FlexiPay - Frequently Asked Questions

About FlexiPay

What is FlexiPay?

FlexiPay is an online payment service that makes it easier to manage your Council payments - depending on what's enabled, it may let you make a one-off payment, set up regular payments, or establish a payment arrangement.

What can I pay using FlexiPay?

You can use FlexiPay to pay rates and animal registrations. Your notice will show the reference number to use.

Is FlexiPay the same as a payment arrangement?

Yes - FlexiPay lets you set up a regular schedule or request an arrangement suited to your circumstances.

Is FlexiPay only for people experiencing financial hardship?

No. Anyone can use FlexiPay simply to make smaller, more regular payments

Getting started

How do I set up FlexiPay?

Visit https://mareeba-pay.enotices.com.au/, enter the FlexiPay/eNotices reference number from your notice, add your contact details, and choose your payment option, frequency and start date. If required, follow the secure link emailed to you to enter your bank or card details. Your schedule begins once these steps are complete.

What information do I need to register?

Your FlexiPay/eNotices reference number, name, email, contact number, preferred payment frequency and start date, and your nominated payment method.

Where do I find my reference number, and what if it doesn't work?

Your reference number is printed on your Council notice. Always use the number from your most recent notice. If it isn't working, common causes are: entered incorrectly, using an old notice, the reference is already registered, there's no balance to schedule against, or it's no longer valid. If the problem continues, contact Council on 1300 308 461.

Can I scan a QR code instead?

Yes - scan the QR code on your notice to access FlexiPay, this pre-fills your reference details.

When can I set up FlexiPay?

Generally, at any time, provided there's a balance to pay against. If you've just purchased the property, you'll usually need to wait until Council has updated its records and issued a notice in your name.

eNotices and online accounts

Do I need an eNotices account to use FlexiPay?

No. An eNotices account isn't required to use FlexiPay. If you activate eNotices, you'll be able to view your FlexiPay schedule online.

Do I need to receive my notices electronically to use FlexiPay?

No. If your notice has a valid FlexiPay/eNotices reference number, you can use FlexiPay even if you continue receiving paper notices.

What can I do through my eNotices account?

Depending on what's enabled, you may be able to view current and past notices, view or manage your FlexiPay schedule, cancel an arrangement, update contact details, add multiple properties, and switch to electronic notices.

Payment methods and frequency

What payment methods can I use?

A nominated bank account; Visa or Mastercard; Apple Pay; Google Pay.

Can I use a credit card, Apple Pay or Google Pay for recurring payments?

Credit card and bank accounts can be used for recurring payments. Apple Pay or Google Pay can only be used for one-off payments.

How often can I pay?

For direct debit and arrangements, you can choose from weekly, fortnightly or monthly.

Can I make a one-off payment instead of a schedule?

Yes. FlexiPay supports one-off payments. Partial one-time payments are not supported - a one-off payment must cover the full amount selected.

Can I choose my start date and payment day?

Yes. You nominate these during the registration process when setting up your FlexiPay schedule.

How is my regular payment amount calculated?

Generally based on the amount due on your bill, chosen frequency, start date, and the date your account must be paid by, so the amount due is cleared by 31 January (for the levy period 1 July to 31 December) or 31 July (for the period 1 January to 30 June). This will be calculated from your most recent notice and won’t reflect payments made since - check your recent payment history before accepting a proposed schedule.

Managing your schedule

Can I change my FlexiPay schedule once it's set up?

Once set up, FlexiPay is an agreement to be maintained on schedule. You can log in to eNotices to cancel your schedule or request a secure link to update your payment method. For any other changes, contact Council to discuss your options - it's important to keep your payments on schedule.

How do I update my card or bank details, and why can't staff do this for me?

For security, Council staff don't have access to enter or change your payment details. In eNotices, you can request a secure link to enter a new payment method yourself. Council can also issue you a secure link directly - never send card details by email.

What if I don't complete the secure payment link?

If the payment link isn't used during the application, your schedule becomes inactive and you'll need to reapply.

Missed and failed payments

What happens if a payment is declined or doesn't go through?

See our dishonour process for full details:
https://formsexpress.zohodesk.com.au/portal/en/kb/articles/dishonour-process

A Council dishonour fee may apply.

Why has my FlexiPay arrangement been cancelled?

This can happen if: the secure payment setup wasn't completed; payments were repeatedly declined; card or bank details are no longer valid; you asked us to cancel it; or arrangement conditions weren't met. Contact us if you're unsure why yours has stopped.

Why aren't my scheduled payments coming out of my account?

Check that: the secure payment link was completed; your schedule has been approved, if approval is required; your start date has arrived; your card hasn't expired; there are sufficient funds available; and the arrangement hasn't been cancelled. Contact us on 1300 308 461 if everything checks out.

Cancelling FlexiPay

How do I cancel FlexiPay, and when does it take effect?

Log in to eNotices to cancel your schedule. Cancelled schedules stop immediately - only a payment already due that day may still be actioned.

If you do not have an eNotices account email info@msc.qld.gov.au requesting the cancellation of your Flexipay Schedule.

What happens to the balance I still owe after I cancel?

Any remaining amount is still due.

Do I need to cancel FlexiPay if I sell my property?

Yes - contact Council when your property is being sold so we can confirm what happens to your existing arrangement. Don't assume it will stop automatically at settlement.

Due dates and interest

Will I be charged interest while using FlexiPay?

Interest treatment differs between current-year charges and existing arrears:

- No interest applies on current-levy charges while you maintain an approved arrangement and meet its conditions for rates.
- Interest charges will apply on your rates balance if you have existing arrears.

Can I use FlexiPay if my account is already overdue, and are arrears treated differently?

Generally yes, though an overdue account may require Council approval rather than a standard schedule, and arrears may carry different interest or arrangement conditions than current-year charges. Contact us on 1300 308 461 to discuss your options.

Financial difficulty

What should I do if I can't afford my FlexiPay amount, or my circumstances change?

Contact us before payments fail. We may be able to restructure your payment plan or change the frequency. Contact the rates team to discuss.

Will requesting a payment arrangement stop debt-recovery action, and what if I don't keep to it?

Requesting an arrangement doesn't automatically stop recovery action, but once approved and maintained, your account is managed under Council's Debt Recovery Policy. If you don't keep to the agreed payments, recovery action may resume, interest or penalties may apply, and the balance may become immediately payable.

Notices and receipts

Will I still receive Council notices, and does a new notice mean FlexiPay was cancelled?

Yes, you'll continue to receive your normal notices - this doesn't mean your arrangement has stopped.

Will I get a receipt for each payment?

Yes, receipts are emailed to you.

eNotices troubleshooting

I didn't get my eNotices confirmation email, or emails go to spam - what do I do?

Check your junk or spam folder. If your email address was entered incorrectly, try registering again with the correct address.

I've forgotten my password - what do I do?

Select "Forgot Password" on the login page and follow the instructions to reset it.

I need to update my email address - what do I do?

Log in to eNotices and update your details. Contact us if you can't access your account.

Can more than one person receive notices, or can I go back to paper notices?

Yes - additional recipients can be added in eNotices. You can also move back to paper notices at any time; this doesn't affect your FlexiPay schedule or payments.

Multiple properties and property changes

I own multiple properties - can I manage them under one account, and do I need a separate schedule for each?

Yes, you can add multiple properties to one eNotices account using each property's reference number. Each property has its own balance, so generally a separate FlexiPay schedule is needed for each.

What happens to my account and any FlexiPay arrangement when I buy or sell a property?

Rates are generally adjusted as part of settlement, but any FlexiPay or direct debit arrangement needs to be checked separately - contact Council before settlement. If you've just purchased, you'll usually need to wait for Council to update its records and issue a notice in your name before setting up FlexiPay.

Why am I still getting notices after selling my property?

There can be a delay between settlement and Council updating its records. Contact us with your settlement details if this continues.

Weekends and public holidays

What happens if my payment date falls on a weekend or public holiday?

The payment initiates on the date expected, so it's reported to Council on that date. Actual settlement may take a day or two longer due to standard banking processes.

Contact us

If you need help with FlexiPay, contact Mareeba Shire Council:

- Phone: 1300 308 461
- Email: info@msc.qld.gov.au

Have your Council account or property reference number ready when you contact us.