

This change only affects customers who pay their rent through Centrepay. If you pay by bank deposit or another method, you don't need to do anything.

Services Australia has made changes to Centrelink's Centrepay. Housing Plus is no longer able to automatically increase your payments to us using your previous written or verbal authorisation. You are now responsible for managing your Centrepay deductions to Housing Plus.

WHAT DO I DO NOW?

You can choose to pay by bank deposit or Centrepay.



To Pay by Bank Deposit:

You will need to set this up yourself.

Bank Name: Commonwealth Bank of Australia (CBA)

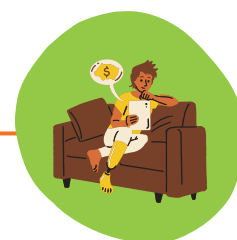
Account Holder Name: Housing Plus

BSB Number: 062587

Account Number: 10693030

Please add your reference number when completing the deposit.

OR



To Pay by CentrePay:

You can set up or vary Centrepay payments yourself or complete the Centrepay Deduction Authority each time you wish Housing Plus to do this for you.

Housing Plus Business Details
(Part C)

Business Name: Housing Plus,
Business Centrelink Reference Number:
555-084-261-T.

Please add your reference number.

You can choose how you set up or change your payment to Housing Plus by using one of the methods below:

- Signing in to your Centrelink account through myGov
- Using the Express Plus Centrelink App
- Calling Centrelink on your regular payment line
- Visiting a service centre.
- Complete the Centrepay Deduction Authority form and give this to your local Housing Plus office.



FOR ASSISTANCE WITH SETTING UP CENTREPAY:

Housing Plus is not allowed to assist you to set up Centrepay. This includes completing the Centrepay Deduction Authority form. Please contact one of the below services for assistance.

- Go to <http://www.servicesaustralia.gov.au/centrepay>.
- Refer to the Centrepay Customer Deduction Guide located at <http://www.servicesaustralia.gov.au/centrepay>.
- Disability and carers line 132 717, when you are asked why you are calling, say "Financial Information Service"
- Family tax benefit recipients call 136 150, when you are asked why you are calling, say "Financial Information Service"
- Job seeker and employment call 132 850, when you are asked why you are calling, say "Financial Information Service"
- Older Australians Line (for those on the pension) call 132 300, when you are asked why you are calling, say "Financial Information Service"
- The National debt line 1800 007 007 or at www.ndh.org.au and search for 'find a financial counsellor'
- Mob Strong Debt Helpline at <https://financialrights.org.au/getting-help/mob-strong-debt-help/1800808488>
- The Attorney General at www.ag.gov.au and search for 'legal aid services'.

IMPORTANT NOTES

You will need to complete the Centrepay Deduction Authority form each time you wish Housing Plus to make changes to your payments. This include when your rent changes or you have other payments eg water and repairs. If you choose not to do this, you will be responsible for setting up or changing your payment or paying via the bank. Failure to do this in a timely manner may result in your account going into arrears and putting your tenancy at risk.

You will be asked to confirm your identity each time you give Housing Plus the authority form.

Housing Plus does not accept payments at our offices.

