



Centrepay Incorrect Payments Procedure

Elanora State High School

Purpose

This procedure outlines how Elanora SHS will identify, prevent, manage and rectify incorrect Centrepay payments in accordance with the *Centrepay Terms of Use*.

Monitoring Customer Accounts

Customer accounts receiving Centrepay payments will be regularly monitored by the finance/administration team to ensure:

- payments are correctly applied to the customer account
- accounts do not accumulate unnecessary positive balances
- deductions stop when the account is paid in full or the service is no longer required.

Accounts with a **positive balance or irregular payments** will be reviewed promptly.

Identifying Incorrect Payments

An incorrect payment may occur when:

- a deduction continues after the account is paid
- a payment is applied to the wrong account
- a deduction amount is incorrect
- a customer cancels their deduction but payments continue
- duplicate deductions occur.

Preventing Incorrect Payments

Elanora SHS will minimise errors by:

- regularly reviewing Centrepay payment reports
- reconciling payments with customer accounts
- ensuring deductions are stopped when accounts are finalised
- ensuring staff managing Centrepay are trained in the correct processes.



Managing Incorrect Payments

If an incorrect payment is identified, staff will:

1. Investigate the cause of the error.
2. Correct the customer account as soon as possible.
3. Refund or adjust the payment where appropriate.
4. Stop or adjust the deduction if required.

Notifying Services Australia

Where required under the *Centrepay Terms of Use*, Services Australia will be notified of incorrect payments.

Record Keeping

Records relating to incorrect payments will be retained in accordance with organisational record-keeping requirements.