



POLICY

**CENTREPAY COMPLAINTS
POLICY**

Date effective: 07/26

Date of next review: 07/2029

Approved by: CEO

1. PURPOSE AND SCOPE

- 1.1 This policy explains how a customer of the Brien Holden Foundation (BHF) can make a complaint, what the customer can expect when a complaint is made, and where further help is available.
- 1.2 This policy applies to all complaints connected with payments made to BHF through Centrepay, the voluntary bill-paying service administered by Services Australia. *In that specific context*, a customer includes any person who receives, or seeks to receive, goods or services from BHF, and any representative, advocate, carer, family member or support person authorised to act on that person's behalf.
- 1.3 This policy operates alongside BHF's External Complaints Handling Policy, found on the BHF website at <https://bhvif-policies.org/wp-content/uploads/2026/05/5.-BHF-External-Complaints-Handling-Policy-standardised-settled-1.pdf>. To the extent of any inconsistency in relation to a complaint connected with Centrepay, this policy prevails.
- 1.4 This policy is written in plain English and is intended to be clear, simple and easy to use. BHF personnel must apply it in a way that is fair, prompt and respectful.

2. OUR COMMITMENT

- 2.1 BHF welcomes complaints and treats them as an opportunity to improve its services. Making a complaint is free.
- 2.2 A customer will not be treated unfavourably, and will not have services withdrawn or reduced, because they have made a complaint.
- 2.3 BHF will handle every complaint fairly, confidentially and without bias, and will keep the customer informed of progress.
- 2.4 Customers who need help to make a complaint may use a support person or advocate at any stage. Interpreter assistance is available through the Translating and Interpreting Service (TIS National) on 131 450, and customers who are deaf or have a hearing or speech impairment may contact BHF through the National Relay Service.

3. HOW TO GET A COPY OF THIS POLICY

- 3.1 A copy of this policy is available free of charge at any time. Customers can obtain a copy in any of the following ways:
 - 3.1.1 on BHF's website at www.brienholdenfoundation.org
 - 3.1.2 displayed at, or on request at, any BHF clinic, office or outreach location; or
 - 3.1.3 by requesting a hard copy or digital copy by phone, email or post using the contact details in clause 4.2.
- 3.2 If a customer requests a copy of this policy, BHF will provide it within 5 business days of the request.

4. HOW TO MAKE A COMPLAINT

- 4.1 A customer can make a complaint verbally or in writing, in whichever way is easiest for them:
 - 4.1.1 by phone: +61 2 9065 0700
 - 4.1.2 by email: *standup@brienholdenfoundation.org*,
 - 4.1.3 in person at any BHF office; or
 - 4.1.4 by post: *Level 4 North Wing, Rupert Myers Building, Gate 14 Barker Street, UNSW, Sydney, NSW, 2052, Australia*
- 4.2 A complaint made in person to any BHF personnel will be accepted and passed to the responsible officer.
- 4.3 A customer may make a complaint anonymously. BHF will investigate an anonymous complaint to the extent possible, but may be unable to provide a response or resolve individual concerns without contact details.

5. WHAT TO INCLUDE IN A COMPLAINT

- 5.1 To help BHF resolve a complaint quickly, a customer should, where possible, include:
 - 5.1.1 their name and preferred contact details;
 - 5.1.2 a description of the problem, including what happened, when and where;
 - 5.1.3 the names of any BHF personnel involved, if known;
 - 5.1.4 copies of any relevant documents, such as receipts, deduction statements or correspondence;
 - 5.1.5 details of any Centrepay deduction concerned, if applicable; and
 - 5.1.6 the outcome the customer is seeking.
- 5.2 A customer will not be turned away because their complaint is missing any of the details in clause 5.1. BHF personnel will help the customer to record the relevant information.

6. HOW WE WILL HANDLE YOUR COMPLAINT

- 6.1 Assuming it has the contact details of the complainant, BHF will acknowledge receipt of a complaint within 2 business days of receiving it.
- 6.2 BHF will investigate the complaint promptly and impartially, and will aim to resolve it within 10 business days of receipt. If more time is needed, BHF will tell the customer why, and give a revised timeframe and regular progress updates.
- 6.3 BHF will provide its response and the outcome of the complaint in writing. If a written response is not possible, BHF will provide the response verbally and make a written record of the response given.
- 6.4 Where a complaint is upheld, BHF will take appropriate corrective action. This may include an apology, correcting an error, refunding money incorrectly paid (including any Centrepay deduction amount taken in error), or changing BHF's processes to prevent recurrence.
- 6.5 BHF will keep a confidential record of every complaint, the steps taken to resolve it and the outcome, and will review complaint records periodically to identify systemic issues.
- 6.6 BHF will meet its obligations under the Privacy Act 1988 (Cth) when handling personal information in connection with a complaint, and will manage any privacy-related complaint in accordance with those obligations and BHF's Privacy Policy.

7. ESCALATION OF SERIOUS, REPEATED OR UNRESOLVED COMPLAINTS

- 7.1 If a customer is not satisfied with the initial response, they may ask for the complaint to be escalated. Escalated complaints will be reviewed by the Chief Executive Officer or a delegate

who was not involved in the original decision, and the customer will be given a written outcome of the review.

- 7.2 Serious complaints, including complaints alleging fraud, misconduct, harm to a customer or misuse of Centrepay, and repeated complaints about the same issue, will be escalated immediately to the Chief Executive Officer.
- 7.3 If a complaint relates to Centrepay and cannot be resolved to the customer's satisfaction, the customer may raise it with Services Australia at any time through Centrepay complaints and feedback:
 - 7.3.1 online through their Centrelink online account via myGov;
 - 7.3.2 by phone on 1800 132 468; or
 - 7.3.3 as otherwise set out at servicesaustralia.gov.au/centrepaycomplaints.
- 7.4 If BHF knows that a customer is not satisfied with the outcome of a complaint relating to Centrepay, BHF will tell Services Australia within 5 business days by contacting the Centrepay for businesses team.
- 7.5 A customer may also escalate a serious, repeated or unresolved complaint to a relevant consumer or regulatory body at any time, whether or not they have first complained to BHF.

8. OTHER HELP AVAILABLE

- 8.1 In addition to Services Australia (clause 7.3), the following bodies may be able to help, depending on the nature of the complaint:
 - 8.1.1 the Commonwealth Ombudsman (ombudsman.gov.au), for complaints about Services Australia's handling of a Centrepay matter;
 - 8.1.2 the Office of the Australian Information Commissioner (oaic.gov.au), for privacy complaints;
 - 8.1.3 the health complaints body in the customer's State or Territory, for complaints about the provision of optometry or other health services, or the Australian Health Practitioner Regulation Agency (Ahpra) (ahpra.gov.au), for complaints about a registered practitioner;
 - 8.1.4 the Australian Charities and Not-for-profits Commission (acnc.gov.au), for concerns about BHF as a registered charity; and
 - 8.1.5 the consumer affairs or fair trading body in the customer's State or Territory, for consumer complaints.
- 8.2 BHF will help a customer identify the appropriate body and, with the customer's consent, may refer the complaint to that body on the customer's behalf.

9. STAFF TRAINING AND COMPLIANCE

- 9.1 BHF will train all relevant BHF personnel in Centrepay and in this complaints handling policy, and will apply this policy to resolve every complaint it receives.
- 9.2 BHF will comply with its obligations under the Centrepay Policy for Businesses and the Centrepay Terms of Use, and acknowledges that failure to comply may result in suspension or removal from Centrepay.

10. REVIEW OF THIS POLICY

- 10.1 This policy will be reviewed at least every 3 years, and earlier if required by changes to the Centrepay Policy for Businesses, the Centrepay Terms of Use or applicable law. The CEO is responsible for maintaining this policy.