

# Direct Debit Request Form (DDR) Rates & Water

**Lodge Applications** at Ballina Shire Council • 40 Cherry Street Ballina (Mon-Fri 8.15am to 4.30pm)  
**mail** PO Box 450 Ballina 2478 • **e** council@ballina.nsw.gov.au  
**t** 1300 864 444 • **w** ballina.nsw.gov.au

## Request Details

New Request     Change Amount     Change Bank Details     Cancellation

## Applicant Details

Applicant Name/s

Mailing Address

Email Address

Phone *mobile*

Phone *work*

Phone *home*

## Bank Account Details

*Savings or Cheque accounts only. Credit card accounts NOT accepted. If a joint account, ALL required signatories must sign below.*

BSB Number

Account Number

Financial Institution

Branch

Account Name

## Payment Details

**Rates**

Debit Amount \$

Commencement date

**Weekly** *drawn every Friday*

**Fortnightly** *drawn every second Friday*

**Monthly** *drawn on 1st day of every month*

**Quarterly Instalment** *on 31 Aug, 30 Nov, 28 Feb, 31 May*

**Full Annual payment** *drawn 31 August annually*

Assessment No.    Property Address

**Water**

**Quarterly amount** *drawn on 30 September,  
31 December, 31 March and 30 June*

Commencement date

Assessment No.

Property Address

## Authorisation

I/we request and authorise Ballina Shire Council to debit my/our nominated bank account as detailed on this form. I/we agree to the terms and conditions of the Ballina Shire Council Direct Debit Service Agreement overleaf. I/we acknowledge that changes can be made to this agreement by notifying Council in writing or by phoning Council's Rating Team.

Name *applicant 1*

Signature

Date

Name *applicant 2*

Signature

Date

## Privacy Protection Notice

The completed Direct Debit Request Rates & Water form contains personal information which is being collected for the purpose of receiving payment for Council issued accounts (including notifying relevant financial institutions of this agreement) and to enable Council to perform any other duty or task under any relevant legislation. The information will be processed by the Corporate and Community Division and may be made available to public enquiries under the Government Information (Public Access) Act. The information supplied is required under the Bulk Electronic Clearing Systems Procedures. The information will be stored in Council's electronic document management system.

## Direct Debit (DDR) Service Agreement

### Council's Responsibility

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount as completed on page 1 of the DDR Application Form.

### Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur on the next due date after we receive the DDR request form, unless you specify an alternative commencement date. You will be notified in writing after Council has processed your request.

The usual dates quarterly amounts become due each year are:

#### RATES NOTICE

- 31 August
- 30 November
- 28 February
- 31 May

#### WATER NOTICE

- 30 September
- 31 December
- 31 March
- 30 June

Rates and Water Notices will still be issued to you even if the amount due is to be paid by direct debit. Please do not pay these notices if your direct debit will pay the full quarterly or annual amount due.

To obtain an up to date balance of amounts due please contact our rates department on 02 6686 1299. It is your responsibility to make sure that your set arranged amount covers the amount listed on your Rates and Water Notices. Any overdue amounts will attract interest charges.

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 if/when changes to the initial terms of the arrangement are made. This notice will state any changes to the frequency or drawing date and any other changes to the initial terms.

### Changes to the Arrangement

To make changes to the direct debit drawing arrangements, you must contact us in writing at least (10) business days prior to the next scheduled drawing. These changes may include:

- Changing your bank account details
- Changing direct debit drawing arrangement
- Cancelling the direct debit.

Your correspondence should be addressed to:

The General Manager, Ballina Shire Council  
PO Box 450, Ballina NSW 2478.

### Enquiries

Contact Council's Rating Team on 02 6686 1299. Enquiries should be made at least ten (10) business days prior to the next scheduled drawing date. All communication to us should include your property's assessment number.

All personal customer information held by Council will be kept confidential except for information provided to our financial institution in order to initiate the drawing on your nominated account.

### Disputes

If you believe a drawing has been initiated incorrectly, please contact Council's Rating Team on 02 6686 1299 (8.15am - 4.30pm, Monday to Friday).

If you do not receive a satisfactory response from Council to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 3 business days (for claims lodged within 12 months of the disputed drawing) or
- Within 15 business days (for claims lodged more than 12 months after the disputed drawing).

### Your Commitment To Us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this)
- On the drawing date there is sufficient cleared funds in the nominated account
- You advise us if the nominated account is transferred or closed.

If your financial institution dishonours your drawing, we will notify you requesting that payment be made by another method. The direct debit drawings will continue from the next scheduled debit. Interest accrues on unpaid rates after the due date. Any transaction fees payable by us in respect of the dishonour will be added to your account, together with Council's fee to process dishonoured payments (see [ballina.nsw.gov.au/fees-and-charges](http://ballina.nsw.gov.au/fees-and-charges) subject to change from 1 July each year). Your own financial institution may also charge a fee.