

TELSTRA BILL ASSISTANCE PROGRAM – SAMPLES

Please find below samples of completed Telstra Certificate and Branch Assistance Summary

COMPLETED VOUCHER

2016/17 / Telstra Bill Assistance Certificate
(To be completed by Community Agency) Expires 30 June 2017

Customer name: Mr. Joe Bloggs
Address: 123 Street Rd.
Doonside
Telstra account no.: 123 456 789 101 2
Date of issue: 10/07/16

You are satisfied the following conditions have been met:

- total number of certificates issued does not exceed 10
- original Telstra bill presented with remittance slip
- write agency name and amount of TBAP on the customer bill
- certificate issued to account lessee
- all certificate details completed
- customer contribution encouraged
- budgeting options discussed
- reply paid envelope provided

Case worker: She is helpful
Signature:

8011121426

Telstra Bill Assistance Certificate

This certificate entitles the bearer to a \$50 bill adjustment against the Telstra account specified.

This certificate, along with the original Telstra bill remittance slip or online bill summary page, must be returned to Telstra at the address shown on the back of this Certificate.

Certificate not accepted for Telstra payment at Australia Post.

Telstra account no.
123 456 789 101 2

Agency name or stamp

Can Assist
CANCER ASSISTANCE NETWORK
Suite 2, Level 3
92 Pitt Street
Sydney NSW 2000

Customer name: Mr. Joe Bloggs Date of issue: 10/07/16
Total no. of certificates issued to this customer (max. 10): 2 Agency phone no: 02 1234 5678
Case worker ID and signature:

\$50

Expires 30 June 2017 Certificates 2016/17

COMPLETED 'BRANCH ASSISTANCE SUMMARY'

EXAMPLE CAN ASSIST Branch Assistance Summary									
BRANCH: SAMPLE BRANCH									
MONTH END: SAMPLE MONTH									
Person ID	Date of Assistance	Total Assistance given in \$	Postcode	Age	Gender	No of people in household (excl patient)	Type of cancer	Type of support	Comment
54	20/01/2012	\$104.00	2546	53	Male	1	Throat	Telstra Vouchers	#8010459421, 8010459439, 8010459447

When completing the certificates please ensure that:

1. Every certificate issued is filled out clearly & completely as per the above example. If you are allocating multiple certificates to one client, you must repeat their details on each voucher you allocate – Certificates and certificate butts must not be left blank.
2. You use a Can Assist sticker for the Agency Stamp section of the certificate – these have been provided for your convenience.
3. You record all voucher allocations on the *Branch Assistance Summary* sheet at the time of certificate allocation.
4. You send the allocated certificates along with the clients original invoice to Telstra in the prepaid envelopes provided.
5. You send a photocopy of the bill and certificate to Sydney with the monthly *Branch Assistance Summary* sheet. If this isn't possible, the Treasurer will need to complete a **Treasurer Certification Form** for the certificates.

If you have any questions regarding the administration process, reporting, general financial assistance or the Telstra Program, please contact Chad on 02 9216 9408.