

Centrepay incorrect payment policy for Waikerie Medical Centre

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About this policy

This incorrect payment policy outlines how Waikerie Medical Centre will identify, prevent, manage and rectify incorrect payments for Centrepay customers.

Accessing this policy

Our incorrect payment policy is available:

- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

What is an incorrect payment

An incorrect payment made to our business through Centrepay includes when a deduction is any of the following:

- not covered by a Centrepay deduction authority
- paid to our business in error
- paid for goods or services excluded under Centrepay.

An incorrect payment is also when the amount of credit we are holding for you is not likely to be used in the periods below:

- 6 months for any other goods or services

How we'll prevent and manage incorrect payments

- Reconcile Centrepay deductions against each customer's account.
- Check the deduction authority, amount owing, invoices and payment history
- If the deduction is wrong, reduce, suspend or cancel it as appropriate.
- Make sure future deductions match the customer's actual liability.
- Tell the customer what happened and how you will correct it.
- Keep a record of the notification
- investigation
- customer notification
- refund date and amount
- actions taken to prevent recurrence.

- If reasonable attempts to return the money have been made but cannot, contact **recoveries.centrepay@servicesaustralia.gov.au** and provide details of the error, attempts to refund, your incorrect-payment policy and other relevant information

When we identify an incorrect payment, we will resolve it by:

- telling you in writing or verbally, if a written notification isn't possible
- refund the payment within 10 business days when we can
- Keep records of:
 - customer details
 - Centrepay transaction/deduction
 - amount incorrectly received
 - reason for the error
- Alternatively, we will advise Services Australia if we haven't been able to refund you

When we identify an incorrect payment, we will not:

- exchange or provide further goods to rectify the incorrect payment
- tell you what you should use the incorrect payment for.

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

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

How we'll manage unresolved incorrect payments

Waikerie Medical Centre will notify Services Australia as soon as possible when a payment:

- is not covered by a deduction authority
- is one of a repeated pattern of incorrect payments
- cannot be matched to a customer
- identified as incorrect and may be damaging to Waikerie Medical Centre or the reputation of Centrepay.

Waikerie Medical Centre will contact Services Australia at least 20 business days before issuing an incorrect payment to a State or Territory authority. We may do this when Waikerie Medical Centre has exhausted all reasonable attempts to return the funds directly to you. Waikerie Medical Centre will:

- change, suspend or cancel a relevant deduction authority for you if appropriate
- follow any written direction from Services Australia, this may include making a refund to your bank account held by Services Australia
- notify Services Australia when a direction is completed

Record keeping

Our recording keeping is stored electronically and authorised staff only to access;

Waikerie Medical Centre maintains incorrect payment records relating to Centrepay securely in accordance with privacy obligations. Information retained may include, but is not limited to:

- details of incorrect payment information
- actions taken
- written customer communication
- any refund or adjustment made
- the outcome of the incorrect payment
- any referral or reports to relevant regulatory authorities.

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