



CENTREPAY COMPLAINTS POLICY

Policy area	Complaints and Feedback
Applicable to	Top Disability Care Australia
Version	1
Date approved	12/4/2026
Approved by	Director
Review date	12/04/2027
Authority	Centrepay Terms of Use Centrepay: Policy for Businesses Fair Work Australia 2009 Work Health and Safety Act 2011 NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct

PURPOSE

The purpose of this policy and procedure is to explain our organisation's commitment and approach to Centrepay Complaint management.

SCOPE

This policy applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

TERM	DEFINITION
Key Personnel	<p>This is a member of the group of persons responsible for the executive decisions of the organisation. In other words, it is a person who has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the organisation.</p> <p>Key personnel can include, but is not limited to, CEO, board or committee members, senior executives, managers.</p>
Centrepay	<p>Centrepay is a free bill-paying service from Services Australia that lets people have regular payments (like rent or services) automatically deducted from their Centrelink benefits</p>

CONTEXT

This policy outlines how Top Disability Care Australia manages Centrepay complaints in line with NDIS and Centrepay ToU.

POLICY STATEMENT

Accessing this policy

Our complaints policy can be accessed:

- on our website: <https://topdisabilitycare.com.au/>
- on display in our office or at outlets
- 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.

Our complaints process is designed to be simple, accessible, and easy to use for all participants.

HOW A CUSTOMER CAN MAKE A COMPLAINT

You can make a complaint using any of these channels

Phone: Daniel Campanella 0406 523 781

Email: daniel@topdisabilitycare.com.au

Online: <https://topdisabilitycare.com.au/>

In writing: Unit AG04, 12-18 Bridge Road, Homebush, NSW 2140

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

HOW TOP DISABILITY CARE WILL HANDLE YOUR COMPLAINT

What customers can expect from us when making a complaint.

Top Disability Care will:

- acknowledge all complaints within **2 business days**
- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within 20 business days
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management
- complaints can be made **free of charge**, without fear of impact to services
- making a complaint will not negatively impact your supports or services.
- Complaints may be made anonymously where possible
- we will provide support to make a complaint, including communication assistance and alternative formats if required
- all complaints are recorded in a central Complaints Register and monitored for resolution and continuous improvement.

HOW TOP DISABILITY CARE WILL HANDLE AN UNRESOLVED CUSTOMER COMPLAINT

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on 1800 132 468
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

Centrelink and Medicare, Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

- in person at a Centrelink service centre.

If your complaint is related to other services, you can contact:

NDIS Commission	<ul style="list-style-type: none">● Phone: 1800 035 544 (free call from landlines) or TTY 133 677● National Relay Service and ask for 1800 035 544● Complete an online complaint contact form
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SECURITY OF RECORDS AND INFORMATION

Our recording keeping practices:

- we will maintain processes to back up online data daily + Weekly and conduct periodic testing of the backed-up data to check system integrity.
- we will store hard copy records in an onsite locked filing cabinet.
- we will maintain secure log-in credential processes to ensure that only current authorised workers have access to relevant online files, folders, drives and intranet sites.
- we will implement a business continuity plan to ensure the security of information and records during and after an emergency or disaster event.
- we will manage and report notifiable data breaches in accordance with legislative requirements.

Top Disability Care maintains complaint records relating to Centrepay securely for a minimum of 7 years in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.