

CENTREPAY INCORRECT PAYMENT POLICY

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About this policy

This policy explains how Disability Forever Homes (DFH) identifies, prevents, manages and rectifies incorrect payments received through Centrepay. It applies to Centrepay deductions made to DFH for eligible accommodation charges and protects customers from unauthorised or excess payments.

Accessing this policy

Our Centrepay incorrect payment policy is available:

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

We will provide a copy of this policy within 5 business days of a request. Please contact us if you require an accessible format, an interpreter or communication assistance.

What is an incorrect payment?

A payment made to DFH through Centrepay is incorrect if the deduction:

- is not covered by a valid Centrepay deduction authority
- was paid to DFH in error
- relates to goods or services excluded from Centrepay.

A payment is also incorrect where DFH holds a credit for you that is unlikely to be used within 6 months for accommodation or other non-utility services. This includes unused credits after a tenancy ends or where deductions exceed the amount properly payable.

How we'll prevent and manage incorrect payments

DFH will take the following steps to prevent and identify incorrect Centrepay payments:

- check that deductions are supported by the customer's Centrepay authority and the applicable accommodation agreement
- reconcile Centrepay remittances against tenant accounts and rent or accommodation charges, including reviewing credits and unidentified payments
- check changes to charges, tenancy commencements and departures, and requests to suspend or stop deductions
- review credit balances to confirm why a credit exists and whether it is likely to be used within the applicable 6-month period
- record and investigate discrepancies promptly, and contact the customer when clarification is required.

When we identify an incorrect payment, we will:

- notify you in writing, or verbally where written contact is not possible
- refund the incorrect payment within 10 business days where we can, or advise Services Australia if we are unable to refund it
- make any necessary correction to our records and take steps to prevent further incorrect deductions.

We will not provide additional goods or services instead of rectifying an incorrect payment, or tell you how you should use the money.

Changing or cancelling your deduction

You can change, suspend or cancel your Centrepay deduction at any time by:

- using your Centrelink online account through myGov
- using the Express Plus Centrelink mobile app
- calling Services Australia on your regular Centrelink payment line
- visiting a Services Australia service centre.

You may also contact DFH about an incorrect charge, credit or deduction. We will assist with any required account correction and, where appropriate and permitted, arrange to change, suspend or cancel the relevant authority.

How we'll manage unresolved incorrect payments

DFH will notify Services Australia as soon as possible if an incorrect payment:

- is not covered by a Centrepay deduction authority
- forms part of a repeated pattern of incorrect payments
- cannot be matched to a customer
- could harm DFH or the reputation of Centrepay.

If reasonable attempts to refund the customer have been exhausted, DFH will contact Services Australia at least 20 business days before transferring an incorrect payment to a State or Territory authority.

We will change, suspend or cancel the relevant deduction authority where appropriate, follow any written direction from Services Australia (which may include refunding the money to a bank account held by Services Australia), and notify Services Australia when the direction has been completed.

How to raise an incorrect payment concern

If you believe a Centrepay deduction or credit is incorrect, contact DFH by phone on 1300 425 486, email contact@dfhomes.com.au or through www.disabilityforeverhomes.com.au/complaints. You can also use our Centrepay Complaints Policy if you wish to make a formal complaint.

Record keeping

We maintain a secure record of Centrepay incorrect payments in our restricted-access business systems. Only authorised personnel may access these records, and personal information is handled in accordance with our privacy obligations. DFH retains these records for at least 7 years under its record-keeping practices.

Records may include:

- the customer and payment details, including the nature and cause of the incorrect payment
- investigations, action taken and written customer correspondence
- refunds, account adjustments and changes to deduction authorities
- the outcome, and referrals or reports to Services Australia or relevant authorities.