

# Direct Debit Request

Customer Contact **1300 COUNCIL (1300 268 624)**

07 4679 4000

[www.wdrc.qld.gov.au](http://www.wdrc.qld.gov.au)

[info@wdrc.qld.gov.au](mailto:info@wdrc.qld.gov.au)



## IMPORTANT NOTICE

Western Downs Regional Council is collecting your personal information to provide the direct debit payment service you have requested. The personal information collected on this form will be used to direct debit monies from your nominated bank account for payments to Council and to confirm your identity. Your personal information will be accessed by persons who have been authorised to do so. Some of this information may be given to your Bank or financial institution for the purposes of direct debiting monies or confirming your details. Your information will not be given to any other person or agency unless required by law. Your personal information is handled in accordance with the Information Privacy Act 2009.

**Note: Please allow five (5) business days notice for Council to process your request.**

## Rates and Water Property Details *(\*For multiple properties, please provide one completed form for each assessment\*)*

Property Address:		
Suburb:		Postcode:

Direct Debit to apply to:

☐ Rates ☐ Water ☐ Gas ☐ Accounts Receivable

## Direct Debit Request Type\* (only one per form)

☐ New ☐ Amend ☐ Suspend: From \_\_\_\_\_ to \_\_\_\_\_ ☐ Cancel: After \_\_\_\_\_

## Deduction Instructions\*

### Frequency options: *(\*Monthly Direct Debits are not available\*)*

- ☐ Fortnightly (FN) - nominated \$ amount, processed on Thursday
- ☐ Weekly (WK) - nominated \$ amount, processed each Friday
- ☐ Due Date (DD) - 100% account balance, processed on Due Date stated on bill

Account:	Assessment/Account no.:	Amount: (\$___ or 100%)	Select Frequency:	Commencement Date:	End Date: (Optional)
Rates		\$ _____ %			
Water		\$ _____ %			
Gas		\$ _____ %			
AR		\$ _____ %			

## Bank Account Details\*

Note: From savings or cheque accounts only. Direct debiting is not available on the full range of accounts.

If in doubt, please refer to your Financial Institution. *(\*Multiple bank accounts will require an additional form to be completed for each bank account\*)*

Account held in name of:			
BSB Number:	___ ___ - ___ ___	Account Number:	
Financial Institution Name & Location:			

## Customer Details\* *(\*email and phone contact details are required for processing and notification purposes\*)*

Surname/Company Name:		First Name:	
Postal Address:			
Suburb:		Postcode:	
*Phone (h):		*Phone (w):	
*Phone (m):		Fax:	
*Email Address:			

I would like confirmation of my request\*: ☐ No ☐ Yes; Sent via: ☐ Email ☐ Phone

I would like all correspondence regarding any possible direct debit dishonours sent via\*: ☐ SMS ☐ Email ☐ Post



Western Downs Regional Council - Direct Debit Request Service Agreement	
Ø	<i>Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited</i>
Ø	<i>Agreement means his Direct Debit Request Service Agreement between you and us</i>
Ø	<i>Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia</i>
Ø	<i>Debit day means the day that payments by you to us is due</i>
Ø	<i>Debit payment means a particular transaction where a debit is made</i>
Ø	<i>Direct Debit Request means the Direct Debit Request between us and you</i>
Ø	<i>Us or we means Western Downs Regional Council who you have authorised by signing a Direct Debit Request</i>
Ø	<i>You means the customer who signed the Direct Debit Request</i>
Ø	<i>Your Financial Institution is the Financial Institution where you hold the account that you have authorised us to arrange debit</i>
1.	<b>Debiting your account</b>
1.1	By signing a <i>Direct Debit Request</i> , you have authorised us to arrange for funds to be debited from <i>your account</i> . You should refer to the <i>Direct Debit Request</i> and this agreement for the terms of the arrangement between us and you.
1.2	We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i> .
1.3	If the <i>debit day</i> falls on a day that is not a <i>business day</i> , we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i> . If you are unsure about which day <i>your account</i> has or will be debited, you should ask <i>your financial</i>
2.	<b>Changes by us</b>
2.1	We may vary or cancel any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving you at least fourteen (14) days written notice.
3.	<b>Changes by you</b>
3.1	Subject to 3.2, you may change the arrangements under a <i>Direct Debit Request</i> by contacting us in writing.
3.2	You may also cancel or amend <i>your authority</i> for us to debit <i>your account</i> at any time by giving us five (5) <i>business days</i> notice in writing before the next <i>debit day</i> . This notice should be given to us, in writing, in the first instance.
4.	<b>Your obligations</b>
4.1	It is <i>your responsibility</i> to ensure that there are sufficient cleared funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i> .
4.2	If there are insufficient cleared funds in <i>your account</i> to meet a <i>debit payment</i> :
a)	<i>you</i> may be charged a fee and/or interest by <i>your Financial Institution</i> ;
b)	<i>you</i> may also incur fees or charges imposed by us; and
c)	<i>your direct debit arrangement</i> may be cancelled.
4.3	You should check your account statement to verify that the amounts debited from your account are correct. If you believe an error has been made in debiting your account, please contact us on 1300 268 624.
5.	<b>Accounts</b>
5.1	You should check:
a)	with <i>your Financial Institution</i> whether direct debiting is available from <i>your account</i> as direct debiting through Bulk Electronic Clearing Systems is not available on all accounts
b)	<i>your account details</i> which you have provided to us are correct by checking them against a recent account statement; and
c)	with <i>your Financial Institution</i> before completing the <i>Direct Debit Request</i> if you have any queries about how to complete the <i>Direct Debit Request</i> .
6.	<b>Confidentiality</b>
6.1	We will keep any information (including <i>your account details</i> ) in your <i>Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of <i>our employees</i> or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
6.2	We will only disclose information that we have about you:
a)	to the extent specifically required by law; or
b)	for the purpose of this <i>agreement</i> (including disclosing information in connection with any query or claim to the relevant <i>Financial Institution</i> )
7.	<b>Notice</b>
7.1	If you wish to notify us in writing about anything relating to this agreement, you should write to <i>Western Downs Regional Council PO Box 551, DALBY QLD 4405</i> or email <a href="mailto:info@wdrc.qld.gov.au">info@wdrc.qld.gov.au</a> .

## Customer Signature

- 1 I / We, as the holder/s of the above-mentioned bank account authorise Council to debit my/our account in accordance with the amounts shown above. I have read & understood the terms and conditions of this Direct Debit Agreement listed above.
- 1 I / We authorise the Financial Institution to release the information allowing *Western Downs Regional Council* to verify the details above.
- 1 I / We will advise Council of the cancellation of this authority and will not hold the Council responsible for any action arising from my/our not doing so.
- 1 I / We authorise *Western Down Regional Council* (Debit User Name) 381076 (APCA ID), until further notice in writing to arrange for funds to be debited from my / our account, at the Financial Institution identified above and as prescribed above through the Bulk Electronic Clearing System (BECS) amounts which are due and payable, which *Western Downs Regional Council* (Debit User) may debit or charge me/us through the Direct Debit System.
- 1 Payments will be debited at either an agreed amount or an amount you have elected to pay for your nominated Assessment or Account with Western Downs Regional Council, whether in advance or in arrears.

Name:	Signature:	Date:
Name:	Signature:	Date:

Postal address: Western Downs Regional Council, PO Box 551, DALBY QLD 4405 or Email: [info@wdrc.qld.gov.au](mailto:info@wdrc.qld.gov.au)

