

AAPT has a commitment to supporting all customers, including our older customers and our customers with disabilities.

You can use this form to request additional or special equipment to help you use your normal AAPT home phone service. The additional equipment may be for you or someone you are caring for in your household.

The products available to help you use your standard phone service include

- Volume control telephones
- Holdaphones
- Cochlear implant telephone adaptors
- General purpose alarms
- Voice aid telephones
- Teletypewriters
- EasyRead stickers
- Visual alerts
- Hands free telephones
- Computer modems
- EasyRead memory store sheets

Instructions

You will need a letter from your doctor, health care professional, caregiver, religious leader, nurse, or any other professional person familiar with your situation (for example, a speech pathologist) certifying that you or a member of your household requires additional equipment

- When you've filled in this form, return it to us by fax or mail:

Fax: 1800 442 919

Postal address: AAPT Limited GPO Box 7041 Sydney NSW 2001

1. Eligibility

You are eligible for additional equipment if you're an older person or you're a person with a disability and you can't use a standard telephone handset.

I'm completing this application myself **OR** I'm completing this application for someone else

2. Contact details

Please fill in contact details of the person that requires additional equipment

Title

First name

Last name

Phone

Hint The phone number which requires additional equipment

Emergency phone number

Email address

Address

Please fill in contact details of person completing this form

Hint Only needed if filling in form for someone else

Title

First name

Last name

Phone

AAPT account number

Address

3. Equipment required

Please tell us the additional equipment that you believe you require to meet your needs. If you're unsure, you should contact your disability support association to get their advice. Or, you can also call AAPT on 135 005.

4. Agreement

I would like to request additional equipment for:

I certify I am authorised to request this equipment for the nominated phone number and genuinely needed this equipment is due to age or disability.

Signed on behalf of

Signature

Hint Only needed if filling in form for someone else

Date / /

5. Professional endorsement

We are required to obtain a certificate from your doctor or caregiver that you require additional equipment. Your doctor or caregiver does not need to give us any specific information regarding your medical condition.

Do you have a certificate from a doctor or caregiver?

- No** - please go to the 'Professional statement (from someone other than your doctor or caregiver)'
- Yes** - please ask your health professional or caregiver to provide a statement of their support. They need to include the following details.

Doctor or Caregivers details

Title	<input type="text"/>	Medical practice name	<input type="text"/>
First name	<input type="text"/>	Registration number	<input type="text"/>
Last name	<input type="text"/>	Medical provider number	<input type="text"/>
Phone	<input type="text"/>	Fax	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>		
Signature	<input type="text"/>	Official stamp of organisation	<input type="text"/>
Date	<input type="text"/>		

Please provide a statement to support this application

6. What happens next?

- We will order the additional equipment and send it to you by courier
- If there are any problems with this request we'll contact you.

7. Important things to understand

- AAPT doesn't charge you a fee for providing additional or special equipment. The cost to you is the same cost as a standard home phone.
- AAPT is bound by privacy requirements in Part 13 of the Telecommunications Act and the National Privacy Principles contained in the Privacy Act 1988. These principles have more stringent rules on the collection and use of what is called 'sensitive information' which includes information about a person's health. In accordance with the Privacy Act, we will safely dispose of and not record any unnecessary health information that is inadvertently disclosed to us by either, your doctor, caregiver, other professional person or yourself. You can request access to the personal information that we hold by contacting us on 135 005.

8. Further information

For more information on additional equipment for older customers and customers with a disability you should call us on **135 005** or visit our website **AAPT.com.au**

Office use only

Order number	<input type="text"/>	Start	<input type="text"/>	Processed by	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
Comments Equipment	<input type="text"/>						