

## Direct Debit Request

### New Application/Amendment/Cancellation Form

**Frequency:**

**Fortnightly:** Refer to Council's Direct Debit Calendar (*Page 3*) to determine the next fortnightly Direct Debit date.

**Half Yearly:** The net amount will be Direct Debited on the Tuesday immediately prior to the due date, as per each half-yearly rate notice (*Page 3*).

**Application Type:** ☐ New application ☐ Amendment ☐ Cancellation ☐ Hold

Applicant Information	
<b>Name:</b>	
<b>Reference Number:</b>	
<b>Lot and Plan Number:</b>	
<b>Property Address:</b>	
<b>Contact Number:</b>	
<b>Email:</b>	

**Direct Debit Option/s:** For New Applications/Amendments (*select below*)

☐ Fortnightly ☐ Half Yearly

Account Information															
<b>Financial Institution</b>															
<b>Account Holder/s Name/s</b>															
<b>BSB Number</b>															
<b>Account Number</b>															
	Please Note: Account numbers with letters are not valid – consult with your bank.														
<b>Amount</b> (For Fortnightly Option)															
<b>Date of First Deduction</b> (Refer Direct Debit Calendar)															
<b>Hold Date</b>	<b>Effective From</b>								<b>To Resume</b>						

**Please note:** The Account must be cheque or savings account only. **Credit cards cannot be accepted for direct debits** to Gympie Regional Council.

**Please note:** If your Direct Debit is dishonoured, a \$38.10 administration fee will apply to your account as per Council's Fees and Charges. Your direct debit arrangement will be cancelled if, on **two** attempts to debit the account, there are insufficient funds available – please refer to the Direct Debit Service Agreement (DDRSA) on Page 2 for further terms and conditions. A Direct Debit agreement will be cancelled automatically when Council receives a Property Search, which indicates the property is being sold.

**Rates Payment Arrangements:** If this direct debit has been entered into for payment deduction for your approved payment plan, please note it is the ratepayer's responsibility to cancel this direct debit arrangement once the payment plan is paid in full.

**Customer Summary:**

I/we authorise Gympie Regional Council to arrange for funds to be Direct Debited from my/our account at the financial institution identified above.

☐ I/we acknowledge that I/we have read and understood the Direct Debit request form (CSF365), and the Direct Debit Request Service Agreement (*Page 2*).

Signature 1

Signature 2

Date

## Direct Debit Request Service Agreement (DDRSA)

1. By signing the Direct Debit Request, you authorise Council to arrange for the debiting of funds from your Account in accordance with the Agreement.
2. The Customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
3. For all matters relating to the Direct Debit arrangement, the Customer will need to:
  - Call Council's Contact Centre on: 1300 307 800 **and/or**
  - Visit Council's Offices at: Town Hall, 2 Caledonian Hill, Gympie, or 26 Bligh Street, Kilkivan **and/or**
  - Send written correspondence to: Gympie Regional Council PO Box 155, Gympie QLD 4570
4. The Customer should be aware that:
  - a Direct debiting through BECS is not available on all accounts, and
  - b Account details should be checked against a recent statement from their Financial Institution.

*Note: If you are in any doubt, you should check with your Financial Institution before completing the drawing authority.*
5. It is your responsibility to ensure that:
  - Sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
  - If you are aware of insufficient funds, Council requires two (2) business days to process any request to hold the scheduled Direct Debit.
  - The authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held.
  - Suitable arrangements are made if the Direct Debit is cancelled by yourself, your Financial Institution or for any other reason.
6. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to Point 3 for further clarifications.
7. In the event of failed Direct Debit transactions, the following procedures will apply:
  - The customer will be advised in writing, at the earliest convenience, that the Direct Debit transaction has failed and will incur a administration fee of \$38.10 has per Council's Fees and Charges (CSI100).
  - The Agreement can be cancelled at Council's discretion if Direct Debits are frequently dishonoured. You will be given written notification of the cancellation.  
**Once cancelled customers will no longer have access to Council's Direct Debit service.**
8. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
9. **Please note that an authorisation for regular payments by Direct Debit are not considered an approved Payment Arrangement. Rates are to be paid in full by the due date nominated on the Rates Notice issued each half year. If you are unable to do so, please contact Council to arrange a formal Payment Arrangement.**
10. If any provision of this DDRSA is found to be illegal, void of unenforceable for unfairness or any other reason, the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.

## Direct Debit Calendar 2025

Direct debits from your cheque or savings account can be made fortnightly and/or half yearly.

**Fortnightly** direct debit dates are highlighted on the calendar below, and only these Thursday dates should be nominated when completing Council's Direct Debit Request form (CSF365).

**Half yearly** direct debits will be deducted from your selected account each Tuesday before the due date; this date will be confirmed on your half yearly rate notice.

### January

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### February

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

### March

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

### April

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

### May

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### June

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### July

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### August

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

### September

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### October

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### November

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

### December

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			