



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 the Can Assist financial assistance program 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
- Documentation Requirements

Can Assist Guidelines

The provision of TBAP can run alongside 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 the branch using branch funds.

The certificates come in a booklet of 10 and each certificate is worth \$50, with 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 please return the booklet of Certificate butts to Sydney Office Finance team.**

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 three certificates amounting \$150 and provide a cheque of \$20 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 patient's bill. **The branch will need to record the certificate serial numbers allocated to the patient on the monthly Branch Assistance Summary and send through to the Sydney office monthly as Branches are currently doing.** (See sample form for example)

Limits

Certificates cannot 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 Sydney office if there is any concern or where the branch believes that a patient requires a greater level of assistance.

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 TBAP will not cover Telstra bills taken over by a debt collection agency.

The name on the Telstra invoice must be the same as 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 must be sent back to Sydney 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.

Privacy Act and Release of Information



Note: As with 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) Original Telstra bill, with payment details.
- Step 2. Account sent to Treasurer for payment – the Treasurer completes the certificate/s required, the name on the certificate has to be the same as the name on the Telstra invoice. The Case Worker ID on the certificate is simply the Treasurer's full 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 Telstra prepaid envelope and posted – take a photocopy of the bill and certificate to send to the Sydney office. If this isn't possible, the Treasurer will need to complete a **Treasurer Certification Form** for the certificates.
- Step 4. Client records for assistance are recorded on the Branch Assistance Summary sheet (template can be found on the branch login section of the Can Assist website) and sent to Sydney monthly. Under Type of Support choose 'Telstra Vouchers' and then list the serial numbers of the certificates in the comments field – for example **Telstra Vouchers - #8010459421, 8010459439, 8010459447**
- 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 with completed butts to Sydney. These records must be retained for 7 financial years.
- Step 7. At the end of the year return all unused certificate booklets to Sydney office Finance Department for voiding.

Summary of documentation requirements:

To be forwarded to Sydney on a monthly basis unless otherwise stated - please note, this is also required from locally audited branches as the administration and accounting compliance for Telstra Vouchers will be done centrally.

- Copy of Telstra invoice and completed Telstra certificate (or Treasurer Certification Form if copies not available)
- Client Financial Assistance Form
- Branch Assistance Summary
- Voucher Butts returned to Sydney office Finance Department with completed booklet.

Associated Documents

- Can Assist Financial Assistance Guidelines
- Can Assist Financial Assistance Form
- Branch Assistance Summary (monthly)
- Treasurer Certification Form