

**From:** [N.C](#)  
**To:** [CENTREPAY.REFORM.FEEDBACK](#)  
**Subject:** Customer enquiry feedback  
**Date:** Tuesday, 1 April 2025 11:46:59 AM

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Hi,

I received an SMS from the Government, to advise me that I could provide feedback on Centrepay Reform.

However, when I did go to the Services Australia website, I could not find any place/portal to leave feedback regarding Centrepay Reform.

I do find it very concerning that I was unable to find a place to leave feedback, and hope that the difficulty I had in finding it was not intentional by the organisers, so that people were unable to leave feedback. Nevertheless, I shall leave it here.

I do not agree that Centrepay Reform will help Centrelink customers, indeed I believe it shall cause further financial hardship for many of us. Sometimes, financial bodies such as NILS will only permit us to take loans, if we permit the use of Centrepay.

Last year my children and I were exposed to black mould in our rental property, because the real estate refused me dozens of times, to send a plumber out to seek and fix the issues of leaking pipes. We ended up very ill, my youngest required surgery to help alleviate breathing difficulties, and I was referred to a cardiologist as my heart rate was getting to 127 bpm whilst I was sleeping.

Had it not been for me being able to obtain a loan which used Centrepay deductions, I would not have been able to get the necessary help to keep up with the bills, the medicines, the extra money for heating during winter (as we had to leave windows open daily to allow clean air to circulate the home, for us to breathe), or to pay for the mould specialist doctor.

People working have other options, even those that have family or friends that can help out, but we who are unable to work, and must live on limited incomes, must have other ways of making ends meet. Particularly when a crisis arises which places unexpected expenses upon us.

Regards,

Nicole Corner