



Centrepay is changing:

Basic household items and household related costs

We're improving Centrepay from 3 November 2025. Read this information if you're using Centrepay to make payments to a business for household related costs.

What's changing

We'll remove the following goods and services from Centrepay starting from 3 November 2025:

- **Basic Household Items**, including clothing and footwear
- **Household Goods, Lease and Rental**, including lease, hire or rent-to-buy of goods such as whitegoods, furniture or electrical appliances.

You can buy goods like appliances and furniture using a No-interest Loan Scheme (NILS) deduction.

What you need to know

Centrepay deductions are the payments you make to a business using Centrepay.

If you have existing payments, they can continue until 1 November 2026, unless one of the following occurs earlier:

- you pay it out
- you cancel it
- the business is removed from Centrepay.

It's important to know that after 3 November 2025, you can't do any of the following:

- start a new deduction
- increase your deduction
- restart an existing deduction to the business.

If you want to keep using the business for these items, ask them what other payment options they have.

You can cancel your deduction at any time.

If you have any existing credit with a business, you can ask them for a refund.

What you need to do

Be prepared for the changes and review your current deductions.

You can check and update your Centrepay deductions by either:

- signing into **my.gov.au**, selecting your Centrelink online account, then searching 'Manage deductions'
- using the myGov app and selecting **Menu, Deductions**, then **View/Add/Change Deductions**
- using the Express Plus Centrelink mobile app and selecting **More, Deductions**, then **Centrepay Deductions**. Make sure you have the latest version installed.

You can also contact us on your regular payment line or visit us in person at a service centre.

For more information about Centrepay

You can:



Go to **servicesaustralia.gov.au/centrepay**



Call us on your regular payment line.



Visit a service centre.

Centrepay complaints and feedback

If you have a complaint or feedback about Centrepay, you can:

- go to **servicesaustralia.gov.au** and search for 'Centrepay feedback and complaints'
- call our Feedback and Complaints line on **1800 132 468**
- call us on your regular payment line
- visit one of our service centres.

If you are experiencing financial hardship

We have tips and information to help you manage your money at different times in your life.

You can go to:

- **servicesaustralia.gov.au/manageyourmoney**
- **moneysmart.gov.au** and search for 'financial hardship'.

For other help, you can also contact:

- The National debt line at **1800 007 007**, Monday to Friday, 9:30 am to 4:30 pm. You will be transferred to a free service in your state, or go to **ndh.org.au** and search for 'find a financial counsellor'
- Mob Strong Debt Helpline at **1800 808 488**, Monday to Friday, 9:30 am to 4:30 pm. This is a free financial counselling and legal advice service for Aboriginal and Torres Strait Islander peoples from anywhere in Australia. For more information, go to **mobstrong.org.au**
- The Attorney General at **ag.gov.au** and search for 'legal assistance services'.