

# East Gippsland Shire Council

273 Main Street (PO Box 1618)  
Bairnsdale VIC 3875  
Website [www.eastgippsland.vic.gov.au](http://www.eastgippsland.vic.gov.au)  
Email [feedback@egipps.vic.gov.au](mailto:feedback@egipps.vic.gov.au)  
Follow us on Twitter @egsc



Telephone: (03) 5153 9500  
Fax: (03) 5153 9576  
National Relay Service : 133 677  
ABN: 81 957 967 765

## Permission to **Direct Debit** Payments from Bank Accounts

There are some hard words in this form. The hard words are in **blue**. You can read what the words mean on page 4.

To set up a **direct debit**, you will need to fill in this form. After the form is filled in you need to give it back to Council.

You can set up a **direct debit** for 4 instalments, 9 monthly instalments or one full payment.

Direct debit application for current years rates will not be accepted after 31 December.

The 4 instalment dates are:

The 9 instalment dates are:

30<sup>th</sup> September  
30<sup>th</sup> November  
28<sup>th</sup> February  
31<sup>st</sup> May

30<sup>th</sup> September      28<sup>th</sup> February  
31<sup>th</sup> October        31<sup>th</sup> March  
30<sup>th</sup> November     30<sup>th</sup> April  
31<sup>th</sup> December     31<sup>th</sup> May  
31<sup>th</sup> January

### Service **Agreement**

<b>Direct Debit</b>	By signing the <b>direct debit</b> form you allow East Gippsland Shire to take money from your bank account. We will only take money on a <b>business day</b> , if the date falls on a weekend or public holiday we will take the money on the next business day. Your direct debit will continue each year, unless you advise Council to stop your direct debit.
<b>Changes to the Direct Debit</b>	If we need to change the <b>direct debit</b> we will write you a letter and give you 14 days' notice of this change. Please call us on 03 5153 9500 if you have any questions.
<b>If you want to stop or change the Direct Debit</b>	To change the <b>direct debit</b> or update your bank details you need to tell us in a letter or fill in this form and give us 14 days' notice. To stop a <b>direct debit</b> you need to tell us in a letter or fill in Cancellation of <b>direct debit</b> for rates form.
<b>Your Responsibility</b>	You need to make sure there is enough money in your bank account for each <b>direct debit</b> . You may be charged fees by your bank if there is not enough money. You should check your bank statement to make sure the right amount of money has been taken out by us. If your payment dishonours three times, your <b>direct debit</b> will be cancelled and you will need to find another way to pay your account.

#### Privacy Statement

The East Gippsland Shire Council asks for details about you to collect rates, approve permits and licences, and run a range of community services. The information you give to us on this form is used only for the reasons set out in the form and is not given to anybody else. Sometimes we may supply details about you to someone else, but only if we are allowed by law, or to protect someone or property.

When information is given out, Council will always try to make sure your privacy is protected in line with the *Privacy and Data Protection Act 2014*. You may ask for more information about Council's Privacy Policy by contacting our Information Privacy Officer on 03 5153 9500 or e-mail [feedback@egipps.vic.gov.au](mailto:feedback@egipps.vic.gov.au)

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<b>Mistakes</b>	If you think we have made a mistake, you need to call us on 03 5153 9500. You should also write us a letter to explain the mistake. If a mistake has been made, we will refund the money back into your account. If we have not made a mistake, we will write to you to explain the reasons
<b>Accounts</b>	You should make sure that a <a href="#">direct debit</a> can be taken from your bank and your account details are correct. Check with your bank if you have any questions about <a href="#">direct debit</a> .
<b>Confidentiality</b>	<a href="#">Confidentiality</a> means we will keep your information private. We will do what the law says. You can ask for a copy of our Privacy Policy.
<b>Contact Us</b>	Phone us on 03 5153 9500 or freecall on 1300 555 886 Write to us at: East Gippsland Shire Council PO Box 1618 Bairnsdale VIC 3875

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Residents' Information Line: 1300 555 886  
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## Direct Debit Request

☐ New **direct debit** request

☐ Change **direct debit**

Applicant:

Name:				
Home address:				
			Postcode	
Postal address:				
			Postcode	
Phone number: Home:	Work:		Mobile:	
Email address:			Fax:	

Bank

Name of bank:				
Bank address:			Postcode	
Name bank account is held in:				
BSB number:		Bank account number:		

Payment (please tick one box only)

<input type="checkbox"/> 4 Instalments	<input type="checkbox"/> 9 Instalments
<input type="checkbox"/> Full payment on 15 February	

Property (Your assessment number is on your rates notice)

Assessment number	Property address

I agree that I have read this form and understand the **direct debit** agreement between East Gippsland Shire Council and me.

Signature:	Date: ____/____/____
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## Hard Words:

**Agreement:** The terms agreed between you and East Gippsland Shire Council.

**Business Day:** A business day is Monday, Tuesday, Wednesday, Thursday and Friday.

**Direct Debit:** You allow someone to take money from your account.

**BSB:** A 6-digit number that identifies banks and branches in Australia.

**Confidentiality:** Agreed to keep private any restricted information.

## Submitting your application:

Mail	Post the signed, completed form together with any applicable fees or copies of any documentation to; PO Box 1618 BAIRNSDALE VIC 3875.	
Electronic	Fax to 03 5153 9576 Email to <a href="mailto:feedback@egipps.vic.gov.au">feedback@egipps.vic.gov.au</a>	
In Person	Bring the completed form and supporting documents to any of the following locations;	
	Service Centre Opening Hours: 9.00am to 5:00pm. Monday to Friday.	Bairnsdale Corporate Centre: 273 Main Street. Lakes Entrance Service Centre: 18 Mechanics Street. Omeo Service Centre: 179 Day Avenue. Orbost Service Centre: 1 Ruskin Street. Paynesville Service Centre: 55 The Esplanade.
	Mallacoota Service Centre Opening Hours: Monday and Tuesday 10.00am to 2.00pm Wednesday, Thursday, Friday 2.00pm to 5.00pm	Mallacoota Service Centre: 70 Maurice Avenue

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