

## Try direct debiting... It's easy, automatic and free

### What is direct debiting?

**Direct debiting** is when money is automatically transferred from your bank or financial institution account to make a payment.

With one simple step you can take the hassle out of making Department of Communities payments by arranging to pay directly from your account.

### What are the benefits?

Direct debiting has advantages over other forms of payments, such as:

- no more "special trips" to the Post Office just to make your payment
- payments are always made on time – provided you make sure the account carries sufficient funds. You will need to ensure you have sufficient funds available in your nominated account for the direct debit arrangement or you will incur a dishonour fee from your financial institution. For further information about dishonour fees contact your financial institution.
- your bank account statement gives a clear and continuous record of payment
- if the payment rate changes you will be advised and your payments will be altered automatically
- and there is no extra cost to you... **direct debiting is free.**

### How to set up direct debiting

Complete the form on the inside of this brochure and return it to any Department of Communities office listed on the back of this brochure or post to:

#### Rental Services

#### Private Bag 22

East Perth WA 6892

To avoid getting in arrears, please continue to pay the way you normally do until you are advised of the direct debt commencement date.

The Housing Authority operates within the Department of Communities.

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit: [www.relayservices.gov.au](http://www.relayservices.gov.au)

This publication is available in other formats that can be requested at any time.



Government of **Western Australia**  
Department of **Communities**

### Department of Communities offices\*

#### Head Office

189 Royal Street  
East Perth 6004  
Tel: (08) 6217 6888  
Toll free: 1800 176 888

#### Metropolitan Offices

##### Armadale

Shop 2, Armadale Shopping Centre  
Cnr Commerce Ave & Jull Street  
Armadale 6112  
Tel: (08) 9391 1600

##### Cannington

17 Manning Road  
Cannington 6107  
Tel: (08) 9350 3244

##### City Office

605 Wellington Street  
Perth 6000  
Tel: (08) 9476 2444

##### Fremantle

42 Queen Street  
Fremantle 6160  
Tel: (08) 9432 5300

##### Joondalup

Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 9404 3300

##### Kwinana

2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 9411 9500

##### Mandurah

Unit 1, 17 Sholl Street  
Mandurah 6210  
Tel: (08) 9583 6100

##### Midland

21 Old Great Northern Highway  
Midland 6056  
Tel: (08) 9250 9191

##### Mirrabeek

5 Milldale Way  
Mirrabooka 6061  
Tel: (08) 9345 9655

#### Victoria Park

269 Albany Highway  
Victoria Park 6100  
Tel: (08) 9350 3700

#### Great Southern

##### Albany

131 Aberdeen Street  
Albany 6330  
Tel: (08) 9845 7144

##### Katanning

6 Daping Street  
Katanning 6317  
Tel: (08) 9891 1800

#### South West

##### Bunbury

22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 9792 2111

##### Busselton

Suite 1A, 9 Harris Road  
Busselton 6280  
Tel: (08) 9781 1300

##### Manjimup

Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 9771 7800

#### Goldfields

##### Esperance

92 Dempster Street  
Esperance 6450  
Tel: (08) 9072 3000

##### Kalgoorlie

Unit 1-2,  
84-90 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 9093 5200

#### Mid West

##### Carnarvon

30 Robinson Street  
Carnarvon 6701  
Tel: (08) 9941 6500

##### Geraldton

201 Marine Terrace  
Geraldton 6530  
Tel: (08) 9923 4444

#### Meekatharra

14 Main Street  
Meekatharra 6642  
Tel: (08) 9956 5000

#### Pilbara

##### Karratha

The Quarter HQ  
Level 2, 20 Sharpe Ave  
Karratha 6714  
Tel: (08) 9159 1700

##### South Hedland

Cnr Brand & Tonkin Sts  
South Hedland 6722  
Tel: (08) 9160 2800

#### West Kimberley

##### Broome

30 Frederick Street  
Broome 6725  
Tel: (08) 9158 3600

##### Derby

West Kimberley House  
16-22 Loch Street  
Derby 6728  
Tel: (08) 9158 4000

#### East Kimberley

##### Halls Creek

Lot 72-73  
Great Northern Hwy  
Halls Creek 6770  
Tel: (08) 9168 9300

##### Kununurra

16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 9166 5100

#### Wheatbelt

##### Merredin

27 Mitchell Street  
Merredin 6415  
Tel: (08) 9081 3800

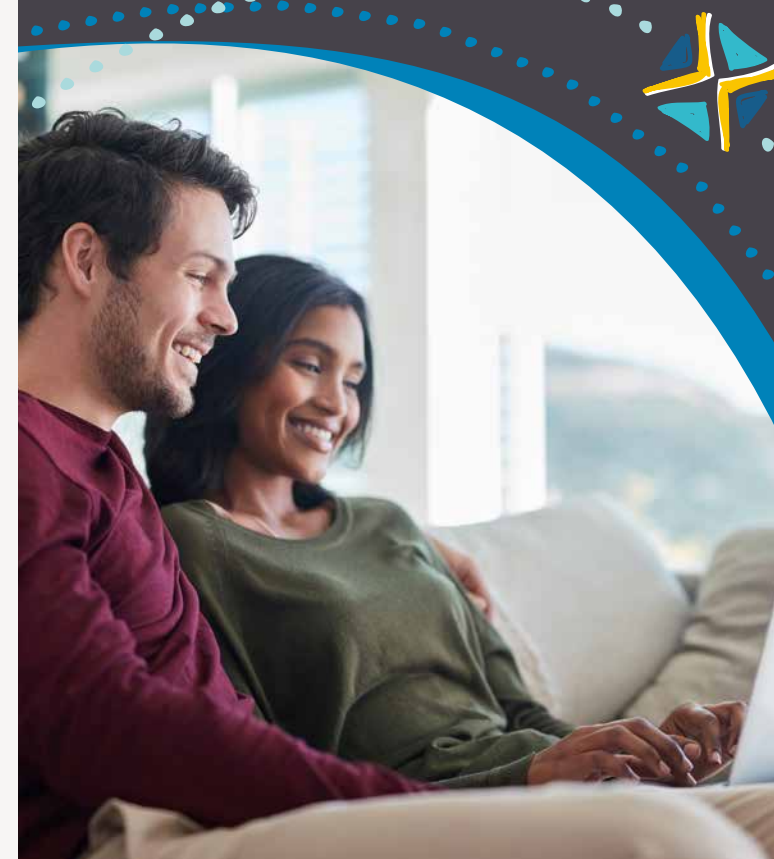
##### Narrogin

11-13 Park Street  
Narrogin 6312  
Tel: (08) 9881 9400

##### Northam

5 Elizabeth Place  
Northam 6401  
Tel: (08) 9690 1900

# Direct Debit your Department of Communities Payments



SD-106 0918

\* For housing related matters

[www.communities.wa.gov.au](http://www.communities.wa.gov.au)

# Direct debit request

## 1. Customer(s) authority

Name of customer giving the direct debit request

Address

This payment is for (eg. rent, water, tenant liability (repairs) etc.)

Housing Authority Person Ref. No.

Name of debit user


APCA User ID No.

Department of Communities

2 5 5 9

I authorise you to arrange for funds to be debited from my account at the financial institution identified below.

This authorisation is to remain in force in accordance with the terms described in the Customer Service Agreement.

Signature 

Date

Housing Authority Account Number

## 2. Details of the account to be debited

(All details must be supplied)

Name of the financial institution

Branch address

Account name (eg. John Smith)

BSB number

 - 

Account number

## 3. Please tick the appropriate box

(Optional)

- I request that you debit my account in accordance with our Agreement or
- I request that you debit my account in accordance with our Agreement and subject to one or more of the following conditions:

Maximum amount to be debited \$

Frequency of debit

First payment date

Final payment date


## 4. Optional inclusion on the direct debit request or the Customer Service Agreement

I authorise the following:

1. The debit user to verify the details of the above mentioned account with my financial institution.
2. The financial institution to release information allowing the debit user to verify the above mentioned account details.


Name

Signature 

## 5. Declaration

I understand and declare that any rent payments that I make are made only on behalf of the lawful Tenant and do not give rise to any new tenancy rights or interests.

Signature 

Date

