

Centrepay



centrelink



Take the hassle out
of paying your bills



Australian Government
Department of Human Services

humanservices.gov.au

What is Centrepay?

Centrepay—the easy way to pay your bills and expenses.

Centrepay is a free and voluntary service to pay bills and expenses as regular deductions from your Centrelink payments.

What bills can I pay with Centrepay?

You'll need to give us permission to pay your bills using part of your payment.

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

You can only use Centrepay for goods and services provided by approved businesses.



How do I find out if a business or person is approved to use Centrepay?

You can search for businesses in your area on our website.

‘Find a business’ is a search tool that lists businesses approved to use Centrepay. Find it under resources at humanservices.gov.au/centrepay

You can also contact a business or person, to find out if they are approved to use Centrepay.

How do I set up a Centrepay deduction?

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

- 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
- by calling us on your regular payment number, or
- by asking the business you want to pay, to set it up for you.

What do I need to set up a Centrepay deduction?

- Your Centrelink customer reference number (CRN)
- the bill details, such as the account or billing number
- the name of the business you’re paying
- their address and phone number if you have them
- their CRN – to find this number use ‘Find a business’; it will always start with 555
- how much you want us to deduct each fortnight
- which Centrelink payment you want it to come out of
- the date you want us to make the first deduction
- when you want deductions to end - you can choose to:
 - set an end date—no more than 52 weeks after the start date
 - set a target amount
 - leave it open for now.

Using your Centrelink online account or your Express Plus Centrelink mobile app

To do your business online, you need a myGov account with your Centrelink online account linked. If you need a myGov account or a Centrelink online account go to

humanservices.gov.au/register



You can set up and check your Centrepay deduction online. Just use your Centrelink online account or Express Plus Centrelink mobile app. You can download the app for free from the App Store or Google Play.

If you need help, use our online guides. Go to **humanservices.gov.au/centrepay** and look under the resources section, or go to **humanservices.gov.au/onlineguides**



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