

Summary of the Guidelines- 2019/2020

This summary provides basic information on how to use the AlintaCARE scheme. For further information contact Tracey at **JACARANDA** on **94774346** or email info@jacarandacc.org.au

Funding:

AlintaCARE Scheme is administered by Jacaranda Community Centre; Belmont WA on behalf of Alinta, the current amount is \$100,000.00. We have allowed 4 days for each allocation, and an allocation every month.

ALLOCATION DATES FOR 2018-2019 are attached.

MAIN GOALS OF THE SCHEME: Prevention of disconnection is a **first priority**; however recognition is given to the need for preventative action where there is a **large debt** but no immediate threat of disconnection. The funds aim to provide a supplement to a referring agency and client contributions toward Alinta accounts and clients are supported to use Centrepay, Direct Debit or other means to continue payments. It is not intended for accounts that are **not overdue**, and therefore, request that they must be at least two weeks overdue. If the bill is large the AlintaCARE will not be able to assist unless arrangements have been made as well for the remainder of the balance.

ELIGIBILITY:

- A) Clients requiring assistance should have a Health Care or Pension Concession Card or contact us if the client has lost employment or on a very low income.
- B) Emergency Relief Agencies, Financial Counsellors and Welfare / support Agencies in WA are eligible.
- C) Agencies can access up to the maximum amount payable of **\$100.00 once per client per funding year**.
- D) Each agency location may only access the scheme four (4) **times per Allocation** so please speak with your other workers to prioritise. If there is a large amount of applications the first **three** will be allocated first or where a priority number is written.
- E) All applications should be faxed or emailed through **after 8.30am on the days of allocation on 94775300 or info@jacarandacc.org.au**
- F) For difficulties please contact Jacaranda Community Centre after 8.30am and speak with Tracey or Lyndsey. The name, payment number and amount will be detailed and can be posted or emailed through on these.
- G) Applications that have the account and the form correctly filled out and meet the eligibility criteria are accepted in order of fax & email receipt unless a phone arrangement on that day (See F) Incorrect forms or not forwarding the bill will not be processed.

HOW TO ACCESS THE FUNDS:

The steps to follow are:

- Interview the client to determine the need, make sure they have a **current account**.
- Check that they are eligible e.g. they have not been assisted this financial year, account overdue.
- **You should contact Alinta** to notify them that they are applying for AlintaCARE and to negotiate a minimum repayment plan which may include Centrepay, Direct Debit, or other repayment for the remainder of the debt. All legal accounts must be negotiated, those in the hands of a debt collector cannot be processed unless Alinta has taken back the account and a note is made that this has happened.
- Ensure that the eligibility requirements are met.
- Please complete **the application form fully** for statistics and the payment number must be recorded
- Fax or email **ONLY** the **front page** of the Alinta Account and the **fully completed** AlintaCARE form. Ensuring it is correctly filled in, especially the payment number. **FAX 08 94775300 after**

8.30am on the allocated dates or email at info@jacarandacc.org.au

- The referring agency will be informed by fax or email as to whether the application has been successful or not after it has been processed, please wait for a return confirmation from Jacaranda with the outcome usually within 5 working days.
- Alinta will receive a spreadsheet at the end of the allocation and will notify Jacaranda of any changes. E.g. the amount puts the client in credit, reduced to make a NIL balance or closed accounts. Jacaranda will notify agencies of any changes by a new fax/email; otherwise the first fax/email is your official confirmation.
- Alinta will record the spreadsheet against each clients account to show that AlintaCARE is coming in and it is not necessary to contact them again unless a repayment plan has not been reached.
- Jacaranda will make an EFT payment to Alinta with the spread sheet when confirmed

AlintaCARE Scheme – Dates 2018

November	Monday 5th	until	Thursday 8th
December	Monday 10th	until	Thursday 14th

AlintaCARE Scheme – Dates 2019

January	Monday 14th	until	Thursday 17th
February	Monday 18th	until	Thursday 21st
March	Monday 18th	until	Thursday 21st
April	Monday 8th	until	Thursday 11th
May	Monday 20th	until	Thursday 23rd
June	Monday 24th	until	Thursday 27th
July (if available)	Monday 22nd	until	Thursday 25th
August (if available)	Monday 19th	until	Thursday 22nd
September (if available)	Monday 23rd	until	Thursday 26th
October (if available)	Monday 21st	until	Thursday 24th

The first three applications from each agency will be processed first to allow the AlintaCARE to be spread through as much of WA as possible. These will be the first two by date and time unless you have listed one as a priority. The last application will be processed late Thursday if we have enough funds and each agency will be notified.

It is required that agencies fill in the forms completely and correctly as we have to keep Statistics on all that information. Accounts need to be current e.g. not a couple of years old and you can ask Alinta to send a copy to you. Unfortunately if they are at the debt collectors, AlintaCARE cannot be used unless Alinta have taken back the debt. Accounts must be overdue and at risk of disconnection, or extremely high, or special reason – Thank you for your assistance.