



TELSTRA BILL ASSISTANCE PROGRAM GUIDELINES

The Telstra Bill Assistance Program (TBAP) assists Telstra customers who are experiencing a short term financial crisis and are having difficulty paying their Telstra bill. The program fits well with Can Assist financial assistance and can be run in combination with each other.

IN THESE GUIDELINES:

The Telstra Bill Assistance Program • Limits • Privacy & Release of Information • The TBAP Process

Can Assist Guidelines

The provision of TBAP can run along side the usual Can Assist financial assistance and the guidelines for Can Assist Financial Assistance will apply. The branch can choose to use the Telstra certificates to pay a patient's Telstra bill rather than branch using branch funds.

The certificates come in a booklet of 10 and each certificate is worth \$50 a booklet totalling \$500 of assistance. The certificates will cover any 13 digit Telstra personal bill and some 10 digit account numbers as long as it is for a home phone. The booklets are like a cheque book, the butt of the certificate does not go with the certificate and bill to Telstra. Once a booklet is completed contact Sydney office to arrange the return of the finalised booklet.

It is suggested the certificates are evenly distributed, avoiding if possible using a single booklet on one patient's request. All certificate booklets are distributed to the branch with prepaid envelopes to Telstra.

For example, patient requests assistance for a Telstra bill of \$170 the branch may choose to send two certificates amounting \$100 and provide a cheque of \$70 for the remaining amount. **However, if the branch chooses to send four certificates the remaining \$30 is not reimbursed back to the patient or branch.**

Telstra has requested that Can Assist centrally record the serial numbers on the certificates used to pay a patients bill. **The branch will need to record the certificates serial numbers allocated to the patient on the monthly financial assistance summary and sent to the Sydney office as branches are currently doing.**

Limits

Certificates can not be taken into Telstra shops and can only be paid to Telstra by sending the original bill and certificate/s in the prepaid envelopes.

Telstra has set the maximum assistance per customer to \$500 per bill, or in a one month period. A patient can apply for more support in a year - however, the branch will need to ensure that one patient does not over use the scheme in a financial year. Please contact the Branch & Community Development Manager if there is any concern.

The Telstra Bill must have a 13 digit Telstra account number, or a 10 digit number if it is a home phone. The program does not cover business expenses.

The name on the bill must reflect the name recorded on the Telstra certificate.

A booklet of certificates will be valid for the financial year 1 July – 30 June, any certificates/booklets not used in the financial year should be send back to head office. **It is recommended that branches contact the Sydney office if they believe they will not use all the booklets/certificates in the financial year.**

Where a branch believes a patient requires a greater level of assistance, please contact the Branch Coordinator.

The TBAP will not cover Telstra bills that have been taken over by a debit collection agency.

Privacy Act & Release of Information



Note: As with the Can Assist's financial assistance program privacy within branches must be maintained, with the individual seeking assistance given a Client ID number. Personal details need to be maintained confidentially by the Contact Assist and Treasurer roles of the branch. If further discussion is required within the Branch Executive only the Client ID and minimal information about the request is presented.

Telstra Bill Assistance Process

Eligibility Criteria

- Based on Can Assist's Financial Assistance criteria

Administration Process - Branches

- Step 1. Referrals can be made to the local branch via the usual financial assistance program:
 - a) Official Can Assist Financial Assistance Request Form
 - b) Letter from a health care professional confirming diagnosis
 - c) Unpaid account, with payment details
- Step 2. Account sent to Treasurer for payment – the Treasurer completes the certificate/s required, the name on the on the certificate should be the name on the bill. The Case Worker ID on the certificate is simply the Treasurer's first name and signature. A cheque is raised for the remaining amount if required.
- Step 3. The original bill with the certificate/s are placed in a prepaid envelope and posted – it is recommended to keep a copy of the bill.
- Step 4. Client records for assistance are recorded on the Financial Assistance summary sheet and sent to Sydney monthly. Write next to Telstra bill paid by TBAP the serial numbers on the certificates – for example **Client 84 Telstra TBAP serial numbers 0001 – 0003 total \$150.**
- Step 5. Client notified of payment either by letter or phone including payment date, and serial reference numbers and cheque number if required.
- Step 6. Send used certificate booklet to Sydney

Associated Documents

- Can Assist Financial Assistance Guidelines
- Can Assist Financial Assistance Form
- Financial Assistance monthly patient summary
- Associated documents:
 - Letter from healthcare professional confirming diagnosis (on letterhead)
 - Unpaid Telstra invoice