



## Centrepay Incorrect Payments Management Procedure

### Purpose

This procedure explains how Southport State High School **identifies, prevents, manages and rectifies incorrect Centrepay payments**, including the monitoring and treatment of **positive customer account balances**, in accordance with Centrepay Terms of Use and Department of Education financial controls.

### Scope

This process applies to all Centrepay payments received by the school for **school-approved charges**, including Student Resource Scheme contributions and approved programs or activities.

### Definition of Incorrect Payments

An incorrect payment includes, but is not limited to:

- Overpayments resulting in a **positive customer account balance**
- Payments received after a deduction should have ceased
- Payments not allocated to a valid or current charge
- Duplicate or misdirected Centrepay payments

### Monitoring and Identification

- **Monitoring Positive Account Balances:** The school monitors Centrepay customer accounts via a dedicated Payment Plan Register which is updated and amended daily with any new information. The spreadsheet allows us to:
  - conduct **regular reviews of Centrepay debtor and credit reports**
  - **Identify positive customer account balances** during monthly finance reconciliations
  - Review Centrepay transaction listings against approved charges and billing periods
  - Check balances when deductions end, students exit programs, or enrolments change
- **Identification Triggers:** Incorrect Centrepay payments may be identified through:
  - Regular review of the Payment Plan Register & student account
  - Routine finance reconciliations
  - End-of-program or end-of-year balance checks
  - Parent/carer enquiries or complaints
  - Changes to student participation, enrolment or eligibility
  - Review of deductions without an active charge, target amount or end date

**Prevention Controls:** To prevent incorrect Centrepay payments, the school:

- Uses only **approved Centrepay Deduction Authorities**
- Ensures deductions include a **target amount or end date** where required
- Regularly reviews active Centrepay arrangements against current charges
- Cancels or amends deductions promptly when a charge is finalised, cancelled or no longer applicable
- Limits Centrepay usage to approved school expenses only

### Management and Rectification

- **Investigation:** When an incorrect payment or positive balance is identified, the Business Manager (or delegate) will:
  - Verify the Centrepay Deduction Authority
  - Confirm the correct amount payable
  - Review transaction history and allocation of funds



- **Rectification:** Where an incorrect payment is confirmed, the school will:
  - **Cease or amend Centrepay deductions immediately** (if still active)
  - **Refund the overpaid amount** to the customer as soon as practicable
  - Correct financial records to ensure accurate account balances
  - Document the action taken and outcome

Refunds are processed in accordance with **School Finance and Payment Procedures**.

#### **Communication**

Parents/carers are informed:

- When an incorrect payment or positive balance is identified
- Of the reason for the incorrect payment
- Of the refund amount and expected timeframe
- Of any changes made to future Centrepay deductions

#### **Record Keeping**

- All incorrect payment investigations, actions and refunds are documented
- Records are retained for a **minimum of 7 years**
- Records are available for Centrepay compliance checks, audits or reviews

#### **Review**

This procedure is reviewed:

- Periodically as part of financial control reviews
- When Centrepay Terms of Use or departmental requirements change
- Where systemic issues are identified