

CITY OF PLAYFORD

DIRECT DEBIT

- FAQs



Can I pay my council rates by Direct Debit?

Yes, you can choose to pay either your quarterly rates by the due date, or schedule a regular monthly, fortnightly, or weekly payment direct from your bank account.

How do I sign up for Direct Debit?

Sign-up by registering online at reportandpay.playford.sa.gov.au.

Can I pay Direct Debit from my credit card?

No, Direct Debit can only be set up for deductions using a BSB and bank account number.

Can I set up Direct Debit if I have overdue Council rates?

Yes, you can as E-Pathway will calculate a payment amount based on the amount of rates for the current financial year and any outstanding rates arrears. Calculations ensure rates are paid by end of the financial year.

Will I receive an email notification once I have set up Direct Debit?

Yes, you will receive an email confirming your lodgment and the dates of your scheduled deductions.

Will my Direct Debit be adjusted each financial year to ensure my current rates are paid by the due date?

Yes, the Direct Debit payments are automatically adjusted each financial year to accommodate any changes in the value of your rates charges.

Will I be advised of any changes to my Direct Debit payments?

Yes, Council will advise you by email of changes to your Direct Debit payment.

How do I cancel my Direct Debit?

You can cancel your Direct Debit by logging in to your account on reportandpay.playford.sa.gov.au.

Can I adjust my bank details?

To make any changes to your bank details, or reschedule a start date you need to cancel your Direct Debit, and restart it. E-Pathway will recalculate your payment to ensure your rates are paid by end of financial year.

I can't make the scheduled payment, can I miss one payment?

Yes you can, but you need to cancel your Direct Debit and restart it on E-Pathway. E-Pathway will recalculate your payment to ensure your rates are paid by end of financial year.

If I have multiple properties can I set them all up on Direct Debit?

Yes, once you have registered on E-Pathway, and Log In all your properties will appear on the rates enquiry menu. You can select each property and set up Direct Debit on each of them.

I tried to set up a Direct Debit online, but cannot afford the calculated repayments, what should I do?

Speak with the Rates Team who can assess your capacity to pay, and can set up a mutually-agreed fixed amount over the phone.

I set up Direct Debit over the phone with the Rates Team, and need to reschedule/reduce/increase my payments, what should I do?

Speak with the Rates Team, who can assist you with your Direct Debit request.

I am currently only receiving Centrelink benefit, can I set up Direct Debit?

Speak with the Rates Team, who can set up a Centrepay deduction, direct from your Centrelink payment for you over the phone. This may be a better option for you than setting up Direct Debit.

I have a Direct Debit set up will I still be charged overdue fines?

If you have arrears, overdue fines will still be charged. Under the *Local Government Act 1999* Council is required to charge fines on overdue rates charges.

I have a Direct Debit set up will I still receive reminder / overdue notices?

If you have arrears, reminder and overdue notices will still be issued, as these notices are automated and generated by our computer system.

How will I remember that I am paying my quarterly rates charges by Direct Debit?

A message on your quarterly rates notice will advise if you are paying your rates by Direct Debit.

How will I know when the Direct Debit payment will be deducted from my bank account?

Your Direct Debit lodgment confirmation email includes a payment schedule which lists the dates that payments will be deducted from your bank account.

Will I be advised if my Direct Debit payment is dishonored?

Yes, you will receive an sms or an email advising of any payment dishonors..

Will I be charged a dishonor fee?

Yes, you will be charged a fee to cover the cost to Council of bank and administration charges. This will be advised on your Direct Debit dishonor email notification.

I have dishonored my Direct Debit, how can I catch up this payment?

On your Direct Debit dishonor email notification you will be provided a link to repay the dishonored payment and the dishonor fee.

How many dishonors am I allowed before Council will cancel my Direct Debit?

Council will cancel your Direct Debit if you have three dishonored payments and you do not repay those dishonored amounts and the dishonor fee.

If I sell my property and forget to cancel my Direct Debit will Council cancel it?

It is the responsibility of the ratepayer to remember to cancel their Direct Debit if they sell their property. However Council may cancel a Direct Debit where a change of ownership occurs and a Direct Debit is still active.

To contact the Rates team regarding Direct Debit:

PHONE: (08) 8254 4644

EMAIL: directdebit@playford.sa.gov.au

To contact the Customer Contact team:

PHONE: (08) 8256 0333

EMAIL: playford@playford.sa.gov.au