

Commonwealth Policy References



Australian Government

Department of Defence

Defence Support Group

- *Financial Management and Accountability Act 1997*
- Defence Chief Executive Instructions
- Defence Materiel Organisation Chief Executive Instructions
- DI(G) ADMIN 0-0-001
- NAVY ADMIN (paragraphs 1-3)
- ARMY ADMIN (paragraphs 1-3)
- AIR FORCE ADMIN (paragraphs 1-3)
- *Accounts Receivable and Debt Management Manual*

Paying a Debt to Defence

Employee Debt

Contact information

If you require any assistance or have any questions regarding your account please contact the debt officer who has issued the debt.

The Accounts Receivable and Debt Management Manual can be found on the Defence Intranet Accounts Receivable website: <http://intranet.defence.gov.au/dsg/sites/AccountsReceivable>.

How to Pay a Debt

The following options are available to assist you in the repayment of your account;

- **Australia Post BillPay** - customers can make payments at any Australia Post outlet. Payments can be made by cash, cheque and debit card. (note: credit card payments are not available via Australia Post BillPay.)
- **Reserve Bank Easy Pay** - automated telephone bill pay service. Payments must be under \$5,000 and in Australian dollars. For accounts of less than \$5,000, payment may be made by Credit Card over the phone. Refer to your invoice or account statement for details.
- **Electronic Funds Transfer to Defence Bank Accounts** - If you have an invoice over \$5,000 this option will be printed on your invoice. It is vital that you include either your invoice reference or customer number in your payment as this ensures that the payment can be matched to your debt.
- **Salary Recovery** - (note: Defence Employees only) - if you are a Defence employee you may elect to have the debt recovered directly from your salary. Contact the debt officer nominated on your invoice as soon as possible to discuss this option.

Further information regarding debt payment methods can be found in the *Accounts Receivable and Debt Management Manual*, Chapter 5, Raising an Accounts Receivable Invoice.



Can I dispute a debt?

If you do not agree that the debt attributed to you is correct you can dispute the debt. It is the customer's responsibility to provide a written account of the debt that is being disputed and to liaise with the debt cell and originator of the debt until the matter has been settled. If you wish to query the debt you must do so before the due date of the account. The timeframe to dispute a debt is 30 days from receipt of official advice.

If you are unable to pay the debt on time

If you are unable to provide payment of your debt and finalise the account you should contact the debt officer immediately you become aware that you will be unable to pay the debt on time. In these circumstances the delegate will require you to provide details of your financial circumstances in order to determine that payment of the debt by the due date would result in unreasonable hardship. The contact officer for the debt will be able to advise you on the procedure to request an instalment schedule or deferment of the debt. As a general rule, a deferral or instalment option will only be granted in exceptional circumstances.

Interest charges

Interest charges can be applied to overdue accounts.