Terms.**

Signature of **Authorised Officer**

Print name

Title/
Position

Signature of **witness**

Print name

Date

Signature of **second Authorised Officer** (if applicable)

Print name

Title/
Position

Signature of **witness**

Print name

Date

Unincorporated associations – Individual Undertaking

45 Only complete this question if your Business is an unincorporated association.

Read this before completing this question.

If you enter into an arrangement with the agency as the representative of a Business that is an unincorporated association, you will be accepting contractual responsibility and personal liability for the actions of the Business.

If subsequently circumstances change so that you are no longer in a position to ensure that all of the obligations of the Business are being complied with (for example, you may cease to be a member of the association) you must notify the agency as soon as possible. You will continue to have some ongoing obligations (for example, in relation to records relating to Centrepay during the period of your arrangement).

Should the Business wish to remain approved to use Centrepay, it must arrange for a new representative of the unincorporated association to complete and submit a new Centrepay Business Application form. No Centrepay services can be provided to an unincorporated association if it is not represented by an individual.

Agreement

- I have completed this Centrepay Business Application for
Name of Business

which is an unincorporated association.

- I am entering into an arrangement to use Centrepay in my personal capacity and as a representative of the Business.
- I will, and will ensure the Business (and its Business Representatives) comply with the Centrepay Framework if the Business is approved to use Centrepay, even if membership of the Business changes, I cease to be a member of the Business or the Business becomes insolvent, ceases to trade or is wound up, unless and until I notify Services Australia that I no longer wish to represent the Business in respect of Centrepay.
- I will, if I cease to be a member of the Business or otherwise am no longer able to ensure that the Business (and its Business Representatives) will and does comply with the Centrepay Framework, notify Services Australia as soon as possible.

I understand that:

- I may withdraw from representing the Business at any time by notifying Services Australia that I no longer wish to represent the Business in respect of Centrepay. In those circumstances, the approval for the Business to use Centrepay will be withdrawn.

Signature

Print
name

Title/
Position

Address

State

Postcode

Date

Signature of witness

Print
name

Date