



St Thomas More School Policy

Centrepay Deduction Policy and Family Acknowledgment

Version	1.0
Next Review Due	26 January 2027



1. Purpose

This policy sets out the terms under which St Thomas More School (“the School”) administers Centrepay deduction arrangements on behalf of families. It outlines the responsibilities of both the School and families and establishes a process for managing complaints and disputes. Centrepay is a voluntary bill-paying service operated by Services Australia.

2. Scope

This policy applies to all Families who authorise the School to receive Centrepay deductions for school-related charges.

3. Definitions

In this policy:

- **Centrepay Deduction** means a payment deducted from a Centrelink benefit via Services Australia.
- **Family** means the parent, guardian, or person responsible for payment of school fees.
- **Authority** means a valid Centrepay deduction authorisation provided by the Family.
- **Services Australia** means the Australian Government agency administering Centrepay.
- **Business Day** means Monday to Friday excluding public holidays in South Australia.

4. The School’s Responsibilities

The School will:

- Administer Centrepay deductions in accordance with the Services Australia Centrepay Business Terms and Conditions
- Act in accordance with Services Australia Centrepay Terms and Conditions.
- Only establish or amend deductions based on a valid Authority.
- Apply deductions only for agreed purposes and amounts.
- Maintain accurate records of all deductions and authorities.
- Process amendments or cancellations within 2 Business Days of written notice.
- Comply with the **Privacy Act 1988 (Cth)**.
- Notify Services Australia of required changes.

5. Family Responsibilities

By authorising a Centrepay deduction with the School, families acknowledge and agree to:

- Provide accurate and complete information.
- Notify the School promptly of any changes or cancellations.
- Monitor Centrepay deductions via Centrelink or myGov.
- Inform the School of any change to their Centrelink payment.

6. Payment and Outstanding Amounts

6.1 Centrepay deductions are applied toward outstanding school fees and charges.

6.2 If deductions cease, are reduced, or are insufficient, the Family remains responsible for payment of all outstanding amounts.



6.3 The School may require alternative payment arrangements where Centrepay deductions are unavailable or inadequate.

7. Limitation of Liability

The School acts as an authorised third-party business under the Centrepay scheme. The School will take reasonable care in administering Centrepay deductions; however, the Family acknowledges that:

- The School is not responsible for delays or errors caused by Services Australia.
- Deductions may take one or more payment cycles to commence or change.
- The School is not liable for financial impacts caused by multiple Centrepay arrangements or insufficient Centrelink payments.
- Minor discrepancies due to system rounding may occur.

8. Indemnity

The Family agrees to indemnify the School against any loss, damage, or administrative cost arising from:

- Incorrect or incomplete information provided by the Family.
- Failure to notify changes to Centrelink entitlements.
- Multiple or conflicting Centrepay arrangements established by the Family.

9. Suspension of Termination by the School

The School may suspend or terminate a Centrepay arrangement where:

- The Family breaches this policy.
- Deductions are repeatedly unsuccessful.
- Required information is not provided; or
- The School reasonably determines the arrangement is no longer appropriate.

The School will provide reasonable notice where practicable.

10. Cancellation by the Family

The Family may cancel deductions at any time by:

- Contacting Services Australia via my.gov.au or by calling **136 150**; or
- Providing written notice to the School.
- The School will notify Services Australia within 2 business days of receiving the cancellation request.

Cancellation does not remove the obligation to pay outstanding fees.

11. Complaints & Dispute Resolution

11.1 Complaints must be submitted in writing within **90 days** of the relevant deduction.

11.2 The School will acknowledge complaints within 5 Business Days and respond within 12 Business Days.

11.3 If unresolved, Families may contact Services Australia or the Commonwealth Ombudsman.



12. Notices

All notices must be in writing and sent via mail or post to the contact details listed in this policy.

A notice is deemed received:

- On the day of delivery (if sent during business hours); or
- The next Business Day (if sent outside business hours).

13. Variation of Policy

The School may amend this policy at any time. Updated versions will be made available via the School office or website. Continued participation in Centrepay constitutes acceptance of the updated policy.

14. Governing Law

This policy is governed by the laws of South Australia.

15. Policy Review

This policy will be reviewed annually or upon changes to Centrepay requirements.

16. Privacy

The School collects and handles family financial information in accordance with the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles. Financial information collected for the purpose of Centrepay deductions will not be used or disclosed for any other purpose without consent.

Family Acknowledgement and Consent Form

By signing, I/we confirm that I/we:

- have read and understood this policy.
- agree to be bound by its terms; and
- authorise the School to administer Centrepay deductions in accordance with this policy.

Student Name (s)

Centrelink Reference Number (CRN)	
Parent/Guardian Name	
Parent/Guardian Signature	DATE

For School Office Use Only

Received by: _____ Date: _____ Entered in system: ____/____/____