



CENTREPAY – CENTRELINK DEDUCTION INFORMATION OF APPLICATION CHANGES

You can start, change or stop deductions at any time.

For example, you can:

- set a target amount for when they'll stop
- set an end date for them to stop within the next 12 months
- choose which bills we pay first
- change the deduction amount if a bill goes up or down
- change the deduction amount for up to 13 weeks, then go back to the previous deduction amount
- stop deductions for up to 13 weeks, then start them again - for example, you can pause child care deductions if your child isn't in care for a few weeks

While Centrepay lets you manage your payments you still need to meet your [obligations](#) to pay a business.

How to set up a deduction

You can set them up:

- by asking the business you want to pay, to set it up for you
- online using your Centrelink online account through [myGov](#)
- using the Express Plus Centrelink mobile app on your mobile device
- at a [service centre](#) with help from our staff, or
- by [calling us](#) on your regular payment number

Once you have given your consent, we pay the business for you, out of your Centrelink payment. We may send you a letter telling you we have set up your deduction. You can also check online. The lowest amount we can deduct is \$10 per fortnight.

When it will start

You can tell us when to start your deduction. This could be:

- for your next Centrelink payment, or
- anytime up to 8 weeks in advance

We will deduct the money every fortnight. We will do this on the same day you get your Centrelink payment.



If you tell us to change or start a deduction we'll deduct the money from your next payment. If you tell us within 5 business days before your next payment, it may not start until the following fortnight.

If you have more than one deduction, you need to check the order you asked us to pay them in. We'll pay them in the order we received your requests unless you ask us to change the order.

What details do you need

You'll need:

- your [Centrelink Customer Reference Number \(CRN\)](#)
- the bill details, such as the account or billing number
- the name of the business you're paying
- the business address and phone number if you have them
- the business CRN

To find the business CRN, search [Find a Business](#). The business CRN will always start with 555.

What choices you need to make

You must choose:

- how much you want us to deduct each fortnight
- which Centrelink payment you want the deduction to come out of
- the date you want us to make the first deduction
- when you want the deductions to end

You can:

- set an end date - no more than 52 weeks after the start date
- set a target amount of the total amount you need to pay
- leave it open for now

Follow our [step by step guides to Centrepay deductions](#) including cancelling a deduction.

- in the Express Plus Centrelink mobile app, or by contacting the business to update them