



Foundation House

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Specialised services for refugees

Direct Service Agreement

Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangement between Foundation House, The Victorian Foundation for Survivors of Torture Inc. and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial Terms of the Arrangement

In terms of the Direct Debit Request arrangements made between the Foundation House, The Victorian Foundation for Survivors of Torture and you. We undertake to periodically debit your nominated account for the agreed amount of your donation.

Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur automatically when you submit your online request. All other subsequent debits will occur between the 15th and 20th of that month.

We will give you at least 14 days notice when changes to the initial terms of the arrangement are made. This notice may include the new amount, frequency, next drawing date, cancellation and any changes to the initial terms.

If you wish to discuss any changes to the initial terms, please do not hesitate to contact Foundation House on 03 9388 0022.

Your Rights

Changes to the Arrangement

If you want to make changes to the drawing arrangements, contact Foundation House on 03 9388 0022. These changes may include:

- Deferring the drawing
- Altering the schedule
- Stopping an individual debit
- Suspending the DDR, or
- Canceling the DDR completely

Enquiries

Direct all enquiries to us, rather than your financial institution and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your full name and address details, as well as a contact phone number.

The Victorian Foundation for Survivors of Torture Inc.

Patrons-in-Chief: Prof David de Kretser, AC, Governor of Victoria, and Mrs Jan de Kretser.

Patrons: Prof Hilary Charlesworth, Prof Max Charlesworth AO, Ms Dur-é Dara OAM, Mr Andrew Demetriou, Hon Mr Justice Michael Kirby AC CMG, Prof David Penington AC, Mr David Scott AO.

ABN 32 783 974 636 A0016163P

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Foundation House on 03 9388 0022 between 9.00am and 5.00pm weekdays.

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 7 business days (for claims lodged within 12 months of the disputed drawing) or
- Within 30 days (for claims lodged more than 12 months after the disputed drawing).

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your Commitment to Us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); and
- That on the drawing date there is sufficient funds in the nominated account and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution a letter requesting payment will be sent to you. Any transaction fees payable by us in respect of the above will be added to your donation.