



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.

Privacy Notice

The Department of Housing is collecting your personal information so we may provide you with housing assistance. To assist you with your housing needs and services, your personal information may be disclosed to partner agencies, service providers, local governments and non-governmental agencies that now, or will, provide you with housing and/or support services. Unless authorised or required by law, your personal information will not be disclosed to any other third party without your consent. More information about the Department's privacy obligations is available on our website at www.housing.qld.gov.au.

Postcode _____

Insert Full Name & Full Address of Bank / Credit Union / Building Society (Must be 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 (BSB) Number

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Name of Account _____

Account Number _____

Departmental Payment Reference Number _____

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 Housing Service Centre



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** – If you contact the Department of Housing at least two (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 two (2) days prior notice. You should contact your local Housing Service Centre.
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 debits 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 deductions 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 Housing.
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' 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.



DEDUCTION DETAILS for Direct Debit

This form is used to capture details regarding the frequency, day and amounts for deduction from your account held at a financial institution.

This form is not an authority to commence deductions or alter bank account details and it will not be forwarded to your financial institution. It will be held on your file at your local Housing Service Centre.

Tenant's name: _____

Type of payment	Amount (\$)	Payment Reference No.
Rent		
Rent arrears repayment		
Maintenance/other repayments		
Extra repayments		

Payment frequency (Please Tick) Weekly Fortnightly

Payment day (Please tick) Monday Tuesday Wednesday
Thursday Friday

Date you would like direct debit deductions to commence: _____/_____/_____

SIGNATURE/S: _____

OFFICE USE ONLY	
Date received	____/____/____
Date entered	____/____/____

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