



## Infringement Management Plan Unit

### Office of Regulatory Services / Transport Regulation

# STANDARD OPERATING PROCEDURE

<b>Title:</b> Community Work and Social Development Programs – enquiry and application process			
<b>Status:</b>	<b>INTERNAL</b>	<b>Document #:</b>	SOP/IPO/03 V0.3
<b>Creator:</b>	Hayley Eastman	<b>Effective Date:</b>	20/02/2015
<b>Title:</b>	Assistant Manager	<b>Review Date:</b>	20/07/2015
<b>Signature:</b>		<b>Supersedes:</b>	V0.2
<b>Date:</b>	20/2/15		

#### 1. Purpose

To describe the procedure for Infringement Plan Officers (IPO's) when an enquiry and application is received for a Community Work or Development Program (WDP).

#### 2. Scope

This SOP applies to the Assistant Manager and Manager of the Infringement Plan Office (IPO) involved in the review and management of unit processes and procedures.

#### 3. Responsibilities

Each Infringement Plan Officer (IPO) and the Assistant Manager under the responsibility of the Manager must ensure that these procedures are adhered to within IPO. Any deviation from these procedures must be discussed with the Assistant Manager or Manager prior to undertaking.

#### 4. Changes since last revision:

Removed section relating to POI  
Inserted the steps that were missing in section 3

## INTRODUCTION

When a client phones the IPO will ascertain the requirements of the client, eg payment plan, work development order or waiver.

If the client is unsure of their options, advise them of the above.

**These SOP's are to be read in conjunction with the "Community Work & Social Development Program Overview 2013"**

**Community work is defined as** *"unpaid work undertaken for, or on behalf of, the Provider of the approved community work program"*

**Social Development Program is** *"a program to address health or other personal issues which have contributed to the applicant incurring the infringement penalty or which impact the applicant's capacity to pay the infringement penalty. It is intended by undertaking the personal development program the person will be assisted to either avoid incurring further similar infringement penalties and/or repaying any infringement penalty outstanding"*

**1. Relevant Circumstances assessment**

2.1 The client must meet and select one of the following relevant circumstances to make an application for a Work or Development Program, these grounds of application need to be outlined to the client.

- mental or intellectual disability or mental disorder;
- physical disability, disease or illness;
- addiction to drugs, alcohol or another substance;
- being subject to domestic violence;
- homelessness or living in crisis or transitional or supported accommodation; or
- financial hardship – this includes if the client is a holder of a card prescribed for Section 31(A)(4)(b) of the Road Transport (General) Act 1999 being: Centrelink issued card Pension/HCC or DVA card

2.2 If the client meets the grounds of application they need to provide evidence which relates to their situation, which also determines the type of program they enrol in. The documentation needs to be explained the client at this point.

2.2.1 See Appendix of the Community Work and Social Development Program Overview 2013 for this information.

2.3 If the client does not meet the relevant circumstances requirements, please discuss making an application for an INMP. See INMP procedure.

### 3. The process of a WDP application

#### 3.1 Approval sequence is as follows:

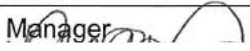
1. the client will submit a client WDP application to IPO
2. IPO will review the application and ensure all necessary documents are attached and any concessions are applied to rego.act. The application is then forwarded to the Manager or Supervisor for conditional approval
3. If the application is conditionally approved, a conditional approval letter is posted to the client along with the provider list and WDP provider application form.
  - 3.1 The conditional approval letter must match the program type. eg – unpaid voluntary work or social development.
4. A WDP file is created for the client to store all their documentation until the program is complete. Please complete the file index with the stages you have performed.
5. When the WDP provider application is received, the complete file and provider form is attached and given to the Manger / Supervisor for final review and approval.
6. When final acceptance is granted, the file will be given back to the CSO for processing in rego.act. An automatic letter is produced for the provider but the client final acceptance letter must be manually generated.
  - 6.1 The final acceptance letter must match the program type. eg. unpaid voluntary work or social development.
7. All paperwork relating to the creation of the WDP will be copied and stored in your batch
8. All paperwork will be returned to the WDP file until follow up / completion occurs.



## Infringement Management Plan Unit

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# STANDARD OPERATING PROCEDURE

<b>Title:</b> Waiver			
<b>Status:</b>	<b>INTERNAL</b>	<b>Document #:</b>	SOP/IMPU/04 V01
<b>Creator:</b>	Mardi Cleggett	<b>Effective Date:</b>	25/11/2013
<b>Title:</b>	Manager	<b>Review Date:</b>	25/05/2014
<b>Signature:</b>		<b>Review by:</b>	
<b>Date:</b>	25/11/2013	<b>Supersedes:</b>	NIL

### 1. Purpose

To describe the procedure for Infringement Management Officers (IMO's) providing information to clients at enquiry on waiver of their infringement(s).

### 2. Scope

This SOP applies to the Assistant Manager and Manager of the Infringement Management Plan Unit (IMPU) involved in the review and management of unit processes and procedures.

### 3. Responsibilities

Each IMO and the Assistant Manager under the responsibility of the Manager must ensure that these procedures are adhered to within IMPU. Any deviation from these procedures must be discussed with the Assistant Manager or Manager prior to undertaking.

### 4. Changes since last revision:

Nil.

## INTRODUCTION

When a Client attends the counter or telephones the unit, the Infringement Management Officer (IMO) will ascertain the requirements of the Client, eg payment plan, work development order or waiver.

This SOP is regarding wavier.

If the client is unsure of their options, advise them of the above.

### Documents required FROM the Client:

- Proof of Identity:* Drivers Licence OR Proof of Age Card OR Passport (MUST be photograph)
- Proof of Concession:* Centrelink Card – Pension OR Health Care Card OR Proof of Entitlement
- Proof of Income:* Pay slip from employer OR Proof of Entitlement  
A stat dec may be gained from a person who states they have no income (eg stay at home mums, students etc).
- Application:* There is no application form for a waiver. The Client must provide in writing their request, with the required supporting documentation for consideration.

### Documents to be provided TO the Client

- Waiver Information for Infringement Notice Penalties under the Road Transport Legislation (attached)
- Attachment A of the WDP Guidelines – information or evidence required (attached)
- Outstanding Infringement Report

## 1. Initial Enquiry

- 1.1 Discuss the alternative options of addressing the infringement debt with the client.
- 1.2 Retrieve an outstanding infringement report from REGO.
  - 1.2.1 If the client has multiple records, ensure you print all outstanding reports and total up to provide the client with their accurate balance – then provide this to the Assistant Manager/Manager for merging.
- 1.3 Advise the client the waiver guidelines are extremely strict, and to be considered for a waiver they must meet all four criteria:
  - 1.3.1 financial capacity
  - 1.3.2 relevant circumstances
  - 1.3.3 Enforcement action ineffective; and
  - 1.3.4 Unsuitability to complete a program.
- 1.4 Advise the client they must provide complete and current supporting documentation (as per the attachment).
- 1.5 The Client can only apply for a waiver of their:
  - a) Parking
  - b) Mobile Speed Camera
  - c) Traffic Camera (red light, point to point)
  - d) AFP issued traffic infringements

- 1.6 Referral for waiver may come from another section (eg Parking Review Office). Discussion regarding waiver from these sections must firstly be referred to the Manager/Assistant Manager.
- 1.7 Clients may be granted an extension of their infringements (28 days) to prepare the documentation required for a waiver. These requests must be made in writing and particular to waivers, can only be approved by the Manager/Assistant Manager.

### **3. Advising the Client on how to submit their consideration for a waiver**

- 3.1 The client must submit their request for consideration of a waiver in writing, via email, fax or mail.
- 3.2 The application for a waiver once received will be reviewed for all complete and correct supporting documentation then reviewed by a group of senior management.

### **4. Acceptance by IMPU**


- 4.1 Stamp the application letter and bundled documents with the date received, and initial in the **OFFICE USE ONLY** box.
- 4.2 Place the application into the Manager's IN tray. The application will be reviewed against a checklist to ensure all required documents are current, complete and submitted. Following this, it will be taken to a review panel for further consideration, approval or refusal.
- 4.3 The client will be sent a letter detailing the outcome of their application, in which they may be requested to provide further information.



## Infringement Plan Office

### Office of Regulatory Services / Transport Regulation

#### STANDARD OPERATING PROCEDURE

<b>Title:</b> Payment Plan Processing			
<b>Status:</b>	<b>INTERNAL</b>	<b>Document #:</b>	SOP/IPO/11 V0.1
<b>Creator:</b>	Mardi Cleggett	<b>Effective Date:</b>	27/08/2014
<b>Title:</b>	Manager 	<b>Review Date:</b>	25/02/2015
<b>Signature:</b>		<b>Supersedes:</b>	
<b>Date:</b>	27/8/14		

#### 1. Purpose

To describe the procedure for Infringement Plan Officers (IPO's) when processing an INMP for payment instalments.

#### 2. Scope

This SOP applies to the Assistant Manager and Manager of the Infringement Plan Office (IPO) involved in the review and management of unit processes and procedures.

#### 3. Responsibilities

Each IPO and the Assistant Manager under the responsibility of the Manager must ensure that these procedures are adhered to within IPO. Any deviation from these procedures must be discussed with the Assistant Manager or Manager prior to undertaking.

#### 4. Changes since last revision:

Nil.

## INTRODUCTION

When a client submits an application with the Infringement Plan Office, procedure must be followed to identify:

- Client has submitted complete application – if not, follow SOP for Incomplete Application;
- A multiple client search must be undertaken to identify the correct amount of outstanding infringements prior to an application being processed and any further CRN's;
- Client records must be maintained if the Client has notified of changes since their last transaction with the MVR;
- A search for a current INMP must be done prior to creating a new INMP.

### 1. Identification of multiple client records

- 1.1 Identify the records that may be the same person. Write down the Client Record Numbers (CRNs) in instances where there are a number of records that could potentially be for the same client.
- 1.2 Click on a record in the list to highlight it, then click 'Select', to open the record. Review the information in the 'Client Summary'.

Note: Key information is the Date of Birth, middle name and client address.

- 1.3 Click on the 'History Tab', look through each history item until you get to the creation of the record.  
Look for previous addresses, names, infringements and transactions that require the presentation of Primary Identification and how the client was first established. If necessary review the information in NEVDIS and Drives for further clarification.
- 1.4 Click the 'Actions' dropdown box and select 'Client links'

Note: Key information is the client's vehicles, registration plates, previous and current infringements.

- 1.5 Repeat the above steps for each of the client records you identified as possibly being the same client. If the details you noted above match those in the subsequent records, this strengthens the case that the client might have multiple records.
- 1.6 Using the information gathered whilst performing the above procedure, you should be able to identify if the multiple records are the same individual. The criteria to determine the parent record is as follows:
  - The record that contains an ACT Driver licence;
  - The record that contains a Proof of Age Card (POA);



- If no Driver licence or POA exists, the record with a registration attached;
- If no registration licences or POA exist, the record with the most history; or
- The record where Primary Id has been sighted for a transaction.

## 2. Steps when multiple client records have been identified

### Scenario 1

If all items are recorded one on CRN but multiple CRNs do exist (with no data attached) you apply the multiple client record note for file to both records and proceed with the INMP.

### Scenario 2

If the infringement/s and Driver Licence are spread out over multiple CRNs, you need to collate all the information and go to **method** below. (Do not proceed with the INMP application).

### Scenario 3

If you identify all infringements exist on one CRN but there is a registered vehicle recorded on a separate CRN, go to the **method** below (Do not proceed with the INMP application).

### Method

To get all the data onto the parent CRN you need to 'maintain ownership' of the infringements. Log into rego.act and follow the steps below.

- Complete the IPO multiple client form and identify the parent record
- 'Search', 'Infringements', 'Unique keys', 'CRN'
- Enter the CRN which the infringements are being removed from. A list of all infringements under that record will appear.
- Select the first infringement by clicking on the 'Select' button. This will open up the infringement to be viewed.
- To maintain the owner, go to the 'Actions menu' and drop down to 'maintain infringement'.
- In the reason area you must write the information where the infringement is being moved from 'Maintained from CRN #####'. If this note is not recorded the original owner information is lost.
- Select the 'client' tab to begin a search for the record you are moving to infringement to.
- Select 'find' and search for the client using the 'unique key option' and entering the CRN.

- i) Selecting the client from this search is determining the new owner for this infringement. It must be correct.
- j) After you have selected the new client hit 'save'.
- k) If you have further infringements for this client to maintain, follow the steps from b) and repeat. Infringements can only be maintained one at a time
- l) If you get lost, Ctrl L to exit rego and start again.

After the infringements have been maintained to the correct record you must Ctrl L out of rego so it can update, re enter rego and review the infringements you maintained to ensure all were captured. Once infringements are moved the multiple client note for file must be applied to all records involved and supporting documentation for your transaction is placed in your batch.

### 3. Client Record Maintained

If there are no multiple client records, a search of the client must be undertaken to review the information provided by the client on their INMP application.

- 3.1 When searching for the client, search as Multiple Client procedure
- 3.2 If only one CRN identified, cross reference the following information between REGO.ACT and the client application:
  - 3.2.1 Name
  - 3.2.2 DOB
  - 3.2.3 Address – residential and postal
  - 3.2.4 Contact details – phone numbers, email
  - 3.2.5 Concessions – apply as required for ACT Residents only.

If any of the above details require amendment, this MUST be done PRIOR to creating a new INMP.

### 4. Search for current INMP to PROCESSING/PROCESSED

A search for a current INMP for the client must be done PRIOR to creating a new INMP – as there are now clients who have had an INMP and closed – there may be multiple INMP records and you MUST check that they are all closed.

Once you have maintained any client information and determined there are no current INMPs for the client, proceed to Create a New TTP – Please see REGO Procedure IMPU 0001.

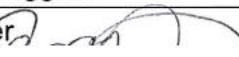
***When you have processed an INMP – place a copy of the SIGNED SUCCESS LETTER ONLY into your batch – payment schedules are not required – and ensure that you write the name on the Australia Post Card as soon as you have scanned it.***



## Infringement Plan Office

### Office of Regulatory Services / Transport Regulation

# STANDARD OPERATING PROCEDURE

<b>Title:</b> INMP Telephone Applications + Maintain via Phone	
<b>Status:</b> INTERNAL	<b>Document #:</b> SOP/IPO/
<b>Creator:</b> Mardi Cleggett	<b>Effective Date:</b> 07/04/2015
<b>Title:</b> Manager 	<b>Review Date:</b> 07/10/2015
<b>Signature:</b>	<b>Supersedes:</b>
<b>Date:</b> 2/4/15	

#### 1. Purpose

To describe the procedure for Infringement Plan Officers (IPO's) when establishing an INMP for instalment payments over the phone.

#### 2. Scope

This SOP applies to the Manager and Assistant Manager of the Infringement Plan Office involved in the review and management of unit processes and procedures.

#### 3. Responsibilities

Each IPO and the Assistant Manager under the responsibility of the Manager must ensure that these procedures are adhered to within IPO. Any deviation from these procedures must be discussed with the Manager prior to undertaking.

#### 4. Changes since last revision:

Nil.

## INTRODUCTION

Clients requesting an INMP, pay by instalments can establish an INMP on the telephone, rather than submit application forms. Not all clients will be able to establish on the phone – these clients must submit application forms and required documentation. INMP for WDP cannot be done over the phone. Currently, clients wishing to select Centrepay as payment method must complete application forms. These clients can establish over the phone by selection another payment method if they choose.

## 1. Initial Interaction with the Client

- 1.1 When the client contacts IPO, it will be determined what their requirement is for their infringement(s). As per current practice, discuss with the client their options and if required, transfer the client to the issuing section.
- 1.2 If the client wishes to apply for an INMP, pay by instalments, the procedure below must be followed.

## 2. Searching for the Client

Following discussion with the client as to their options, if they want to establish an INMP, the following must be done.

### 2.1 Searching for and Identifying the Client

- 2.1.1 A multiple client search must be undertaken to ensure the client has only one record – as per the Multiple Client SOP.
  - 2.1.1.1 Multiple Client Records: If the client has multiple records, determine if all records have infringements by printing of the Outstanding Infringement Report.
  - 2.1.1.2 If all records have infringements, and there are less than three client records, advise the client you have identified an issue with their records and can either – call them back, or, *if less than three client records*, place on hold to investigate.

If the infringements are only on the record with a licence attached – proceed with establishing the application and place note for file on the incorrect record at the end of the call.

- 2.1.2 If no multiple records are identified, undertake correct POI of the client.

### 2.2 Correct POI identification of the Client

- 2.2.1 The client MUST be identified correctly. If a client cannot be identified sufficiently they will be required to complete application forms and submit the standard POI as accepted by IPO.

*For a summary of POI requirements, see document entitled "Identifying Clients"*

- 2.2.2 Question the Client:

- Full Name
- DOB
- Current Address
- If the client states a different address from REGO
- Request previous address

- 2.2.3 If the client cannot meet the above POI requirements, question:

- What is the registration of the vehicle involved with the infringement(s)?
- What was your last offence type? (eg traffic, parking)

### 3. Client Outstanding Infringement(s) Balance & Options

#### 3.1 Outstanding Balance

- 3.1.1 Advise the client of their outstanding infringement balance. If required, advise the client of the time/place of the infringements, as per standard discussion.
- 3.1.2 If the client wishes to establish an INMP for payment of the debt by instalments, question the client if they would like to set up by telephone.
- 3.1.3 Advise the client if they wish to establish an INMP by telephone, we will:
- Record segments of their telephone call to capture their agreement to the INMP terms and conditions;
  - If they wish to pay by direct debit, their agreement to a direct debit payment for their INMP

***Advise the client if they do not wish to be recorded, they will be required to complete a paper application.***

***Advise the current protocol that they must provide evidence of income, POI and the five day processing time when applying by paper application.***

- 3.1.4 To establish an INMP by phone, the client must be advised:
- Segments of their call will be recorded - T&C agreement (DD authorisation if required)
  - Payment options – direct debit (offer this payment method first), Bpay, Australia Post
  - *Currently Centrepay cannot be established over the phone.*
  - If paying by direct debit – they must be the account holder
  - They must have account information handy for direct debit
  - Accounts with BSB/Account can only be debited – no credit card
  - If account not in their name, the account holder must be present with them to provide authorisation and provide the account details.
- 3.1.5 Discuss with the client if they are able to make the first months payment, over the telephone, once the plan has been processed.
- 3.1.6 Create a new INMP by normal process (see relevant SOP) and follow the form.

#### 4. Establishing INMP – Payment Methods

Follow the flow of the form for establishing an INMP over the phone.

Create a New INMP as per the relevant SOP.

Write the INMP details onto the 'IPO Phone App' daily sheet for reference and tracking of plans established.

##### 4.1 Direct Debit Payment method (*see also abbreviated direct debit procedure*)

4.1.1 If the client wishes to pay by direct debit, PRIOR to entering any account information:

4.1.1.1 Confirm with the client they are the authorised holder of the account to be debited. (*Client identification should have already occurred as part of normal telephone protocol when discussing this information*).

4.1.1.2 Confirm the client understands the total amount owing and agrees to required payment amounts & frequency of payments by direct debit (*discussion regarding repayments etc should be done in line with relevant guidelines surrounding the payment matrix and client situation*).

4.1.1.3 Record the clients bank details onto REGO. This information must be transferred to the interactive Direct Debit Request Service Agreement form – this **MUST** be sent with the payment schedule to the client.

4.1.2 Read the DDR script to the client. This part of the call **MUST BE RECORDED**. The script is on the application by telephone form.

**DO NOT END THE RECORDING AND FINALISE THE DDR UNTIL SCRIPT IS READ AND CLIENT PROVIDES AGREEMENT**

4.1.3 The client must also agree to the Terms & Conditions of entering into an INMP.

4.1.4 Advise the client they will now be read the Terms & Conditions and their agreement will be recorded.

4.1.5 Read the client the Privacy Statement Script on the form

**DO NOT SAVE THE INMP UNTIL CLIENT HAS BEEN READ T&C AND PROVIDED THEIR AGREEMENT AND UNDERSTANDING**

4.1.6 Return to the **DETAILS** tab. Enter notes stating:

- The client confirms they are the account holder and their acceptance of the direct debit
- DDR script read to client
- Client confirms their agreement to the T&C's

4.1.7 **SAVE** the plan and process through the basket.

## 4.2 Upfront Payments

- 4.2.1 If not already done, discuss with the client if they would like to make their first month payment whilst still on the phone, via visa debit card or credit card.
- 4.2.2 If the client wishes to make the first month payment, enter back into the INMP and receive the TTP payment.
- 4.2.3 Post the receipt with the other documentation to the client.

## 4.3 Finalisation of the call

- 4.3.1 Advise the client they will receive a payment schedule, direct debit service request agreement, copy of the terms & conditions and confirmation of their payment arrangement in the mail within seven (7) days.

## 4.4 Other Payment Methods – Bpay, Australia Post

- 4.4.1 *Centrepay*: is currently not an option for payment method establishment over the telephone. Centrelink clients are still required to complete a paper application form with the current protocol still in place.
- 4.4.2 *Bpay/Australia Post*: If client wishes to pay by Bpay or Australia post, follow the normal process above of identification and discussion with the client.
  - 4.2.2.1 Confirm the client understands the total amount owing and agrees to required payment amounts & frequency of payments their chosen payment method (*discussion regarding repayments etc should be done in line with relevant guidelines surrounding the payment matrix and client situation*).
- 4.4.3 The client must also agree to the Terms & Conditions of entering into an INMP.
- 4.4.4 Advise the client they will now be read the Terms & Conditions and their agreement will be recorded.

**DO NOT SAVE THE INMP UNTIL CLIENT HAS BEEN READ T&C AND PROVIDED THEIR AGREEMENT AND UNDERSTANDING**

- 4.4.5 Read the client the Privacy Statement Script on the form
- 4.4.6 Return to the **DETAILS** tab. Enter notes stating:
  - The client confirms they understand the amount owing and agrees to repayment frequency and amount
  - Client confirms their agreement to the T&C's
- 4.4.7 **SAVE** the plan and process through the basket.

#### 4.5 Upfront Payments

- 4.5.1 If not already done, discuss with the client if they would like to make their first month payment whilst still on the phone, via visa debit card or credit card.
- 4.5.2 If the client wishes to make the first month payment, enter back into the INMP and receive the TTP payment.
- 4.5.3 Post the receipt with the other documentation to the client.

#### 4.6 Finalisation of the call

- 4.6.1 Advise the client they will receive payment schedule, copy of the terms & conditions and confirmation of their payment arrangement in the mail within seven (7) days.

#### 4.7 Processing, Batch Information and information to be sent to the Client – *On all payment methods*

- 4.7.1 The following must be placed into your batch:

- INMP Success letter
- Direct Debit Request Service Agreement (for DDR if applicable).

- 4.7.2 The client must be sent the following:

- Payment Schedule
- Direct Debit Request Service Agreement (if chosen payment method)
- INMP Terms and Conditions
- Receipt if first payment made via phone

#### 4.8 INMP by Phone information and record keeping – End of Day

- 4.8.1 Provide a copy of the Daily sheet to the Manager/Assistant Manager/Project Officer (for saving of recordings)
- 4.8.2 Place a copy into your daily batch.

### 5. Maintaining INMP over the phone

Clients are able to maintain their plan over the phone – adding infringements or amending details. This section is in addition to the SOP – Maintaining an Infringement Notice Management Plan.

NB – currently, no Centrepay amendments can be made over the phone.

#### **Maintain that must record a client agreement:**

- Add infringements
- Change direct debit details
- Change payment method



**Maintain that a client completes application form for (evidence must be provided):**

- Reducing payment amount
- Increasing payment amount
- Placing INMP on hold
- Remove infringement(s)

Read the 'SOP – Maintaining an Infringement Notice Management Plan' for the requirements for application form maintain.

**5.1 Maintain – Add Infringements**

5.1.1 Follow current protocol regarding POI of client, discussion regarding options as per current protocol.

5.1.2 Advise the client they can add infringements over the telephone, and their agreement to maintaining over the phone will be recorded.

5.1.3 The client must provide verbal agreement to the T&C's as they agreed to in their original application – this must be recorded.

*If the client does not wish for their call to be recorded, they must complete a paper application to maintain.*

5.1.4 Confirm the client understands their total amount owing will increase and the time to pay their outstanding debt will increase.

5.1.5 Advise the client they will be read the terms and conditions and their agreement recorded.

**DO NOT SAVE THE MAINTAIN UNTIL THE CLIENT HAS BEEN READ THE T&C AND PROVIDED THEIR AGREEMENT AND UNDERSTANDING ON RECORDING**

5.1.6 Return to the details tab and enter notes stating:

- The client confirms they understand they have added infringement(s) to their current plan
- Client has provided their verbal agreement to T&C and agreement recorded

5.1.7 Save the plan and process through the basket.

5.1.8 Advise the client they will receive a new payment schedule and copy of the terms and conditions in the mail within 7 days.

5.1.9 Save the recording file as 'INMP # add inf' as the file name.

**5.2 Maintain – amend direct debit details**

5.2.1 Follow current protocol regarding POI of client, discussion regarding options as per current protocol.

- 5.2.2 Advise the client they can change their bank account details over the phone and their agreement to the direct debit arrangement and account details will be recorded.

If the client does not wish for their agreement to be recorded, they must submit a paper direct debit amendment, maintain form and POI.

- 5.2.3 If the client wishes to amend their details, PRIOR to entering any account information:

5.2.3.1 Confirm with the client they are the authorised holder of the account to be debited. *(Client identification should have already occurred as part of normal telephone protocol when discussing this information).*

5.2.3.2 Record the clients bank details onto REGO. This information must be transferred to the interactive Direct Debit Request Service Agreement form – this **MUST** be sent with the payment schedule to the client.

- 5.2.4 Read the DDR script to the client. This part of the call **MUST BE RECORDED**. The script is on the application by telephone form.

**DO NOT END THE RECORDING AND FINALISE THE DDR UNTIL SCRIPT IS READ AND CLIENT PROVIDES AGREEMENT**

- 5.2.7 Return to the **DETAILS** tab. Enter notes stating:

- The client confirms they are the account holder and their acceptance of the direct debit
- DDR script read to client

- 5.1.8 Advise the client they will receive a new direct debit request service agreement in the mail within 7 days.

- 5.1.9 Save the recording file with the 'INMP number and DDRSA amended' as the file name.

### 5.3 Maintain – other payment methods

- 5.3.1 *Bpay/Australia Post*: If client wishes change their payment method to Bpay or Australia post

- 5.3.2 Advise the client they can change their payment method, however their confirmation of change of payment method and agreement to the terms and conditions will be recorded.

If the client does not wish to have their confirmation recorded, they will be required to complete a paper maintain form.

- 5.3.3 Advise the client they will be read the Terms & Conditions and confirmation of their change of payment method will be recorded.

**DO NOT SAVE THE INMP UNTIL CLIENT HAS BEEN READ T&C AND PROVIDED THEIR AGREEMENT AND CONFIRMATION OF PAYMENT METHOD CHANGE**

5.3.4 Return to the **DETAILS** tab. Enter notes stating:

- The client confirms they are changing their payment method
- Client confirms their agreement to the T&C's

5.3.5 SAVE the plan and process through the basket.

5.3.6 Advise the client they will receive a new payment schedule and terms and conditions in the mail within seven days.

5.3.7 Save the recording file with the 'INMP number and chg payt method'