

## DIRECT DEBIT REQUEST

I/We (full name) \_\_\_\_\_

of (address) \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

authorise and request the Department of Housing (USER ID 15621) to arrange for funds to be debited from my/our account at the financial institution identified below in accordance with this request and the terms attached, which I/we agree to.

This authorisation and request will remain in force in accordance with the terms of the Service Agreement.

Insert full name and full address of  
Bank/Credit Union/Building Society  
(*Must be sufficiently legible for postal  
purposes*).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

### THE SCHEDULE

(N.B. – Direct debiting is not available on the full range of bank accounts e.g. Passbook accounts. If in doubt, please refer to your Bank / Financial Institution).

**Please specify a date for when the direct debit is to start** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Bank/State/Branch Number 

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Name of Account \_\_\_\_\_

Type of Account \_\_\_\_\_

Account Number 

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Departmental Reference Number \_\_\_\_\_

Payment Frequency (please tick) Weekly ( ) Fortnightly ( ) Monthly ( )

Monday ( ) Tuesday ( ) Wednesday ( ) Thursday ( ) Friday ( )

If monthly frequency selected, date must be entered e.g. 20<sup>th</sup> (**Monthly Only**) 

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Office use only		
Date received	/	/
Date processed	/	/

Signature/s \_\_\_\_\_

Date \_\_\_\_\_

**If this form is not completed correctly, the direct debit can not commence.**

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. **Notification of amount and drawing date** – The Department of Housing will debit your account for the amounts and on the dates you have authorised in the Direct Debit Request.
2. **Variation of Terms by the Department of Housing** – The Department of Housing undertakes to provide you with at least **14** days notice of any proposed variation to existing arrangements.
3. **Variation of Terms by customer** – The Department of Housing will consider your request to defer or alter an existing arrangement if you contact the Department of Housing at least 2 days before any agreed drawing takes effect. The Department will respond to your request as soon as practicable, and give you reasons for its response.
4. **Stopping debits** – If you wish to cancel a Direct Debit Request or stop a particular debit, we request you give the Department of Housing at least 2 days prior notice. You should contact the Department of Housing on 1300 654 322.
5. **Disputes** – If you dispute any debit to your account pursuant to the Direct Debit Request, you should direct your query to the Department of Housing in the first instance. Your query should be in writing setting out your details and the issues which you dispute. However, you are invited to telephone the Department to discuss the problem before lodging a written dispute. Often things can be explained or problems resolved quickly in a telephone conversation. The Department will promptly investigate any written dispute, and give you a response within a reasonable time.
6. **Check your account allows Direct Debits** – Direct debiting may not be available on all accounts. Please check with your own Financial Institution if in any doubt, or to confirm relative account information to complete the Direct Debit Request.
7. **Available funds** – It is your responsibility to have sufficient clear funds available in your account on the due date to permit payment of debits in accordance with your Direct Debit Request.
8. **Payments due on non business days** – If a day nominated for a debit on the Direct Debit Request is not a business day in the place of lodgement (for example, a weekend or public holiday), your account will be debited on the next business day. Enquiries as to when the debit will be processed should be directed to your financial institution.
9. **Returned debits** – If your financial institution does not pay a debit requested in accordance with the Direct Debit Request, you must make alternative arrangements to ensure the Department of Housing is paid that amount immediately. You must also pay the Department of Housing any dishonour fee it incurs and an administration fee of **\$12.90** for the dishonour.
10. **Privacy** – The Department of Housing is collecting personal information on this form to provide you with housing assistance or assess grant funding applications. This is authorised by the *Housing Act 2003*. In order to assist you with your housing needs and services, relevant personal information may, in very limited and specific circumstances, be disclosed to Queensland Health; Department of Communities; Department of Child Safety; Disability Services Queensland; Department of Public Works; and the non-government agencies that now, or will, provide you with housing and/or support services. Limited personal information may be used for housing related research, policy or planning functions. Unless authorised or required by law, your personal information will not be passed on to any other third party without your consent. More information about the Department's privacy policy is available on our website at: [www.housing.qld.gov.au/footer/privacy.htm](http://www.housing.qld.gov.au/footer/privacy.htm).