



AlintaCARE Scheme

(Community Assistance Relief for Energy)
Summary of the Guidelines- 2010-2011



This summary provides basic information on how to use the AlintaCARE scheme. For further information contact JACARANDA on Phone. 94774346, 94781219 or email info@jacarandacommunitycentre.org.au

Funding:

AlintaCARE Scheme is administered by Jacaranda Community Centre; Belmont WA on behalf of Alinta, the current amount is \$100,000. We have allowed 4 days for each allocation, and an allocation every month.

ALLOCATION DATES FOR 2010-2011 are attached .

USE OF FUNDS:

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 etc.
- 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 financial year.**
- D) Each agency may only access the scheme **three times per Allocation** so please speak with your other workers to prioritise. If there are many applications the first **two** will be allocated.
- E) All applications should be faxed through **after 8.30am on the days of allocation.** If you do not have a fax facility then please contact Jacaranda Community Centre after 8.30am. to speak with Tracey, Lyndsey and Janne. The name, payment number and amount will be detailed and can be posted or emailed through on these
- F) Applications that have the account and the form correctly filled out and meet the eligibility criteria are accepted in order of fax receipt unless a phone arrangement on that day (See E) Incorrect forms or no bill will not be accepted.

HOW TO ACCESS THE FUNDS.

The steps to follow are:-

- Interview the client to determine the need, make sure you have a **current account.**
- Check that they are eligible e.g. they have not been assisted this financial year, account overdue.
- The Worker should contact Alinta to notify them that they are trying for AlintaCARE and to negotiate a minimum repayment plan which may include Centrepay, Direct Debit, Alinta Card or other repayment for the remainder of the debt. All legal accounts must be negotiated, those at a debt collectors can not 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 (including only 3 per agency)
- Please complete **the application form fully** for statistics. **PAYMENT NUMBER** must be recorded
- Fax **ONLY** the **front page** of the Alinta Account and the **fully completed** AlintaCARE form. Ensuring it is correctly filled in, especially the payment number and legible. **FAX JACARANDA 08 94775300 after 8.30am on the allocated dates only.**
- The referring agency will be informed by fax as to whether the application has been successful or not after it has been processed, please wait for a return fax from Jacaranda with the outcome usually within 3 working days but may be 5 for the 3rd application.
- 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 will then be reduced to make a NIL balance. Jacaranda will notify agencies of any changes by a new fax; otherwise the first fax 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 send a cheque direct to Alinta with the spread sheet .

**AlintaCARE Scheme – Dates 2010-2011.
 (Community Assistance Relief for Energy)**

July	Monday 19th until Thursday 22nd
August	Monday 16th until Thursday 19th
September	Monday 13th until Thursday 16th
October	Monday 18th until Thursday 21st
November	Monday 15th until Thursday 18th
December	Monday 13th until Thursday 16th

2011

January	Monday 17th until Thursday 20th
February	Monday 21st until Thursday 24th
March	Monday 21st until Thursday 24th
April	Monday 18th until Thursday 21st
May	Monday 9th until Thursday 12th
June	Monday 13th until Thursday 16th

The first two 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 third will be processed late Thursday or Friday if we have enough funds and each agency will be notified.

It would really help if the forms were filled out 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 cope to you. Unfortunately if they are at a debt collectors , AlintaCARE can not be used unless Alinta have taken back the debt . Accounts must be overdue and at risk of disconnection or extremely high. – Thank you for your assistance.