Information for newsletter articles

The following information is designed for you to use in newsletters

# Changes to Centrepay

## Find out what’s new with Centrepay.

Services Australia is improving Centrepay to keep you safe and protected when using Centrepay.

These changes will come into effect on 3 November 2025 with a transition period until 1 November 2026.

Centrepay will let you know if they need you to take any action. Customers who use service reasons that are being removed have been sent a letter

Go to [www.servicesaustralia.gov.au/centrepay-changing](http://www.servicesaustralia.gov.au/centrepay-changing) for more information.

### Improved complaints and feedback process

You can give your feedback on the new Centrepay reform process.

Services Australia have updated their complaints process for customers, their family and third-party organisations. The new Centrepay complaints process gives you more support when you have concerns about a business or your deductions.

You can submit a complaint or provide feedback directly to Services Australia.

You can do this by:

* using your Centrelink online account
* using our online form
* calling or visiting a service centre.

Go to [www.servicesaustralia.gov.au/centrepay-complaints-and-feedback](http://www.servicesaustralia.gov.au/centrepay-complaints-and-feedback) for more information.

### Complaints specialists are now available

Services Australia have complaints specialists available to help you with Centrepay feedback.

They can:

* provide support and assistance in complex cases
* contact businesses about feedback and complaints
* connect you with the services you need.

### What happens when we suspend or remove a business

Services Australia may suspend or remove a business for different reasons. It’s important to know that while you’ll no longer be able to use Centrepay to pay these businesses. You can:

* speak directly with the business to arrange an alternate payment method
* still purchase items and pay for them using alternative payment methods.

You can arrange an alternative payment method with the business prior to 1 November 2026 if you wish to continue paying them.

### Changes to the goods and services you can buy using Centrepay

Existing deductions for some goods and services that will be removed from Centrepay can continue till 1 November 2026. After this date, Centrepay will no longer be available as an option to pay for:

Services Australia is removing the following service reasons from Centrepay by 1 November 2026:

* social and recreational commitments
* household goods lease and rental unless purchased through a No-Interest Loan Scheme (NILS)
* funeral expenses
* basic household items
* motor vehicle registration
* employment expenses
* savings.

Centrepay will no longer be available as an option to pay for some goods and services:

* any purchases from butchers
* food and groceries from stores (other than in stores in rural and remote communities)
* self-storage, removalists, fuel and car repairs
* accounting and other non-legal professional services.

For more information, visit [Centrepay goods and services - Centrepay - Services Australia](https://www.servicesaustralia.gov.au/centrepay-goods-and-services?context=22366).

### New mandatory conditions coming into effect

Find out what new mandatory conditions are coming soon. You’ll need to make sure you meet these new conditions.

When you update or set up a new deduction, you’ll need to add:

* a target amount – the total amount you want to pay
* an end date – the date on which your deduction will stop.

If you have a deduction for Veterinary Services, you’ll also need to make sure that your deduction isn’t more than $50 a fortnight.

### Managing your deductions

Take charge of your Centrepay deductions and make sure they are up to date.

You can check and manage your deductions by:

* signing into their Centrelink online account
* using the Express Plus Centrelink mobile or myGov app.

If you need some help with your Centrepay deductions:

* call Services Australia on their regular payment line
* visit Services Australia at their nearest service centre.