



# Centrepay is changing: Health and medical

We're improving Centrepay from 3 November 2025. Read this information if you're using Centrepay to make payments for health and medical services, including veterinary services.

## What's changing

We'll apply mandatory conditions to the following **Health and medical** service reasons, goods and services:

- medical services and equipment, including medical, dental, hospital services or equipment such as wheelchairs
- ambulance services, including costs of patient transport services
- disability and community services, including goods and services related to disability and community services like travel and transport, education programs, meal preparation, therapy services
- veterinary services, including goods and services for domestic pets – this will also be moved into its own service reason.

## 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's 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 \$40 for a deduction of \$20 per fortnight, when you have paid the \$40 (2 payments) your deductions will stop.

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

## What's an end date?

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

## Veterinary services

We're moving veterinary services into its own service reason. You don't need to do anything for this change.

You or the business will need to add a target amount to any existing deductions by 4 May 2026.

All new deductions set up from 3 November 2025 need to have a target amount.

A maximum deduction amount of \$50 per fortnight will be applied to all deductions to Veterinary services. This means when you set up a vet deduction it can't be more than \$50 per fortnight.

## Ambulance, medical services and equipment

You or the business need to add a target amount to any existing ambulance and medical services and equipment deductions by 4 May 2026.

All new deductions set up from 3 November 2025 need to have a target amount.

The target amount should not be more than the value of what you would expect to spend on these services.

## Disability and community services

You or the business will need to add a mandatory end date to any existing deductions for disability and community services by 4 May 2026.

From 3 November 2025:

- all new deductions set up from this date will need to have an end date
- the end date must be no later than 6 months after the start date of the deduction authority.

## What you need to do

Be prepared for the changes and review your current deductions.

You can check what deductions you have in place, to make sure the mandatory conditions have been added by 4 May 2026.

If a mandatory condition has not been added to your deduction by this date, you can add this yourself or talk to the business to ask them to add one.

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'.