



Centrepay is changing: Accommodation

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

What's changing

Accommodation includes:

- long and short-term accommodation
- supported accommodation, such as nursing homes
- caravan park fees except for holiday accommodation.

You can now use Centrepay to pay for rental arrears.

We're also changing what we call some of the accommodation types for Centrepay, this includes:

- changing 'Indigenous Short-term Accommodation' to 'Short term accommodation'
- changing 'Indigenous Community Housing' to 'General community housing'
- combining 'Real Estate Agents' and 'property management' into 'Real estate and property agents'.

What you need to know

You don't need to do anything. These changes will happen automatically.

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

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

Mandatory Conditions are not being applied to deductions for accommodation. If you have other Centrepay deductions, they may need mandatory conditions added to them.

What you need to do

You can review and update your Centrepay deductions by either:

- signing into **my.gov.au**, selecting your Centrelink online account and search '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'.