

Purpose

Mallee Track Health and Community Services (MTHCS) is committed to managing Centrepay payments and customer complaints in a fair, transparent and timely manner. MTHCS will take all reasonable steps to identify, prevent, manage and rectify incorrect Centrepay payments, and to ensure customer complaints are handled respectfully, confidentially and in accordance with Centrepay requirements, privacy obligations and Services Australia guidelines.

This procedure outlines how MTHCS will identify, prevent, manage and rectify incorrect payments and complaints for Centrepay customers.

Scope

This procedure applies to all MTHCS employees, contractors, volunteers and authorised representatives involved in the administration, management or oversight of Centrepay deductions, payments and customer complaints.

Definitions

Centrepay: Customers can use Centrepay to make voluntary, regular deductions from their Centerlink payments. Go to servicesaustralia.gov.au/centrepay for more information.

Incorrect Payment

A Centrepay payment that is unauthorised, incorrectly allocated, duplicated, paid in error, paid for excluded goods or services, or results in a credit balance that exceeds Centrepay requirements.

Complaint

An expression of dissatisfaction regarding a service, payment, process or decision that requires a response or resolution.

Services Australia

The Australian Government agency responsible for administering Centrepay.
Complaint

Accountability

This procedure applies to all MTHCS employees, contractors, volunteers and authorised representatives involved in the administration, management or oversight of Centrepay deductions, payments and customer complaints.

Procedure

Incorrect Payments

An incorrect payment made through Centrepay includes a deduction that is:

- Not covered by a Centrepay deduction authority.
- Paid to MTHCS in error.

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- Paid for goods or services excluded under Centrepay.

An incorrect payment also occurs when a credit balance is not likely to be used within:

- 12 months for utilities.
- 6 months for any other goods or services.

Prevention and Management of Incorrect Payments

MTHCS regularly reconciles Centrepay payments against customer accounts to ensure deductions are accurate, authorised and correctly allocated.

If an incorrect payment, duplicate payment, unauthorised deduction, unallocated payment or unexpected credit balance is identified, MTHCS will:

- Investigate the matter promptly.
- Notify the customer in writing, or verbally where written communication is not possible.
- Take corrective action as soon as practicable.
- Refund incorrect payments within 10 business days where possible.
- Notify Services Australia where required and comply with any directions issued.

MTHCS will not:

- Exchange or provide further goods or services to rectify an incorrect payment.
- Direct customers on how refunded funds should be used.

Customers may change, suspend or cancel their Centrepay deduction at any time through:

- Their myGov Centrelink online account.
- The Express Plus Centrelink mobile app.
- Services Australia payment lines.
- A Services Australia service centre.

Unresolved Incorrect Payments

MTHCS will notify Services Australia as soon as possible where a payment:

- Is not covered by a deduction authority.
- Forms part of a repeated pattern of incorrect payments.
- Cannot be matched to a customer.
- May damage the reputation of MTHCS or Centrepay.

MTHCS will contact Services Australia at least 20 business days before issuing any unclaimed incorrect payment to a State or Territory authority after all reasonable attempts to return the funds have been exhausted.

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MTHCS will:

- Change, suspend or cancel deduction authorities where appropriate.
- Follow any written direction issued by Services Australia.
- Notify Services Australia when required actions have been completed.

Making a Complaint

Supported Accommodation:

Customers may lodge a complaint through the following channels:

- **Phone:** (03) 5092 1111
- **Email:** Administration@methcs.vic.gov.au
- **In Person:** 28 Britt Street, Ouyen VIC 3490
- **Online:** MTHCS website (where applicable)

Child Care Services:

- Email: earlyyears@methcs.vic.gov.au
- Phone: (03) 50910292
- In person: Early years administration and management team 66 Hughes street or
- Approved provider or person/s in day-to-day charge

To assist with investigation and resolution, customers should provide:

- Date(s) of the incident.
- Name and contact details.
- Supporting documentation or account/reference numbers.
- Details of the issue, including amounts, locations and any staff involved.

Customers may appoint an authorised representative, including a financial counsellor, community lawyer, friend or family member, to act on their behalf.

Complaint Handling Process

MTHCS will:

- Respond in writing or verbally where a written response is not possible.
- Aim to resolve complaints within 20 business days.
- Review complaints fairly, impartially and without discrimination.
- Handle complaints confidentially and in accordance with privacy obligations.
- Escalate serious or complex complaints to senior management.

Customers will be kept informed of progress throughout the investigation and resolution process. All correspondence and actions will be documented.

Unresolved Complaints

Where a complaint is serious, repeated or remains unresolved, MTHCS will refer the matter to Services Australia within 5 business days.

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Services Australia can be contacted through:

- **Phone:** 1800 132 468
- **Online:** Services Australia website or Centrelink online account
- **Mail:** Centrelink and Medicare, Services Australia Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610
- **In Person:** Any Centrelink service centre

References

- Centrepay Policy for Businesses
- Centrepay Terms of Use
- MTHCS Privacy Policy
- MTHCS Records Management Policy
- MTHCS Complaints and Grievances Procedure

Legislation

- Privacy Act 1988 (Cth)
- Australian Privacy Principles
- Archives Act 1973 (Vic)
- Education and care national regulations
- Reg 173
- Reg 168
- Section 172

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