

CENTREPAY COMPLAINTS POLICY

Disability Forever Homes | Calfa Enterprises Pty Ltd t/as Disability Forever Homes | ABN 77 104 166 958

PHONE 1300 425 486

EMAIL bruno@dfhomes.com.au

WEBSITE www.disabilityforeverhomes.com.au

POSTAL ADDRESS PO Box 3308, Bangor NSW 2234

About this policy

This complaints policy outlines how Disability Forever Homes (DFH) manages feedback and complaints from customers who use Centrepay to make payments to DFH. We are committed to a fair, accessible and respectful complaints process.

Accessing this policy

Our Centrepay complaints policy can be accessed:

- on our website: www.disabilityforeverhomes.com.au
- by requesting a copy from our team
- when completing forms with us to use Centrepay.

We will also provide a copy of this policy within 5 business days of a request.

How a customer can make a complaint

You can make a complaint using any of the following channels:

- **Phone:** 1300 425 486
- **Email:** contact@dfhomes.com.au
- **Online:** www.disabilityforeverhomes.com.au/complaints
- **In writing:** PO Box 3308, Bangor NSW 2234

To help us investigate and resolve your concern, please include, where possible:

- the date or dates when the issue happened
- your name and preferred contact details
- any supporting information, such as an account or reference number
- details of the issue, including relevant amounts, location, people you spoke to and when you contacted us.

You can ask an authorised third party to make a complaint for you, such as a family member, trusted friend, financial counsellor, advocate or community lawyer. We accept established authority forms or may ask you to confirm the person is authorised to act for you.

Tell us if you need an accessible format, communication support, an interpreter or another reasonable adjustment to make your complaint. There is no charge to complain to DFH.

How we'll manage a customer complaint

Disability Forever Homes will:

- respond in writing, or verbally if a written response is not possible
- aim to resolve complaints within 20 business days
- review complaints fairly and impartially, without discrimination or detriment
- handle complaints confidentially and in line with our privacy obligations
- escalate serious or complex complaints to senior management.

We will keep you informed of progress while we investigate and resolve your complaint. We will document the complaint, our correspondence, any action taken and the outcome. Where appropriate, we will explain our decision and any steps to put things right.

How we'll manage an unresolved customer complaint

Where a Centrepay complaint is serious, repeated or remains unresolved, DFH will notify or refer the matter in writing to Services Australia within 5 business days. We may also refer matters to a relevant ombudsman, consumer protection agency or other regulator, where required.

You can contact Services Australia at any time if you are unhappy with the outcome or would like further help:

- **Phone:** Feedback and Complaints service on 1800 132 468
- **Online:** www.servicesaustralia.gov.au or your Centrelink online account
- **Post:** Centrelink and Medicare, Services Australia Complaints and Feedback, Reply Paid 7800, Canberra BC ACT 2610
- **In person:** at a Centrelink service centre

Other relevant external assistance:

- NDIS Quality and Safeguards Commission (concerns about NDIS providers or services): 1800 035 544 | www.ndiscommission.gov.au/complaints/report
- NSW Fair Trading (consumer or NSW tenancy/property matters, where relevant): 13 32 20 | www.fairtrading.nsw.gov.au
- National Disability Insurance Agency (NDIS plan or agency matters): 1800 800 110 | www.ndis.gov.au/contact/feedback-and-enquiries/how-give-feedback

For a tenancy matter in another state or territory, the relevant local consumer or tenancy regulator may also be able to assist.

Record keeping

We record complaints in a secure complaints register or restricted-access business system. Only authorised personnel may access complaint files. We document investigations, correspondence, outcomes and referrals, and handle personal information in accordance with our privacy obligations.

Disability Forever Homes retains Centrepay complaint records securely for a minimum of 7 years. Records may include:

- details of the person making the complaint
- the complaint and any supporting information
- the steps taken to investigate and respond
- the outcome and any actions or improvements arising from it
- reports or referrals to Services Australia, regulators or dispute-resolution bodies.