

FlexiPay - Frequently Asked Questions

What is FlexiPay?

FlexiPay is an online payment service that makes it easier to manage your Council payments. You can use FlexiPay to make a one-off payment of your full balance or instalment, set up automatic quarterly payments, make regular flexible payments of weekly, fortnightly or monthly, or contact the Revenue Team to establish a customised payment arrangement.

What can I pay using FlexiPay?

You can use FlexiPay to pay your rates. Your notice will show the reference number to use.

Is FlexiPay the same as a payment arrangement?

FlexiPay allows you to set up regular payments at a set amount; if you need a customised payment arrangement to suit your circumstances, please contact our team.

Is FlexiPay only for people experiencing financial hardship?

No. Anyone can use FlexiPay simply to make smaller, more regular payments. If you're experiencing financial difficulty, additional hardship or arrangement options may also be available – Please contact the Revenue Team to discuss.

Getting started

How do I set up FlexiPay?

Visit <https://alexandrina-pay.enotices.com.au/> enter the FlexiPay/eNotices reference number from your notice, add your contact details, and choose your payment option, frequency and preferred start date. Once you have submitted your request, you will receive an email from noreply@enotices.com.au containing a secure link to enter your bank or card details. Your payment schedule will commence on your chosen deduction date once all steps have been completed.

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 Annual and Instalment Notices, below the "Total Amount" and above the "How to Pay" section. On an Overdue Notice, it is located at the top right-hand side on the front, under "Last Day for Payment", and at the bottom left on the rear, under "Register for Electronic Rates Notices".

Always use the number from your most recent notice. If it isn't working, common causes are reference number 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incorrectly, using an old notice, the reference is already registered, there's no balance to schedule against, or it's no longer valid.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, please contact Council.

Can I scan a QR code instead?

Yes - scan the QR code on your notice to access FlexiPay. Scanning the QR code pre-fills your property/reference details.

When can I set up FlexiPay?

Generally, you can set up FlexiPay at any time, provided there is a balance available to schedule payments against. If you set up FlexiPay close to the date your account is due to be paid in full, the required payment amount may be higher. If this amount is not affordable, please contact our team to discuss your options.

If you have recently purchased the property, you will need to wait until you receive a rates notice in your name before setting up FlexiPay.

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?

You can receive future rates notices electronically, view current and past rates notices issued from the date of registration onwards, view or manage your FlexiPay schedule, cancel an arrangement, update your contact details, add multiple properties, and keep a free archive of your rates notice history.

Payment methods and frequency

What payment methods can I use?

A nominated bank account; Visa or Mastercard, including international cards; Digital Wallets, including Apple Pay & Google Pay.

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

A digital wallet is only available for a one-off payment only, while a bank account or eligible card supports recurring payments.

How often can I pay?

You can choose from weekly, fortnightly, monthly or quarterly on a reoccurring direct debit. Payment via once-off methods include instalment amount in full, or annual payment in full.

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 which is listed on your most recent rates notice.

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?

This is calculated 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 in full by 30 June of each financial year. This is calculated from your most recent notice and does not reflect payments made since the issue date of the notice - check your recent payment history before accepting a proposed schedule or contact the Revenue Team directly.

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 the Revenue Team 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?

If a payment is unsuccessful, your FlexiPay schedule will change to "At Risk" and you will receive an email advising you of the failed payment.

The email will include a secure link to retry the payment or update your payment details and retry. We recommend doing this as soon as possible to keep your payments on track.

Your regular payments will continue to be attempted on the scheduled payment dates. However, if a failed payment is not caught up, your scheduled payments may no longer be enough to pay your rates in full by the end of the financial year, which could result in an amount being carried forward as arrears.

If three payments fail, your FlexiPay schedule will be cancelled, and you will receive an automatic email confirming the cancellation.

Why has my FlexiPay arrangement been cancelled?

Your FlexiPay arrangement may be cancelled if the secure payment setup was not completed before the link expired, payments were unsuccessful, your bank or card details are no longer valid, or you asked for the arrangement to be cancelled.

If you're unsure why your FlexiPay arrangement has been cancelled, please contact Council.

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 Council if you are unsure.

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 access to eNotices, please contact council directly.

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

Any remaining amount is still payable in full on or before the respective due date/s.

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

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, rollover and interest

Does my FlexiPay schedule automatically continue into the next financial year?

If you are making weekly, fortnightly or monthly FlexiPay payments, your schedule will automatically roll over when your new rates notice is issued, so you do not need to register again. Your payment frequency and preferred payment day will carry across to the new financial year. You will receive an email confirming your new schedule and can review or change the details before your first payment.

If you use quarterly AutoPay, your payment will automatically be based on the instalment amount due on each new rates notice.

Payment Arrangements continue under their existing terms.

Will I be charged interest while using FlexiPay?

No interest applies while you maintain an approved arrangement and meet its conditions.

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

You can set up FlexiPay if your rates are already overdue. However, any fines and/or interest applied before your FlexiPay schedule was set up will remain payable.

If you are unsure how this may affect your account, please contact Council.

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 reduce or restructure your payment, change the frequency, extend the repayment period, or discuss financial hardship. Contact Revenue team if you have any questions.

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

If your account is already with Debt Recovery, setting up a payment arrangement will not remove it from the recovery process. The account will remain with Debt Recovery until the outstanding debt is paid in full.

If you have received correspondence about overdue rates or recovery action and are unsure what this means for your account, please contact our Revenue Team to discuss your options.

Notices and receipts

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

You will continue to receive your normal rates notices, even if you have an active FlexiPay schedule. Receiving a new rates notice does not mean your FlexiPay has been cancelled.

Under Section 181(5) of the Local Government Act 1999 (SA), Council is required to issue a rates notice for each instalment, setting out the instalment amount and due date. If you are registered for FlexiPay, your rates notice may also include information advising that the notice is for your information only and that no action is required, as your FlexiPay arrangement continues.

If you're unsure whether your FlexiPay schedule is active, you can check your schedule through eNotices or contact Council.

Will I get a receipt for each payment?

Yes. A receipt will be emailed to the email address used to set up your FlexiPay account after each payment.

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. You may also search for noreply@enotices.com.au in your email account. 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 and update your details <https://alexandrina.enotices.com.au/> if you have an active eNotice account. Contact us if you can't access your account or do not have eNotices.

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.

What notices can I view, and how far back?

You can access rates issued from sign up onwards. Contact us for anything earlier or refer to councils' fees and charges.

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 a separate FlexiPay schedule is required for each.

Can my property manager or agent receive notices instead of me?

Yes, where Council records show an authorised managing agent. Your agent will be required to contact council directly to apply or remove their request to manage the property.

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

Rates are adjusted as part of settlement. However, any FlexiPay or direct debit arrangement is separate and needs to be checked and cancelled separately.

If you are selling, please contact Council before settlement to confirm your arrangement.

If you have just purchased a property, you will need to wait for Council to update its records and issue a rates 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:

Alexandrina Council

- Phone: (08) 8555 7000
- Email: alex@alexandrina.sa.gov.au
- Website: <https://www.alexandrina.sa.gov.au/>
- FlexiPay: <https://alexandrina-pay.enotices.com.au/>
- eNotices: <https://alexandrina.enotices.com.au/>

Please have your Property ID ready when you contact us.