



Using the website on the day

For services at a Bring Your Bills event — recording the people you help

One page on the website does everything you need on the day. It takes about twenty seconds per person, and it never records anybody's name.

Before you start, have these ready

- Your service code, from your confirmation email (like ANGE-7K2M-BQF)
- A charged phone, tablet or laptop
- Your own internet — venue wifi is not guaranteed

1 Before you leave, check the page loads

Open **bringyourbills.org.au/survey.html** on the device you're bringing. Some workplaces block unfamiliar sites, and the morning of the event is a bad time to find out.

2 Enter your service code once

The device remembers it, so you only do this at the start of the day. Lost it? Ask at the concierge desk — SECL can look it up on the spot.

Your service's code	Your service
	Choose your service... ▼
The unique code from your stallholder registration confirmation — remembered on this device after the first entry. Lost it? Ask SECL at the concierge desk or byb@secl.org.au .	
Which event?	
Choose an event... ▼	
Today's event is picked automatically when there is one.	
Gender of the person you're helping (optional)	
Not recorded ▼	

3 Choose your service and the event

Both are dropdown lists. They stay as you set them.

4 Read the short line out loud, before you record anything

It is written on the screen for you, under **“Before you record this”**. The person has a right to know an anonymous record is being made — and to say no. If they say no, record nothing and close the form. They get exactly the same help either way.

Near the bottom there is a tick box confirming you've told them. The form will not send without it.

5 Record each person you help

Tick what you helped with, tick what you provided, and put in an estimated value. Extra questions appear only when they apply, so most entries are short.

What issues did you help this person with? ***required**

☐

Tenancy rights and information

☐

Other rights and information

☐

Fines

☐

Lodging a dispute

☐

Centrelink entitlements

☐

Grants & concessions

☐

Disconnection notice

6 Press the button at the bottom, then start the next one

The form clears and is ready for the next person. Your code and service stay put.

Never type a name, phone number or address

This record is anonymous by design and there is nowhere for those details to go. The short notes box is for what you helped with, not who you helped.

After the event

- See your own organisation's numbers at **bringyourbills.org.au/impact.html** — choose your service and enter the same service code.
- You'll see interactions recorded, an estimated value of the debt and savings you supported, and breakdowns by issue, support type and event.
- Read the **“Using these numbers in your own reporting”** box before you quote anything. The dollar figure is a worker's estimate, not a verified amount, and the interaction count is not the same as a count of people.
- No service can see another service's numbers.

On the day, the concierge desk is your friend

They guide community members to your table, arrange interpreters, and can book you a private interview room for a sensitive conversation.