GEMBROOK PRIMARY SCHOOL
OUTSIDE SCHOOL HOURS CARE
SESSION BOOKING FORM

Name:

SESSION PREFERENCES

Before School Care commences at 7:30am on all days. Please indicate your required arrival time. Care is available from 7:00 by prior arrangement.

<table>
<thead>
<tr>
<th>Day</th>
<th>Care Required</th>
<th>Arrival Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td></td>
<td></td>
<td>Breakfast &amp; Activities</td>
</tr>
<tr>
<td>Tuesday</td>
<td></td>
<td></td>
<td>Breakfast &amp; Activities</td>
</tr>
<tr>
<td>Wednesday</td>
<td></td>
<td></td>
<td>Breakfast &amp; Activities</td>
</tr>
<tr>
<td>Thursday</td>
<td></td>
<td></td>
<td>Breakfast &amp; Activities</td>
</tr>
<tr>
<td>Friday</td>
<td></td>
<td></td>
<td>Breakfast &amp; Activities</td>
</tr>
</tbody>
</table>

After School Activities 3.30-6.00pm

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Activity Required (please tick)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Art &amp; Craft</td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>Fun &amp; Games</td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>Creative Activities</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>Fun &amp; Games</td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>Cooking</td>
<td></td>
</tr>
</tbody>
</table>

CASUAL BOOKINGS ARE AVAILABLE:

- FOR BEFORE SCHOOL CARE, PLEASE PHONE THE OFFICE BEFORE 4.30PM THE DAY BEFORE BOOKING IS REQUIRED.
- FOR AFTER SCHOOL CARE, PLEASE PHONE THE OFFICE BEFORE THE SESSION BEGINS.

Ratified 19/04/2016 users/OSHC/enrolment form
CONFIDENTIAL ENROLMENT FORM

This form must be completed by a parent or guardian who has parental responsibility in relation to the child. A brief explanation of parental responsibility is contained at the end of this form. The Education and Care Services National Regulations 2011 requires an approved provider to keep an enrolment record for each child containing the prescribed information in Regulations 160 to 162. Questions marked with an asterisk * are not required by the Regulation, however, answers you provide to each question will assist the service in educating and caring for the child.

GEMBROOK PRIMARY SCHOOL
OUTSIDE SCHOOL HOURS CARE

CHILD INFORMATION

<table>
<thead>
<tr>
<th>Family Name:</th>
<th>Date of Birth / /</th>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Names:</td>
<td>*Usually Called:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Address:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Child CRN: Customer Reference Number (CRN) from the Family Assistance Office (www.familyassist.gov.au or 136150).

*Is the child of Aboriginal and/or Torres Strait Islander origin? (please tick)

- No, not Aboriginal or Torres Strait Islander
- Yes, Aboriginal
- Yes, Aboriginal & Torres Strait Islander
- Yes, Torres Strait Islander

Language used in the child’s home ———

Cultural background of the child and, if applicable, the child’s parents

Any special considerations for the child (e.g., any cultural, religious or dietary requirements or additional needs—non medical)

PARENT OR GUARDIAN INFORMATION

<table>
<thead>
<tr>
<th>Parent 1</th>
<th>Parent 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name</td>
</tr>
<tr>
<td>Address: as per child or:</td>
<td>Address: as per child or:</td>
</tr>
<tr>
<td>Phone (H) (W)</td>
<td>Phone (H) (W)</td>
</tr>
<tr>
<td>Mobile:</td>
<td>Mobile:</td>
</tr>
<tr>
<td>Email:</td>
<td>Email:</td>
</tr>
<tr>
<td>Does the child live with this parent? Yes No Shared</td>
<td>Does the child live with this parent? Yes No Shared</td>
</tr>
<tr>
<td>Parent 1 CRN:</td>
<td>Parent 2 CRN:</td>
</tr>
<tr>
<td>Parent 1 birthdate:</td>
<td>Parent 2 birthdate:</td>
</tr>
</tbody>
</table>

Guardian 1 (if applicable)          Guardian 2 (if applicable)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address as per child or:</td>
<td>Address as per child or:</td>
</tr>
<tr>
<td>Phone (H) (W)</td>
<td>Phone (H) (W)</td>
</tr>
<tr>
<td>Mobile:</td>
<td>Mobile:</td>
</tr>
<tr>
<td>Email:</td>
<td>Email:</td>
</tr>
<tr>
<td>Does the child live with this guardian? Yes No</td>
<td>Does the child live with this guardian? Yes No</td>
</tr>
<tr>
<td>Guardian 1 CRN:</td>
<td>Guardian 2 CRN:</td>
</tr>
<tr>
<td>Guardian 1 birthdate:</td>
<td>Guardian 2 birthdate:</td>
</tr>
</tbody>
</table>

Ratified 19/04/2016 users/OSHC/enrolment form
**OTHER PERSON/S AUTHORISATIONS**

Please list below the details of those people who you have authorised as emergency contacts for the child. This list may be amended at any time. In the event that the parents or guardians cannot be contacted the person/s listed below with authority will be contacted regarding collecting the child, in event of an emergency involving the child, consent to medical treatment or the administration of medication, or to authorise an Educator to take the child outside of the Service premises. Please tick the appropriate boxes for each contact to confirm authorisations.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone: (H)</th>
<th>(W)</th>
<th>Phone: (H)</th>
<th>(W)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile:</td>
<td>Mobile:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Relationship to child:**

- [ ] Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(iii)
- [ ] Notification in the event of an Emergency (Reg. 160(3)(b)(ii)
- [ ] Authorised to Consent to Medical Treatment (Reg.160(3)(b)(iv)
- [ ] Authorisation for the administration of medication (Reg.160(3)(b)(iv)
- [ ] Authorised to authorise an Educator to take the child outside of the premises (Reg 160(3)(b)(iv)&(v)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone: (H)</th>
<th>(W)</th>
<th>Phone: (H)</th>
<th>(W)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile:</td>
<td>Mobile:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Relationship to child:**

- [ ] Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(iii)
- [ ] Notification in the event of an Emergency (Reg. 160(3)(b)(ii)
- [ ] Authorised to Consent to Medical Treatment (Reg.160(3)(b)(iv)
- [ ] Authorisation for the administration of medication (Reg.160(3)(b)(iv)
- [ ] Authorised to authorise an Educator to take the child outside of the premises (Reg 160(3)(b)(iv)&(v)

**COURT ORDERS IN RELATION TO THE CHILD**

Are there any:

- Court orders, parenting orders or parenting plans relating to the powers, duties, responsibilities or authorities of any person in relation to the child or access to the child?
- Other court orders relating to the child’s residence or the child’s contact with a parent or other person?

<table>
<thead>
<tr>
<th>No</th>
<th>Yes</th>
<th>please complete the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1. Bring the original order/s for educators to sight and attach a copy to this enrolment form;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Please describe the orders and provide the contact details of any person given powers, duties, responsibilities or authorities: (attach additional pages if necessary)</td>
</tr>
</tbody>
</table>

**CONFIDENTIALITY OF ENROLMENT RECORDS**

The approved provider of the Education and Care Service must ensure that the information in the child’s enrolment record is not is not divulged or communicated, directly or indirectly, to another person other than as prescribed under Regulations 181 and 182 of the Education and Care Services National Regulations 2011. This includes, to the extent necessary for the education and care of the child or medical treatment of the child; or where expressly authorised, permitted or required to be given by under any Act or law; or with the written consent of the person who provided the information.
## CHILD’S HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Medical Practitioner/Medical Service Name:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Medicare No:</td>
<td></td>
</tr>
<tr>
<td>Expiry Date:</td>
<td></td>
</tr>
<tr>
<td>Ambulance Subscription No:</td>
<td></td>
</tr>
<tr>
<td>Expiry Date:</td>
<td></td>
</tr>
</tbody>
</table>

## CHILD’S MEDICAL INFORMATION

### Anaphylaxis (Reg.162©(ii)&(d))

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the child been diagnosed as at risk of anaphylaxis?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does your child have an auto injection device (e.g. EpiPen or Anapen)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the anaphylaxis medical management plan been provided to the service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has a risk management plan been completed by the service in consultation with you?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*In the case of anaphylaxis you will be provided with a copy of the service’s anaphylaxis management policy. You will be required to provide the service with an individual medical management plan for your child signed by the medical practitioner who is treating your child. This will be attached to your child’s enrolment form. More information can be found at www.allergyfacts.org.au*

### Specific Healthcare Needs (Reg.162©(i)&(d))

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the child have any specific healthcare needs including any medical conditions that are relevant to the care &amp; education of the child? (e.g. asthma, epilepsy, diabetes etc.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If yes please provide details of any specific healthcare need/s or medical condition and any management plan/s or risk minimisation plan/s to be followed with respect to the specific healthcare need/s or medical condition/s. Attach a copy of any plan/s or additional pages if necessary.*

### Allergies (Reg.162(c)(ii))

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your child have any allergies?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If yes please provide details of any allergies and any management plan/s or risk minimisation plan/s to be followed with respect to the allergy. Attach a copy of any plan/s or additional pages if necessary.*

### Dietary Restrictions (Reg.162(c))

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the child have any dietary restrictions?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If yes, please provide details of any dietary restriction:*  

### Communications Plan

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a communications plan been developed to ensure that: (a) relevant staff members and volunteers are informed about the medical conditions policy, the medical management plan and risk minimisation plan for the child and (b) the child’s parent can communicate any changes to the medical management plan and risk minimisation plan for the child. (Reg.90(1)©(iv)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CHILD’S IMMUNISATION STATUS

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the child been immunised?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*In some cases when there is an outbreak of a vaccine preventable disease, unimmunised children will be excluded from the Education and Care Service as per the period of exclusion of contacts recommended by the National Health and Medical Research Council. The exclusion periods table can be found at http://ideas.health.vic.gov.au/guidelines/school-exclusion-tale.asp*
**ADDITIONAL INFORMATION**

<table>
<thead>
<tr>
<th>Are you willing to have the child photographed to appear in videos, newspapers &amp; other publications?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you allow sunscreen to be applied to the child while in the care of the Education and Care Service?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

Cultural celebrations you agree for your child to be involved in:

- Birthdays
- Mothers Day
- Fathers Day
- Easter
- Christmas

Please list any other celebrations:

---

**AUTHORISATION AND DECLARATION**

I, [print full name]

A person with parental responsibility of the child referred to in this enrolment form (Reg 161):

- Authorise the Approved Provider, Nominated Supervisor, or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and transportation of the child by an ambulance service; and
- Agree that I am responsible for any expenses incurred during a medical emergency in relation to the child;
- Agree to collect or make arrangements for the collection of the child if he or she becomes unwell;
- Understand that in an emergency situation or where evacuation is necessary that the child may need to leave the Education and Care Service under the direction and supervision of the approved provider, nominated supervisor or educator;
- Have read and understood the Education and Care Service’s policies including the “Payment of Fees”;
- Declare that the information in the enrolment form is true and correct and undertake to immediately inform the Education and Care Service in the event of any change to this information.

Signature of person with parental responsibility for the child  
Date

---

**NB:**

Please include a copy of your child’s birth certificate and immunization certificate with the completed enrolment form.

Thank you
# Direct Debit Request

## Your Details
- **Business:** Gembrook Primary School  
- **ABN/ACN:** 35 470 611 516  
- **Suburb:**  
- **State:**  
- **Postcode:**  

## Debit Arrangement
- I/we authorise and request Ezidebit Pty Ltd ACN 096 902 813 (User ID 165969, 303909, 301203, 234040, 234072, 428198) ("Ezidebit") to debit payments from my/our account, as specified below, at intervals and amounts as directed by Gembrook Primary School ("The Business") as per the Terms and Conditions of my/our agreement with the Business and in accordance with this Direct Debit Request and the Ezidebit DDR Service Agreement (Ver 1.5).

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Weekly Debit Amount = Balance Due</th>
<th>Fortnightly Max Debit Amt:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DDMMYY</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Administration Fee:** $2.20  
- **Bank Account Transaction Fee:** $0.88  
- **Credit Card Transaction Fee:** VISA/MasterCard: 1.87% (Min $0.88)  
  AMEX/Diners: 4.4% (Min $0.88)

## Choose Your Payment Method
- **Debit from Credit Card**
- **Debit from Bank, Building Society or Credit Union Account**

### Debit from Credit Card
- **Card Number:**  
- **Expiry Date:** MMYY  
- **Name of Cardholder:**  

By signing this form, I/we authorise Ezidebit, acting on behalf of the Business, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement. Furthermore, I/we agree to reimburse and indemnify Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

### Debit from Bank, Building Society or Credit Union Account
- **Financial Institution:**  
- **BSB Number:**  
- **Account Number:**  
- **Holder Name:**  

I/we authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement (Ver 1.5) provided.

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Ezidebit DDR Service Agreement (Ver 1.5) and I/we have read and understand same.

---

**Signature(s) of Nominated Account:**  
**Date:** DDMMYY  
**DDR Service Agreement (Ver 1.5)**
DDR SERVICE AGREEMENT (Ver 1.5)

I/we hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as “Ezidebit”) to make periodic debits on behalf of the “Business” as indicated on the attached Direct Debit Request (herein referred to as “the Business”).

I/we acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business.

I/we acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/we acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/we acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/we acknowledge that there may be a delay in processing the debit if:-
1. there is a public or bank holiday on the day of the debit, or any day after the debit date;
2. a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
3. a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.

Any payments that fall due on any of the above will be processed on the next business day.

I/we authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/we authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/we do not require Ezidebit to notify me/us of such variations to the debit amount.

I/we acknowledge that Ezidebit is to provide at least 14 days’ notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/we acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/we acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/we acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/we acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. I/we will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/we authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/we acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments
I/we acknowledge that “Ezidebit” will appear as the merchant for all payments from my/our credit card. I/we acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business. I/we acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

I/we acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/we appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/we irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect my/our personal information, including (but not limited to) prohibiting the release to or access by third parties without my/our consent.

Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further Information relating to Ezidebit’s Privacy Policy can be found at www.ezidebit.com.au.

I/we hereby irrevocably authorise, direct and instruct any third party who holds/stores keeps my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/we authorise:

a) Ezidebit to verify details of my/our account with my/our financial institution; and
b) my/our financial institution to release information allowing Ezidebit to verify my/our account details.

Po Box 3327
Newstead, QLD 4006
Ph: (07) 3124 5500 Fax: (07) 3124 5555

DDR Service Agreement (Ver 1.5)
IMPORTANT INFORMATION ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("FSG") is an important document which we are required to give to you to assist you in deciding whether to use the financial services we provide.

This FSG outlines the types of services and products we can offer to you. It also explains how we (and other relevant persons) are remunerated for these services and includes details of our internal and external complaints handling procedures and how you can access them.

To utilise any of the financial products outlined in this FSG, you must review and consider the Product Disclosure Statement ("PDS") relevant to that product and complete the relevant application form. The PDS contains important information about the particular product or service and will assist you in making an informed decision about that product or service.

OTHER DOCUMENTS YOU MAY RECEIVE

A PDS contains general information about products and services that you may be interested in, including:

(a) Further information and detail in relation to the products and services;
(b) The terms and conditions applicable to the products and services;
(c) Any significant risks associated with acquiring or using the products and services; and
(d) Information about the cost of the products and services.

A PDS will be provided when you are ready to learn or make a decision about a particular product or service we offer.
Who are we? Who will provide the financial services?

Ezidebit Pty Ltd (ABN 67 096 902 813, Authorised Representative No. 320082) is an Authorised Representative of Ezi Management Pty Ltd (ABN 47 110 689 711), who is the holder of Australian Financial Services Licence No. 315388 ("the Australian Financial Services Licence").

Ezi Management Pty Ltd is a wholly-owned subsidiary of Ezidebit.

All financial products and services will be provided by Ezidebit as an Authorised Representative of Ezi Management Pty Ltd, on Ezi Management Pty Ltd’s behalf.

Ezi Management Pty Ltd has authorised the distribution of this FSG.

Ezi Management Pty Ltd acts on its own behalf when Ezidebit and its employees provide the financial services to you.

All references to "Ezidebit", "us", "we" or "our" in this FSG shall refer to these entities as discussed above.

Contact Details
The full contact details of Ezidebit are as follows:

Ezidebit Pty Ltd
ACN: 096 902 813
ABN: 67 096 902 813

Authorised Representative No. 320082
PO Box 3327
Newstead QLD 4006

Telephone (Local): (07) 3124 5500
Telephone (Interstate): 1300 763 256
Facsimile: (07) 3124 5555
Email: info@ezidebit.com.au

The full contact details of Ezi Management Pty Ltd are as follows:

Ezi Management Pty Ltd
ACN 110 689 711
ABN 47 110 689 711
AFSL No. 315388

PO Box 3327
Newstead QLD 4006
What products and services do we offer?
Ezidebit, pursuant to the conditions of the Australian Financial Services Licence is permitted to:

(a) provide general financial product advice for non-cash payment products; and
(b) issue, apply for, acquire, vary or dispose of non-cash payment products to retail and wholesale clients.

Please note that this is a summary of the services Ezidebit is permitted to provide. Full details of the conditions applicable to the Australian Financial Services Licence are available upon request.

Ezidebit may or may not offer any or all of these services at any particular time. You should refer to the PDS issued by Ezidebit for further information of the specific products and services provided.

You should be aware that in providing these services, Ezidebit will provide general advice only and will not take account of your particular objectives, financial situation or needs and there is a risk that the products and services described may not be appropriate for you. Prior to acquiring any financial products and services, you should carefully consider those products and services and consider seeking independent advice before making a decision about whether or not the products and services are suitable for your particular objectives, financial situation and needs.

How do you do business with us?
The PDS outlines the procedures for acquiring or utilising a particular product or service we offer. Please refer to the PDS as to how a particular product or service is administered.

How are you charged for our products and services?
Ezidebit charges fees for products and services it provides to you. Details of fees and charges Ezidebit receives for providing the products and services will be contained in the PDS Fee Schedule for those products.
Benefits received by Ezidebit
In addition to the fees described in the PDS, Ezidebit does not receive any additional benefits as a result of you utilising the products or services outlined in this FSG.

Remuneration or other benefits received by Ezidebit staff
Generally, Ezidebit’s staff are salaried employees and do not receive any commissions or fees calculated by reference to the sale of products or services referred to in this FSG.

Sales representatives do, however, receive a sales commission based on the volume of sales and the level of revenue generated from such sales, which may vary from time to time.

You may request further particulars of these commissions by contacting Ezidebit on the details above, however, such a request must be made within a reasonable time after you have been provided with this FSG and before any financial service identified in this FSG has been provided to you.

Benefits to other parties
If you have been referred to Ezidebit by a third party, Ezidebit may have an arrangement with that third party that may result in remuneration (including a commission) being paid to that third party. Such remuneration will generally be calculated by reference to the quantity of services provided by Ezidebit to you or the level of revenue generated as a result of you utilising the products or services identified in this FSG.

You may request further particulars of these payments by contacting Ezidebit on the details above, however, such a request must be made within a reasonable time after you have been provided with this FSG and before any financial service identified in this FSG has been provided to you.

How do we protect the information you give us?
At Ezidebit, the privacy of your personal information is important to us. All personal information collected will be handled in accordance with our Business Privacy Policy. Our Business Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information.

Copies of our Business Privacy Policy and our Web Privacy Policy, outlining exactly how we go about protecting your rights and privacy can be downloaded from http://www.ezidebit.com.au/about-ezidebit/ezidebit-privacy-policy.html or a copy sent to you upon request.

Your rights include full access to the personal information held concerning yourself. You may request a copy of this information or further information about our privacy practices.
at any time by contacting our Privacy Officer on (07) 3124 5500 or by e-mailing privacy@ezidebit.com.au.

For further information regarding your rights visit the Australian Privacy Commissioner’s web site at http://www.privacy.gov.au.

Complaints and Dispute Resolution

If you encounter any problems or have any complaints in relation to the products or services referred to in this FSG, please contact Ezidebit on either (07) 3124 5500 or 1300 763 256. In most instances, Ezidebit will be able to be resolve your issue over the phone.

If you are unsatisfied with how your complaint was dealt with, you may lodge a formal complaint by contacting Ezidebit on the details set out above.

In dealing with complaints and disputes, Ezidebit will endeavour to comply with the Essential Elements of Effective Complaints Handling contained in Section 2 of the Australian Standard AS 4269-1995. This means that Ezidebit will, within five (5) business days of receiving a complaint, acknowledge receipt of the complaint and include in the response:

(a) details of Ezidebit’s complaints handling procedure;
(b) the name, title and contact details of the client support manager who will be handling the complaint;
(c) if the complaint has not been dealt with fully in the first response, then a reasonable estimate of the time it may take Ezidebit to resolve the complaint; and
(d) details of any remedies available to you in respect of the complaint, if applicable.

If resolution of the complaint is not possible within 14 days, Ezidebit will contact you monthly with the progress of the complaint.

Once Ezidebit has determined how to proceed with the complaint, Ezidebit will inform you of the view Ezidebit has reached, setting out clear and concise reasons and inform you of the avenues open to them if you are not satisfied with the response of Ezidebit.

If you are unsatisfied with how your complaint was dealt with or resolved, you have the option of contacting the Financial Ombudsman Service, of which Ezidebit is a member. Financial Ombudsman Service can be contacted by calling 1300 78 08 08 or by writing to:

Financial Ombudsman Service,
GPO Box 3
Melbourne Vic 3001
Professional Indemnity Insurance

Ezidebit has professional indemnity insurance arrangements in place for compensating persons who suffer loss or damage as a result of Ezidebit breaching its obligations under the Corporations Act 2001 (Cth) ("the Act").

These professional indemnity insurance arrangements comply with Ezidebit's legal obligations under the Corporations Act 2001 (Cth).

Additional information in relation to Ezidebit's professional indemnity insurance arrangements is available upon request from Ezidebit.
Frequently Asked Questions

What is Direct Debit?
Direct Debit is a means of payment where you give permission to a company to collect an agreed amount of funds from your Bank Account, Credit Union, Building Society or Credit Card.
Your payments happen automatically once the timing, amount, and frequency for paying your bills are established and once the direct debit form has been signed.

Why is our business implementing Direct Debit?
Direct Debit is the preferred method of payment for fees. It provides a secure and convenient payment method for customers whilst reducing the time we spend on administration so we can provide a better level of service to you.

Why has our business partnered with Ezidebit?
Ezidebit is the leading direct debit billing company in Australia and they have been reliably debiting accounts for over 10 years. We rely on their excellent service to give customers peace of mind:
- Ezidebit is fully sponsored with Westpac.
- Ezidebit is a licensed commercial agent and is one of the only debiting companies in Australia with an Australian Financial Services License.
- Ezidebit is registered with Fair Trading Queensland.
- Funds collected are held in a secure trust control account.
- Ezidebit is audited by ASIC annually.

Why pay by Direct Debit?
Direct Debiting your bill saves time and gives you the peace of mind to focus on other things, without the hassle of bill stress or worrying about forgetting to pay.
Ezidebit transactions are cheaper than using cheques, paying for postage, withdrawing cash over the counter and paying fees every time you withdraw cash from ATMs. You don’t need to do anything other than ensure your account has enough funds to cover the payment when it’s due.

How do I sign up for Direct Debit?
Please fill out the Ezidebit Direct Debit Request form enclosed. Nominate where you would like payments to be debited, either bank account or credit card. Complete & sign the direct debit form and return it to our business.

Can I get a reminder before the Direct Debit payment is processed?
Yes – payment reminders can be sent automatically via SMS to the Mobile Phone number you supply if requested.

What if I decide to change banks or credit cards?
Simply advise our business who will provide a ‘Change of Account Details’ form for you to advise your new account details.

Is it safe to pay my bills by Direct Debit?
Direct Debit is one of the safest ways to pay your bills, especially with Ezidebit. Ezidebit is PCI Compliant, maintaining the gold standard in data security. By paying with Direct Debit, you reduce your paper trail and opportunity for personal information to be accessed.

Will this give our business access to your account?
No, Direct Debit does not give anyone access to your account. Direct Debit merely authorises Ezidebit to request and process payments from your bank as agreed.

What if I have a question regarding my account – can I stop my Direct Debit?
If you have any questions on your account, you can call our business to discuss. Ideally, we would like to resolve your query while speaking with you. If this is not the case, we can deactivate your Direct Debit processing.

What if I don’t have enough money in my account to cover the Direct Debit payment?
If you do not have enough funds, the transaction will fail which requires additional administration and yields additional bank costs. Unfortunately, Ezidebit is unable to absorb these costs and applies an $9.90 fee for these failed transactions. This fee is debited 7 days after the failed payment.

If you have provided a valid mobile phone number, you will be notified of this dishonour via SMS (Short Message Service). Should this situation occur, you will need to contact our business to provide an alternative for payment to avoid exclusion.

How can I reconcile a problem with a Direct Debit payment?
Issues with Direct Debit are quite rare and are usually rectified immediately. Just contact our business and we will correct the problem.