

1. PURPOSE

The purpose of this Procedure Instruction is to

- 1.1 Outline how UnitingSA Housing Services manages and resolves complaints relating to the use of Centrepay to ensure complaints are handled fairly, transparently, and in compliance with Centrepay requirements and regulatory obligations.

2. SCOPE

This Procedure applies to

All UnitingSA Housing Services staff involved in the administration, management, and processing of Centrepay deductions and any associated tenant complaints.

This Procedure will be continually monitored and updated to reflect the changing internal and external environments.

3. DEFINITIONS

TERM	DEFINITION
Centrepay	A voluntary bill-paying service provided by Services Australia that allows customers to have regular deductions made from their Centrelink payments to pay for essential services such as rent
Complaint	An expression of dissatisfaction made by a customer in relation to UnitingSA Housing's use, management, or administration of Centrepay, regardless of whether the issue involves unlawful conduct
Tenant	A tenant or individual receiving Centrelink payments who has authorised deductions through Centrepay.
Serious Complaint	A complaint involving significant impact to a customer, repeated issues, or potential breaches of Centrepay Terms of Use or privacy obligations

4. PROCEDURE REQUIREMENTS

Please note printed copies are not able to be controlled and the online version will always be referred to for the current version.

4.1. Lodgement of Complaints

Tenants may lodge complaints regarding Centrepay through UnitingSA Housing Services' standard complaints channels, including:

- Telephone
- Email
- Written correspondence
- In person

All Centrepay-related complaints must be recorded upon receipt in Riskconnect.

4.2. Acknowledgement and Response

- Acknowledge complaints as soon as practicable (within 2 business days)
- Provide a written response where possible
- Where a written response is not practicable, provide an oral response and maintain a written record

4.3. Assessment and Investigation

All complaints must be:

- Assessed promptly
- Investigated in a fair, consistent, and impartial manner
- Supported by appropriate documentation and records

4.4. Timeframes

- Complaint entered into Riskconnect within 24 hours of receiving a complaint.
- Complaints will aim to be resolved within 20 business days from the date the complaint is received.

Where resolution is not achievable within this timeframe, the customer will be informed of the delay and provided with an updated timeframe.

4.5. Complaint outcomes

Tenants will be advised of the outcome of their complaint in writing, including:

- The findings of the investigation
- Any actions taken
- Available escalation options if the customer is dissatisfied

4.6. Record keeping

UnitingSA Housing Services will retain for a minimum of 7 years from the date of complaint, includes:

- All Centrepay complaints
- Investigation actions and outcomes
- All correspondence with tenant.

4.7. Reporting requirements

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UnitingSA must notify Services Australia within 5 business days where:

- There are serious or repeated complaints relating to Centrepay
- A customer is not satisfied with the outcome of a complaint

UnitingSA Housing Services must also comply with any request from Services Australia to provide details of complaints or amend its complaints process.

4.8. Access to complaints process

A copy of this procedure must be made available and must be provided within 5 business days:

- To customers upon request
- To Services Australia upon request

4.9. Escalation of complaints

Where a tenant is not satisfied with the outcome of their complaint:

- The complaint must be escalated in accordance within UnitingSA's internal complaints process
- External escalation options must be provided where applicable

4.10. Privacy complaints

All privacy complaints must be managed in accordance with the privacy act 1988 and applicable legislation. UnitingSA Housing Services must notify Services Australia with 5 business days of any serious or repeated privacy complaints.

4.11. Compliance and Audit

UnitingSA Housing Services acknowledges that compliance with Centrepay complaint requirements may be subject to audit by Services Australia. Failure to comply with this procedure may result in action under Centrepay Terms of Use, including suspension or termination of Centrepay services.

5. RESPONSIBILITIES

5.1. The worker is responsible for:

- 5.1.1. Following job description, training and legal requirements to ensure that work is carried out correctly.
- 5.1.2. Adhering to UnitingSA policies and procedures/
- 5.1.3. Taking responsibility for ensuring the quality and safety (both physical and emotional) of the work done, while also exercising duty of care towards tenants.

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5.2. The Manager is responsible for:

- 5.2.1. Identifying and managing risks and incidents as they arise.
- 5.2.2. Ensuring that service delivery workers are adequately trained and comply with relevant operational procedures and practice standards.
- 5.2.3. Offering support to team members in the following of this procedure as well as the aftermath of incidents or allegations including debriefing and follow-up actions.
- 5.2.4. Reviewing and providing valuable feedback on this procedure to help improve its effectiveness.

5.3. The Senior Manager is responsible for:

- 5.3.1. Ensuring that all service delivery and program leadership workers are informed of and comply with applicable laws, regulations, codes and organisation policies and procedures.
- 5.3.2. Establish operations procedures for efficient and effective delivery of services.
- 5.3.3. Implement monitoring and reviewing of systems to evaluate and improve performance.

6. LEGISLATIVE REFERENCES/STANDARDS

- 6.1. Social Security (Administration) Act 1999 (Cth)
 - 6.2. Centrepay Policy and Terms
 - 6.3. Centrepay Procedural Guide for Businesses
 - 6.4. Centrepay Reform Changes (Effective 3 November 2025)
 - 6.5. Residential Tenancies Act 1995 (South Australia)
 - 6.6. Centrepay Terms of Use
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7. RELATED DOCUMENTS

- 7.1. Administration Procedure Manual
- 7.2. UnitingSA Housing Residential Tenancy Agreement
- 7.3. UnitingSA Housing Tenant Handbook
- 7.4. UnitingSA Housing Services Receipting Procedure
- 7.5. UnitingSA Client Feedback and Complaints Management Procedure

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- 7.6. UnitingSA Privacy Policy
- 7.7. UnitingSA employee code of conduct
- 7.8. UnitingSA Housing – How to make a complaint – Centre – Fact Sheet

8. DOCUMENT CONTROL

Version	Description of change	Committee/person approved by	Date approved / adopted	Owner position title	Review due
1.0	New Procedure	Vanessa Munday	14.04.2026	Housing Services Operations Manager	April 2029

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DPH-HS-PRO-001 Adopted: April 2026 Version: 1.0: April 2026 Classification: For Internal & External Use
 Centrelink Complaint Management Procedure

Review Date: April 2029