

Direct Debit Request Form (Version 1.6– 16/09/2022)

Direct Debit Request Service Agreement

This is Your Direct Debit Service Agreement with Blue Care (ABN 96 010 643 909)), and our Direct Debit Provider “Ezidebit” – A division of Global Payments Australia 1 Pty Ltd, User ID No. 342190, 342191, 428198. It forms part of the terms and conditions of Your Direct Debit Request (DDR), and explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as Your Direct Debit provider. Please keep this agreement for future reference.

You acknowledge that Ezidebit is acting as a Direct Debit Agent for Blue Care and that Ezidebit does not provide any goods or services (other than the direct debit collection services) to me/us for the Blue Care pursuant to the Direct Debit Request.

You acknowledge that if receiving services from Blue Care you understand that many clients are asked to pay a small contribution to the cost of services provided. The Government provide Blue Care with a proportion of funds to assist us to provide your service, however it does not always cover the total cost. Where a client receives these co-funded services, Blue Care will charge a contribution cost for each applicable service they deliver.

1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you. If you are accepting co-funded services from Blue Care, you agree to pay all discussed contributions for the services received.
- 1.2 We will arrange for funds to be debited as authorised in the direct debit request.
- 1.3 We will arrange for funds to be debited from your account according to your Blue Care tax invoice/statement which specifies the debit amount owing by you
- 1.4 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.
- 1.5 We reserve the right to cancel the Blue Care Direct Debit arrangements if three or more drawings are dishonoured by your nominated Financial Institution and to arrange with you an alternate payment method.
- 1.6 We will direct debit your account on or around the 20th of each month unless agreed in writing otherwise, subject to 1.4.

2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days’ written notice.

3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by giving written notice directly to us via email **collections@ucareqld.com.au** or via mail to **Blue Care Finance – Central Processing Locked Bag 2000, MORAYFIELD QLD 4506**
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least seven (7) days’ before the next debit day.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us seven (7) days’ notice in writing before the next debit day.

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request. If there are insufficient clear funds in your account to meet a debit payment:
 - you may be charged a fee and/or interest by your financial institution;
 - you may also incur fees or charges imposed or incurred by us; and
 - you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.2 It is your responsibility to advise us if the account nominated by you to receive the Blue Care Direct Debit drawings is transferred or closed.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If Blue Care is liable to pay goods and services tax (“GST”) on a supply made in connection with this agreement, then you agree to pay Blue Care on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us and confirm that notice in writing with us as soon as possible so that we can resolve your query within seven (7) working days’ of the debit date via email **collections@ucareqld.com.au** or via mail to **Blue Care Finance – Central Processing Locked Bag 2000, MORAYFIELD QLD 4506**
- 5.2 If we conclude as a result of your investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also make all attempts to notify you of the error and advise the amount by which your account will be adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence of this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:

- With your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- With your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1 Your privacy is important to us. Any personal information collected from you will be handled in accordance with Uniting Care Privacy Policy, available on our website www.bluecare.org.au or via email privacy@ucareqld.com.au.
- 7.2 Blue Care is an agency of UnitingCare Queensland. The UnitingCare Queensland privacy policy explains the how, what, when and why of the Personal and Sensitive Information (which includes Health Information), we collect, hold, use and disclose when you interact with our services. We take your privacy seriously, and are committed to treating your Personal Information in accordance with the Privacy Act 1988 (Cth) (the Act) and other relevant State and Territory laws that govern the use of Personal Information.

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement you should email **collections@ucareqld.com.au** or via mail to **Blue Care Finance – Central Processing Locked Bag 2000, MORAYFIELD QLD 4506**
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.

9. Feedback and Complaints

- 9.1 Call us on 1300 258 322 8am-6pm weekdays
- 9.2 Complete an Online form www.bluecare.org.au/about-us/feedback-and-complaints
- 9.3 Visit us at a local office
- 9.4 Write to Us **Blue Care GPO Box 1265, Brisbane QLD 4001**

