Bring Your Bills — guide for providers & partners

For services, councils and community organisations who host Bring Your Bills events, attend them, or want their logo shown alongside an event.

What you need first: your service code

Your organisation gets its own **unique service code** (it looks like `ANGE-7K2M-BQF`) the first time SECL approves your stallholder registration — it arrives with your confirmation email. That one code is your key to the whole site: the request form, the on-the-day survey, and your service's impact page.

Don't have a code yet? You don't need one to get started — your first stallholder registration (below) needs no code at all, and SECL sends you yours when they approve it. Lost yours, or want a code without registering for an event? Email **byb@secl.org.au**.

Everything you submit is **checked by SECL staff before it goes live** — you'll hear back at the email address you give on the form. Nothing appears on the public calendar until SECL approves it.

One place for all of it

> `bringyourbills.org.au/hub.html`

Enter your service code once and every page you use appears as a link — and the survey and your impact page won't ask for the code again on that device. If you only remember one address, make it this one.

Two things live on the hub itself rather than behind a link:

- **Event materials** — flyers, social tiles, run sheets and parking maps, per event, for promoting an event to your own networks.
- **Your profile** — two things you own and can change yourself, any time:
- *Hardship contacts.* A phone number and email we pass on when someone needs your service on a day you're not at an event. Optional, and meant to be your team's published contacts rather than anyone's

personal ones. Shown only to SECL staff and other signed-in services — **not published on the website**.

- *Your logo*, shown beside your name on every event page. PNG, JPEG or WebP up to 500KB. Avoid a white or very pale logo: event pages are white, so it would be invisible.
- **Service library** — every service that has been to an event, and how to reach them about hardship. For when someone at your stall needs a service that isn't in the room today.

The pages

WHAT YOU WANT	TYPE THIS IN YOUR BROWSER
See the public calendar	`bringyourbills.org.au/calendar.html`
See events on a map	`bringyourbills.org.au/map.html`
Add / edit / remove an event, confirm attendance, add your logo	`bringyourbills.org.au/request.html`

Adding your event to the calendar

1. Go to `bringyourbills.org.au/request.html`.
2. Enter your **service code**, your **name**, your **organisation**, and a **contact email** (this is how SECL gets back to you — it's never published).
3. Under **"What would you like to do?"** choose **"Add a new event"**.
4. Fill in the event details:

- **Date**, and **time** written plainly (e.g. `10am to 2pm`).
- **Title** — e.g. `Bring Your Bills – Dandenong`.
- **Venue**, and the **street address**. Please include the address — it's what makes the "Get directions" button work and puts your event's pin on the map automatically.
- **Region** — pick the area your event is in from the list. This is a DFFH catchment, used internally; community members never see it.
- **Council area** (optional) — e.g. `City of Casey`. This IS shown publicly, under the event's name, so people can tell at a glance whose patch it's in. Start typing and the 79 Victorian councils are suggested.
- **Status** — `Open` if people can come, `Full`, or `Call to discuss`.

- **Host** — your organisation's name.
- **Event type** — pick "Partnership event" if you're running it with SECL, or "Other BYB event" if it's your own.

1. Add anything else SECL should know in the **"Anything else?"** box.
2. Press **Send request**. You're done — SECL will review it and email you, and once approved your event appears on the calendar, the map, and (if it's the soonest one) the home page.

Changing or cancelling your event

Same form, same service code:

1. Choose **"Edit an event"** or **"Remove an event"**.
2. Pick your event from the **"Existing event"** dropdown.
3. For an edit, fill in the details as they should now read.
4. Send — SECL reviews and applies it.

Before the event — register your service (5 minutes)

> `bringyourbills.org.au/register.html`

1. Enter your name, organisation and email (plus an optional mobile for day-of coordination) — **no code needed** for this form.
2. Pick the **event** — its details appear, with the full stallholder information pack one tap away if you want it.
3. Pick your **service** from the list — or choose *"Our service isn't listed yet"* and type your name. A logo is **optional** (PNG/JPEG/WebP, under 200KB — a phone photo will be far too big, so export it small); without one, your initials appear on the event page until you add it.
4. Say **how many people** are coming, and write one or two sentences on **how your service can help** (shown publicly on the event page).
5. The event-day checklist is **optional** — tick what you can confirm now; SECL follows up on the rest.
6. Press **Register to attend**.

SECL reviews your registration and emails you. Your confirmation email includes the final run sheet, flyer, parking map and evacuation diagram — and, if it's your service's first registration, your **unique service code** (like `ANGE-7K2M-BQF`). **Save it** and share it only within your organisation: it's your key to the

survey, your impact page and the request form. Before the day: share the flyer through your networks, and open **bringyourbills.org.au/seclinternalsurvey.html** on the device you'll bring to check you can reach it — that's the survey, there's no separate link to wait for.

During the event

- **Arrive for bump-in** (about 90 minutes before doors) and stay for the stallholder briefing. Tables and chairs are provided — bring your banners, tablecloths, power boards, charged devices and your own internet.
- **Record every person you help** at `bringyourbills.org.au/seclinternalsurvey.html` — enter your **service code** once (the device remembers it), then each entry takes ~20 seconds. It never records names or contact details.
- The **concierge desk** guides community members to you, arranges interpreters, and can book you a **private interview room** for sensitive conversations.
- Lunch and drinks are provided (vegetarian, vegan and halal options).

After the event

- See your organisation's numbers at `bringyourbills.org.au/impact.html` — pick your service, enter your **service code**, and you'll find recorded interactions, an estimated value of the debt and savings you supported, and breakdowns by issue, support type and event. The page includes a **"Using these numbers in your own reporting"** box with wording that's safe to quote — worth reading, because the dollar figure is a worker's estimate rather than a verified amount, and the interaction count isn't the same as a count of people.
- Watch for SECL's **post-event survey** — your feedback shapes the next event.
- Registering for the next event takes two minutes: same form, and your logo and details are already in the system.

Adding or updating your logo or hardship contacts later

Both live under **Your profile** in the hub (`bringyourbills.org.au/hub.html`) — sign in with your service code and change either yourself. No approval step and no

email to us; the logo appears on every event page within a minute or two, and hardship contacts show in the service library straight away.

Haven't got a code yet? Email **byb@secl.org.au** and SECL can add them for you — staff can also update any service's logo and hardship contacts on your behalf, so nothing is stuck waiting on a code.

Your details and privacy

Your own details (name, contact email, mobile) are used only so SECL can review your request and follow up. They're never published, and they're deleted after 5 years at the latest. Ask for a correction or deletion any time at **byb@secl.org.au**.

Your organisation's name, logo and "how we can help" summary are different: they're published on the website so community members can see who'll be at the event. Email **byb@secl.org.au** if you want them changed or taken down.

Plain-English summary: `bringyourbills.org.au/privacy.html`. Full policy: secl.org.au/policies.

Questions?

byb@secl.org.au — for a lost service code, help with the form, or anything about running an event with SECL.