



# Rates / Water Direct Debit Request

## 2019/2020

### Form – Rates / Water Direct Debit Request

Please complete this application in BLOCK LETTERS and tick or fill in boxes where applicable. If a question does not apply, please indicate 'n/a'.

This request can be used for your Rates and/or Water Assessment for ONE property only. If you require a Direct Debit for another property please complete a separate form. If you would like to set up more than one Direct Debit Request to the same Assessment from a different Bank account please note that the payment cycle will need to be the same.

Owners Name		Contact No	
Assessment No.			
Property Address			
Account Name			
Name & Branch of Bank/Financial Institution			
BSB Number	__ __ __ - __ __ __	Account Number	
Commencing immediately/on: (please refer attached calendar)			
Rates	please debit \$ _____ (MINIMUM AMOUNT \$50) from the above account to:		
please ✓ one	Weekly <input type="checkbox"/>	Fortnightly <input type="checkbox"/>	Monthly <input type="checkbox"/>
			Nett Rates on due date <input type="checkbox"/>
Water	please debit \$ _____ (MINIMUM AMOUNT \$50) from the above account to:		
please ✓ one	Monthly <input type="checkbox"/>	Water on due date <input type="checkbox"/> (No \$ amount required)	

**Declaration** I/We request Whitsunday Regional Council User ID 408986 to arrange for funds to be debited from my/our nominated account at the financial institution shown above according to the schedule specified above subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instruction provided).

By signing this Direct Debit Request I acknowledge having read and understood the terms and conditions governing the debit arrangements between myself and Whitsunday Regional Council as set out in this Request and in the Direct Debit Request Service Agreement.

Signature/s	Date
	Date

If debiting from a joint bank account, both signatures are required. If signing for a company, print full name and capacity for signing e.g. Director

Correspondence: Chief Executive Officer, Whitsunday Regional Council, PO Box 104, Proserpine, QLD 4800  
P: 1300 WRC QLD (1300 972 753) F: (07) 4945 0222 E: info@whitsundayrc.qld.gov.au www.whitsundayrc.qld.gov.au

**Bowen**  
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**Collinsville**  
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**Cannonvale**  
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## CALENDAR FOR DIRECT DEBITS 2019

January 2019							February 2019							March 2019						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28			24	25	26	27	28	29	30
														31						
April 2019							May 2019							June 2019						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3	4							1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
														30						
July 2019							August 2019							September 2019						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3		1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					
October 2019							November 2019							December 2019						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

	Dates for Weekly Instalments
	Dates for Weekly and Fortnightly Instalments
	Dates for Monthly Instalments
	Dates for Weekly and Monthly Instalments
	Dates for Weekly, Fortnightly & Monthly Instalments

**PUBLIC HOLIDAYS ARE SHOWN IN RED - DIRECT DEBITS WILL BE DRAWN ON THE FIRST WORKING DAY AFTER THE PUBLIC HOLIDAY**

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## Customer Direct Debit Request Service Agreement

Keep this for your own records

### Our Commitment to You

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between Whitsunday Regional Council User ID 408986 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### Initial Terms of the Arrangement

In terms of the Direct Debit Request arrangements made between Council and signed by you, we undertake to periodically debit your nominated account for the agreed amount for payment to Whitsunday Regional Council for Rates and Charges.

### Drawing Arrangements

- The first drawing under this Direct Debit Request will occur on the commencement date as shown on the Direct Debit Request Form. Please note that Council needs to receive this application at least seven (7) working days before the commencement date stated to allow a drawing to be made on that date.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made.
- If you wish to discuss any changes to the initial terms, please contact Council by phone or in writing using the contact details below.

### Your Rights

#### Changes to the Arrangement

If you want to make changes to the drawing arrangements, written advice will be required and should be made at least seven (7) working days prior to the next scheduled drawing date. These changes may include:

- Altering the schedule:
- Cancelling the DDR completely.

Please note that Council will not defer, suspend or stop individual debits, or suspend the DDR on an intermittent basis. Upon request to defer, suspend or stop payments the DDR will be cancelled and a new Direct Debit Request will need to be entered into when payments are to resume.

### Enquiries

Direct all enquiries to us, rather than to your financial institution. All communication addressed to us should include your rate assessment number.

### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Council by phone or in writing using the contact details below.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

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P: 1300 WRC QLD (1300 972 753) F: (07) 4945 0222 E: [info@whitsundayrc.qld.gov.au](mailto:info@whitsundayrc.qld.gov.au) [www.whitsundayrc.qld.gov.au](http://www.whitsundayrc.qld.gov.au)

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- Within 7 business days (for claims lodged within 12 months of the disputed drawing) or
- Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

### Dishonour of Payments by your Financial Institution

If your drawing is returned or dishonoured by your financial institution, a letter will be sent to you. Any transaction fees payable by us in respect of the dishonour will be added to your account.

If three (3) dishonours occur, either consecutively or intermittently, the Direct Debit arrangement will be cancelled forthwith and other arrangements for payment will need to be made with Council. Future requests to make payments to this Assessment by Direct Debit Request will not be authorised by Council.

### Your Commitment to Us

It is your responsibility to ensure that:

- you check your account details, including the Branch State Bank (BSB) number directly against a recent statement from your financial institution,
- your nominated account can accept direct debits (your financial institution can confirm this). Drawings cannot be accepted by Credit Card,
- that where your nominated account requires more than one signature for authorisation, all authorised signatories are included,
- that on the drawing date there is sufficient cleared funds in the nominated account;
- that you advise us if the nominated account is transferred or closed,
- that you advise us immediately if you sell the property on which the DDR arrangement is made. This will ensure that, provided at least seven (7) working days notice is given, the next drawing will not be made against your account.

### Privacy statement

In accordance with the Information Privacy Act (Qld) 2009 Whitsunday Regional Council is collecting your personal information in order to provide a direct debit payment service as requested by you. Your use of the direct debit service is voluntary. The financial information provided will only be used by authorised Council and bank officers for the purpose of enabling a direct debit service for payments to Council. Your financial information will not be given to any person or agency unless you have given us the permission or we are required by law or in the event of a claim or relating to an alleged incorrect or wrongful debit the bank may require this information.

#### Contact details for Council:

Telephone: 1300 WRC QLD (1300 972 753)  
Email: [info@whitsundayrc.qld.gov.au](mailto:info@whitsundayrc.qld.gov.au)  
Website: [www.whitsundayrc.qld.gov.au](http://www.whitsundayrc.qld.gov.au)  
Postal address: PO Box 104 Proserpine Qld 4800

#### Customer Service Centres:

Proserpine – 83-85 Main Street Proserpine  
Cannonvale – Whitsunday Plaza, 8 Galbraith Drive Cannonvale  
Bowen – 67 Herbert Street Bowen  
Collinsville - Cnr Stanley & Conway Streets

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