



Centrepay is changing: Payments for children

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

What's changing

We're adding mandatory conditions to **payments for children**. This includes the following service reasons, goods and services:

- school meals program, a nutrition programs for students in school
- education expenses, including school uniforms and books
- childcare services, including daycare and before and after school care costs.

We're also moving school nutrition under the school meals program service reason. This will happen automatically, so you don't need to do anything.

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.

You or the business need to add an end date to existing deductions for education expenses, childcare services or school meals programs. You need to do this by 4 May 2026.

All new deductions set up from 3 November 2025 also need to have an end date.

What is an end date?

An end date is the last date you will make a payment to a business.

The end date you choose should be the last day you want a deduction to come out of your Centrelink payment.

The end date cannot be later than the end of the calendar year in which you've made your deduction.

What you need to do

Be prepared for the changes.

Review your current deductions to make sure an end date has been added by 4 May 2026.

If an end date has not been added 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'.