

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, or one full payment.

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

The 4 instalment dates are:

30th September

30th November

28th February

31st May

Service **Agreement**

Direct Debit	By signing the direct debit form you allow East Gippsland Shire to take money from your bank account. We will only take money on a business day , 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.
Changes to the Direct Debit	If we need to change the direct debit 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.
If you want to stop or change the Direct Debit	To change the direct debit 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 direct debit you need to tell us in a letter or fill in Cancellation of direct debit for rates form.
Mistakes	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

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

JUL 2025

Permission to Direct Debit Payments from Bank Accounts



Accounts	You should make sure that a direct debit can be taken from your bank and your account details are correct. Check with your bank if you have any questions about direct debit .
Confidentiality	Confidentiality means we will keep your information private. We will do what the law says. You can ask for a copy of our Privacy Policy.
Contact Us	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

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

JUL 2025

Permission to Direct Debit Payments from Bank Accounts



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)

☐ 4 Instalments
☐ 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: ____/____/____

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

May 2023

Permission to Direct Debit Payments from Bank Accounts



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.

Contact Council



03 5153 9500



feedback@egipps.vic.gov.au



eastgippsland.vic.gov.au



PO Box 1618, Bairnsdale 3875

Customer Service Centres:

- **Bairnsdale:** 273 Main Street
- **Lakes Entrance:** 18 Mechanics Street
- **Mallacoota:** 70 Maurice Avenue
- **Omeo:** 179 Day Avenue
- **Orbost:** 1 Ruskin Street
- **Paynesville:** 55 Esplanade

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

JUL 2025