

DIRECT DEBIT REQUEST

Date: ____/____/____

I/We (Full Name) _____

of (Address) _____

Postcode: _____ Telephone No: _____

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.

Personal Information Privacy Notice

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.

_____ Insert Full Name & Full Address of Bank /
 _____ Credit Union / Building Society (*Must be*
 _____ Postcode _____ *sufficiently legible for Postal Purposes*).

THE SCHEDULE

(N.B. - DIRECT DEBITING IS NOT AVAILABLE ON THE FULL RANGE OF ACCOUNTS e.g: PASSBOOK ACCOUNTS. IF IN DOUBT, PLEASE REFER TO YOUR BANK/FINANCIAL INSTITUTIONS).

Bank/State/Branch Number

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Name of Account _____

Account Number _____

Departmental Reference Number _____

Payment frequency (please tick) Weekly () Fortnightly () Date next pay deposited
/...../20.....

OFFICE USE ONLY

Date Received / /

Date Processed / /

Signature/s
Note: the person/s signing this form must be named on the account detailed above or, if not named on the account, must supply evidence they are a signatory.

Please return the completed form to your nearest Department of Housing office

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 will provide you with at least **14** days notice of any proposed variation to existing arrangements.
3. **Variation of Terms by Department of Housing Customer** – If you contact the Department of Housing at least 2 days before any agreed drawing takes effect, requesting deferment of or alteration to existing arrangements, the Department of Housing will undertake to perform this request before the next draw takes effect. If this is not possible, the Department of Housing will tell you why.
4. **Stopping Debits** – If you wish to cancel a **Direct Debit Request** or stop a particular debit, we request you provide the Department of Housing at least 2 days prior notice. You should contact your local Department of Housing office.
5. **Disputes** – If you dispute any debit to your account pursuant to the **Direct Debit Request**, you should contact the Department of Housing. Your query should be in writing setting out your details and your dispute. If you prefer, you can telephone the Department of Housing to discuss the problem before lodging a written dispute. The Department of Housing will promptly investigate any written dispute, and give you a response within a reasonable time.
6. **Check That Your Account Allows Direct Debits** – Direct debiting may not be available on all accounts. Please check with your Financial Institution if in any doubt, or to confirm account information to complete the **Direct Debit Request**.
7. **Available Funds** – It is your responsibility to have sufficient funds available in your account on the due date to permit debits to be drawn in accordance with your **Direct Debit Request**. Your Financial Institution may charge you a dishonour fee if the debit is refused due to insufficient funds.
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 that the Department of Housing is paid that amount immediately. Should this occur you will be required to pay a dishonour fee to the Department of Housing. The fee is currently \$12.90, but may be subject to change.
10. **Privacy** – The information you provide on the **Direct Debit Request** will only be used for the purpose intended, the Department of Housing will take reasonable precautions to maintain the confidentiality of your records and account details. Note, however, that the Department of Housing's financial institution may require such information to be provided in connection with a claim made on it relating to an alleged incorrect or wrongful debit.