



Centrepay is changing:

Court Fines, Infringements and Legal and Professional Services

We're improving Centrepay from 3 November 2025. Read this information if you're using Centrepay to make payments for court fines, infringements or legal and professional services.

What's changing

We'll make the following changes from 3 November 2025:

- we'll rename the Court Infringement service to 'Infringements'
- we'll rename Legal and Professional Services to 'Legal Services'
- only businesses offering Legal Aid or legal services at a reduced or discounted rate will remain eligible for Centrepay
- you cannot use Centrepay to pay for other types of legal or professional services.

What you need to know

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

Mandatory Conditions are the new rules for your deductions. This includes target amounts and end dates.

What is a target amount?

A target amount is the maximum amount you will pay to a business through your Centrepay deduction.

For example, if you set a target amount of \$300 for a deduction of \$100 per fortnight, when you have paid the \$300 (3 payments) your deductions will stop.

You or the business must add target amounts to your deductions by 4 May 2026.

For infringements, this target amount should be no more than the total amount of the fines or infringements owed.

For legal services all new deductions set up from 3 November 2025 need to have a target amount.

What is an end date?

An end date is the last date you will make a payment to a business. The end date you select should be the last day you want a deduction to come out of your Centrelink payment.

Legal services

You can continue using Centrepay to pay for Legal Aid or low-cost legal services.

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.

What you need to do

Be prepared for the changes.

If you have any credit, you can ask the business for a refund.

When setting a target amount you should think about how much money you want to pay the business.

For legal services this target amount should be no more than the estimate you got when you engaged the business.

If a target amount hasn't been added to your deduction by 4 May 2026, you can add this yourself or talk to the business to ask them to add one.

You can do this 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'.