

Direct Debit Request (DDR)

This form is for a public housing tenant to request and authorise the Department of Housing and Community Development (User ID 418959) to arrange rent, maintenance or any other payments to be taken out directly from their bank account.

You will need to check that your bank account can be direct debited by contacting your bank before you complete this form. Please complete all fields in BLOCK LETTERS and provide the completed form to your local housing office for processing.

Client details			
Title (please circle)	Mr / Mrs / Miss / Ms / Other	Date of birth	
Family name			
Given names			
Phone number		Other contact	
Bank account details to be debited			
Financial institution		Branch location	
Account name			
BSB number		Account number	
Deduction options – please tick and complete applicable			
<input type="checkbox"/>	START direct debit payments of \$ _____	<input type="checkbox"/> weekly	<input type="checkbox"/> fortnightly
	from my bank account above on _____ / ____ / ____		<input type="checkbox"/> monthly (ceased debts only)
<input type="checkbox"/>	CANCEL all future direct debit payments from my bank account above from _____ / ____ / ____		
<input type="checkbox"/>	SUSPEND direct debit payments between _____ / ____ / ____	to _____ / ____ / ____	
Authorisation			

I/we, _____ (FULL NAME)

_____ (FULL NAME)

- Request for the Department of Housing and Community Development to arrange for funds to start, be cancelled or suspended from my/our bank account as indicated in my deductions options above.
- Authorise the Department of Housing and Community Development to arrange my request through the Bulk Electronic Clearing System (BECS).
- Understand the Department of Housing and Community Development may continue debiting amounts as requested above until I/we cancel or change this request in writing.
- Have read, understood and agree to be bound by the terms of the DDR arrangement as specified in the DDR Service Agreement overleaf.

Signature		Date	
Signature		Date	

Please note: all signatures are required for bank accounts held by more than one person. Company bank accounts should be signed by relevant authorised person/s for the nominated account.

Disclaimer

The Department of Housing and Community Development collects only your personal information which is necessary to provide housing assistance under the *Housing Act* and its Regulations.

If you do not provide the requested information we may not be able to provide you with assistance. The information collected will not be disclosed to anyone without your consent unless it is required or authorised by law in accordance with the Information Privacy Principles at Schedule 2 of the *Information Act* (NT). You have a right to access and correct the information held about you.

If you have any queries or concerns please contact the Information Access Unit on 8999 8490, email infoact.DHCD@nt.gov.au or write to GPO Box 4621, Darwin NT 0801.

Direct Debit Request (DDR) Service Agreement

This document sets out the terms and conditions of the Agreement between the Department of Housing and Community Development (Debit User ID 418959) ("the Debit User") and the person or persons ("the Client") who complete(s) and provide(s) to the Debit User a Direct Debit Request ("DDR") in a form satisfactory to the Debit User to facilitate the direct debit by the Debit User of the Customer's nominated account in accordance with the DDR through the Bulk Electronic Clearing System (CS2) ("BECS"). The Agreement is entered into by the Debit User's acceptance of the Client's DDR, which acceptance is indicated by the Debit User's first debit of the Client's nominated account in accordance with the DDR.

Terms of Agreement

1. This document contains the initial terms of the Agreement, which are subject to the arrangement as specified in the DDR. The Debit User may change the terms of the agreement, vary the terms of the debit arrangement as outlined in the DDR or cancel the arrangement and terminate the Agreement, by providing 14 days' notice to the Client.
2. By completing and providing the DDR to the Debit User the Client authorises the Debit User to make drawings on the Client's nominated account in accordance with the drawing schedule set out in the DDR.
3. The Client must ensure that the account nominated in the DDR is capable of accepting direct debits. Direct debiting may not be available on all types of accounts conducted by the Client with its financial institution (called the Ledger FI). The Client is advised to check account details against a recent statement from the Ledger FI, and if uncertain, the Client must check with the Ledger FI before completing the DDR.
4. If the Client wishes to alter, suspend or cancel the direct debit arrangement, it must give the Debit User at least 14 days' notice in a form approved by the Debit User, before such changes will be effected. The Client must make other arrangements to pay the amount due if it cancels or suspends the direct debit arrangement.
5. If the Client disputes a debit the following dispute resolution process will apply:
 - The Client must first approach the Debit User to seek to resolve the disputed debt.
 - All approaches to the Debit User will be made in writing to the address nominated in Clause 12 of the Agreement.
 - The Debit User will attempt to resolve the dispute directly with the Client.
 - If the Client is not satisfied that the dispute has been resolved by the Debit User the Client may lodge a claim with the Client's Ledger FI.
6. If a due date for a debit in accordance with the drawing schedule set out in the DDR is not a business day, the Debit User will make the debit on the last business day before the due date. If the Client is uncertain as to when the debit will be processed to the Client's account, the Client should make enquiries directly with the Client's Ledger FI.
7. The Client must ensure that on the due date, or on the date determined by Clause 6 where applicable, the nominated account contains sufficient funds to enable the debit to be made.
8. If any debit is dishonoured the Debit User may cancel the direct debit arrangement and terminate the Agreement immediately by notice in writing to the Client and may charge the Client a dishonour fee equal to the total of all charges imposed on the Debit User by our financial institution in respect of the dishonour. Any such charge notified to the Client by the Debit User shall be a debt due and payable by the Client to the Debit User.
9. The Debit User will keep confidential any Client account details contained in the DDR, and any information relating to the Client's nominated account obtained in the course of the direct debit arrangement. Notwithstanding this, the Debit User may disclose such details and information to our financial institution for the purpose of making debits in accordance with the DDR and for the purpose of responding to a request for justification of a disputed debt pursuant to the dispute resolution procedure set out above at Clause 5.
10. The Client must, in the first instance, direct all enquiries including stops or cancellations to the Debit User.
11. Any written notice pursuant to this Agreement must be forwarded to a party at the party's address specified in Clause 12 of the Agreement, or such other address as may be notified from time to time as the address for the service of notices for the purpose of the direct debit arrangement.
12. Address for notification: Department of Housing and Community Development, GPO Box 4621 Darwin NT 0801