



## APPLICATION FOR PAYMENT PLAN

(Note: You must complete and return this Application. A Direct Debit Request Service Agreement is not sufficient to stop formal recovery action from commencing).

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DATE

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PROPERTY ADDRESS (Please include Property No. or Assessment No. if known)

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PROPERTY OWNER/S

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CONTACT NUMBER/S

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SERVICE ADDRESS FOR FUTURE CORRESPONDENCE

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REASON FOR REQUESTING PAYMENT PLAN

Weekly     Fortnightly     Monthly

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FREQUENCY OF PAYMENT

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AMOUNT OF EACH PAYMENT

DATE FIRST PAYMENT WILL BE MADE

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TOTAL PERIOD OF PAYMENT

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Please update my details in respect to this property to the phone number and service address as shown above.

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SIGNATURE

### Privacy Collection Notice:

Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with *Local Government Act 2009* so that we can assess your application and update your details in relation to your account. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our [Information Privacy Policy](#).

## PAYMENT METHODS



Pay in person at any Australia Post Office, or by phoning 13 18 16, or alternatively via the internet at [postbillpay.com.au](http://postbillpay.com.au)



Contact your participating Financial Institution to make this payment directly from your cheque, savings or credit card account\*. The BPAY Reference Number is the customer reference number shown on your rates notice.  
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 ABN 69 079 137 518



**DIRECT DEBIT** For details and an application contact Customer Service on 13 48 10 or visit Council's website at [townsville.qld.gov.au](http://townsville.qld.gov.au) and select Payments, Rates & Permits.



**ONLINE** MasterCard or Visa only\*. To view and/or pay your rates online, log onto Council's website at [townsville.qld.gov.au](http://townsville.qld.gov.au) and select Payments, Rates & Permits. Follow the instructions to register. Once registered, you can view and pay your rates notice electronically. You will be notified by e-mail each time a rates notice is issued.



**BY PHONE** Call 1300 886 759 to pay with MasterCard or Visa\*. To enable payment to be processed you will require the Biller Code of 8896 and the customer reference number shown on your rates notice.



**BY MAIL** For rate payments via cheque or money order, forward payment, including property details to PO Box 1268, Townsville, QLD 4810.



**IN PERSON** Customer Service Centre, 103 Walker Street. Opening times 8am to 5pm, Monday to Friday. City Libraries Thuringowa, 86 Thuringowa Drive (Card only). 9am to 2pm, Monday to Friday.

\*Payments made by credit or scheme debit cards will incur a processing fee of 0.5% of the payment amount.

## CONDITIONS OF PAYMENT PLANS

1. A Payment Plan is an agreement between the ratepayer and council that allows for the payment of the outstanding rates and charges to be made by regular instalments, over an agreed period of time. Payment Plans can only be accepted for the amount currently outstanding and is only valid for the current rate period. You will need to re-apply for a new payment plan on receipt of any subsequent notices.
2. If the ratepayer defaults on a payment plan, full payment of the balance outstanding will become due and payable immediately and legal action may commence resulting in additional costs for which you would be liable.
3. Compound interest per annum applies to all overdue rates and charges from 30 days after the due date. Interest on current year Rates arrears for "approved pensioners" will not be charged until 1st July of the following financial year, until paid in full.
4. All applications for payment plans will be acknowledged and confirmed in writing.
5. It is the responsibility of the ratepayer to keep the council informed of changes to financial and other circumstances that affect their ability to make the scheduled payments.
6. All sections of the Application for Payment Plan must be completed.
7. The rate payers must provide sufficient information to support their application for a Payment Plan.

For any further enquires contact the Customer Service Centre on 13 48 10 or email [enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)