



A new and improved Centrepay is coming.

We've worked with a range of stakeholders to make improvements to Centrepay that will better protect you.

To support you and businesses, we're transitioning to these changes over 12 months, starting **3 November 2025**.

You'll still be able to use Centrepay for many of the goods and services you use it for now.

We've updated and improved our Centrepay policy and contracts, and introduced a new Customer deduction authority form.

We've also strengthened business access to Centrepay. This means we'll only approve businesses who can show us they'll provide protections for you and comply with our updated contracts.

We've made big changes:



Strengthened customer protections by adding mandatory conditions to some service reasons.



Reduced the number of service reasons.



Improved the complaints and feedback process.



Strengthened our compliance processes.



Introduced an information guide to help you complete the customer deduction authority form.

For more information



For more details about the changes scan the QR code or go to servicesaustralia.gov.au/centrepayreform

If a change impacts your existing deductions, you should contact the business to explore your other payment options.

Our complaint specialists help customers resolve complaints about Centrepay businesses.



To find out more go to servicesaustralia.gov.au/centrepay-complaints-and-feedback



or call the Feedback and Complaints line on **1800 132 468**.