

CENTREPAY COMPLAINTS HANDLING POLICY FOR SYDWEST MULTICULTURAL SERVICES

SydWest and its Entities Multicultural Services
Address: Level 2, 125 Main Street, Blacktown NSW 2148
PO Box 869, Blacktown NSW 2148

Phone: Tel: (02) 9621 6633

Fax: (02) 9831 5625

Email: info@sydwestms.org.au,

Website: <https://sydwestms.org.au/>

About this policy

This complaint policy outlines how SydWest Multicultural Services (SydWest in short)) will manage and handle feedback and complaints from Centrepay customers.

Accessing this policy

Our complaints policy can be accessed:

- on our website <https://sydwestms.org.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.

How a customer can make a complaint

You can make a complaint using any of these channels:

- phone: (02) 9621 6633
- email: info@sydwestms.org.au
- Online through [Client/Participant feedback form](#)
- in person at our place of business: Level 2, 125 Main Street, Blacktown NSW 2148
online: [Contact us - SydWest Multicultural Services](#)
- in writing: PO Box 869, Blacktown NSW 2148

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 we'll manage a customer complaint

What customers can expect from us when making a complaint.

SydWest will:

- 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

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

How we'll manage an unresolved customer complaint

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:

Service Type	External Body	Website
Disability Services (NDIS)	NDIS Quality and Safeguards Commission	https://www.ndiscommission.gov.au/complaints
Aged Care Services	Aged Care Quality and Safety Commission	https://www.agedcarequality.gov.au/contact-us/complaints-feedback
Human Rights / Discrimination	Australian Human Rights Commission; NSW Anti-Discrimination Board	https://humanrights.gov.au/
Privacy	Office of the Australian Information Commissioner (OAIC)	https://www.oaic.gov.au/

Work Health & Safety	SafeWork NSW	https://www.safework.nsw.gov.au/
Community Services / Funding	Relevant funding or contract management agency	https://www.nsw.gov.au/community-services

Record keeping

Our recording keeping practices are stored and retained as required and based on the following criteria:

- Legal requirement
- Operational and business requirement
- Compliance and regulatory requirement

SydWest 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.