

How to use the Community Assistance Programs online portal (AMS)

How to Log In (Current Users)

If you are a New User, see the instructions on the next page.

Following the Printed Guide

Type the address below into your browser.

https://perpetual.burnsred.com.au/apps/trust_app/#/login

Username Explained

Your username is as it appears on your membership and is all lowercase

Example: **firstname.lastname**

IMPORTANT

Are your membership details correct?

Call Fordham on 1800 887 608, or call or email the KAC staff to double check your email address within Fordham.

If your name includes a hyphen then include that too

Example: **firstname-firstname.lastname**

Following this Guide Online

You have three ways to access the Fordham Login page:

1. Click on the picture of the Login screen to the right
2. Click on the text link below
Go to the Fordham Login page

or

3. Or scan the QR code.

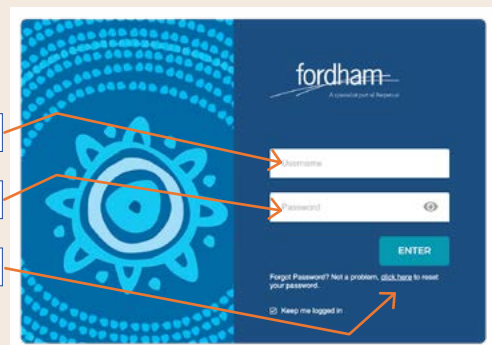
Scan the QR code to go straight to the website.



Enter Username Here

Enter Password Here

Reset Password Here



The Fordham Dashboard



How to Reset your Password

1. On the Log In Dashboard underneath the Enter button you will see **Forgot Password? Not a problem, click here to reset your password**
Click on **click here**

2. Enter your email address and click **Submit**

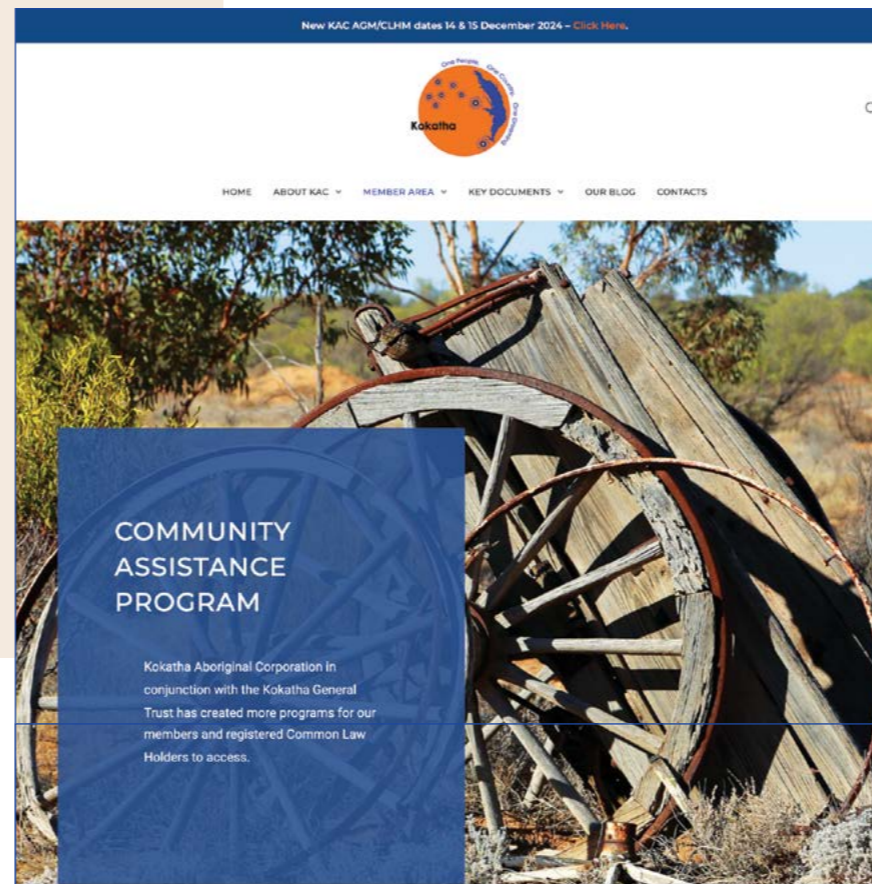
Within 24 hours you will receive a password reset email (make sure you check your Junk/Spam folders).

3. Create a new password. Use a long, unique password with a mix of letters, numbers, and symbols that's easy for you to remember but hard to guess

4. Click **Submit**

5. Go back to the Login Dashboard and enter your username (firstname.lastname in lowercase letters) and your new password

You will now be able to see your CAP dashboard.



How to Log In for New Users

Following the Printed Guide

Step 1: Type the address below into your browser.

https://perpetual.burnsred.com.au/apps/trust_app/#/login

or, you can go to the Kokatha website by typing the address below

into your browser

<https://kokatha.com.au>

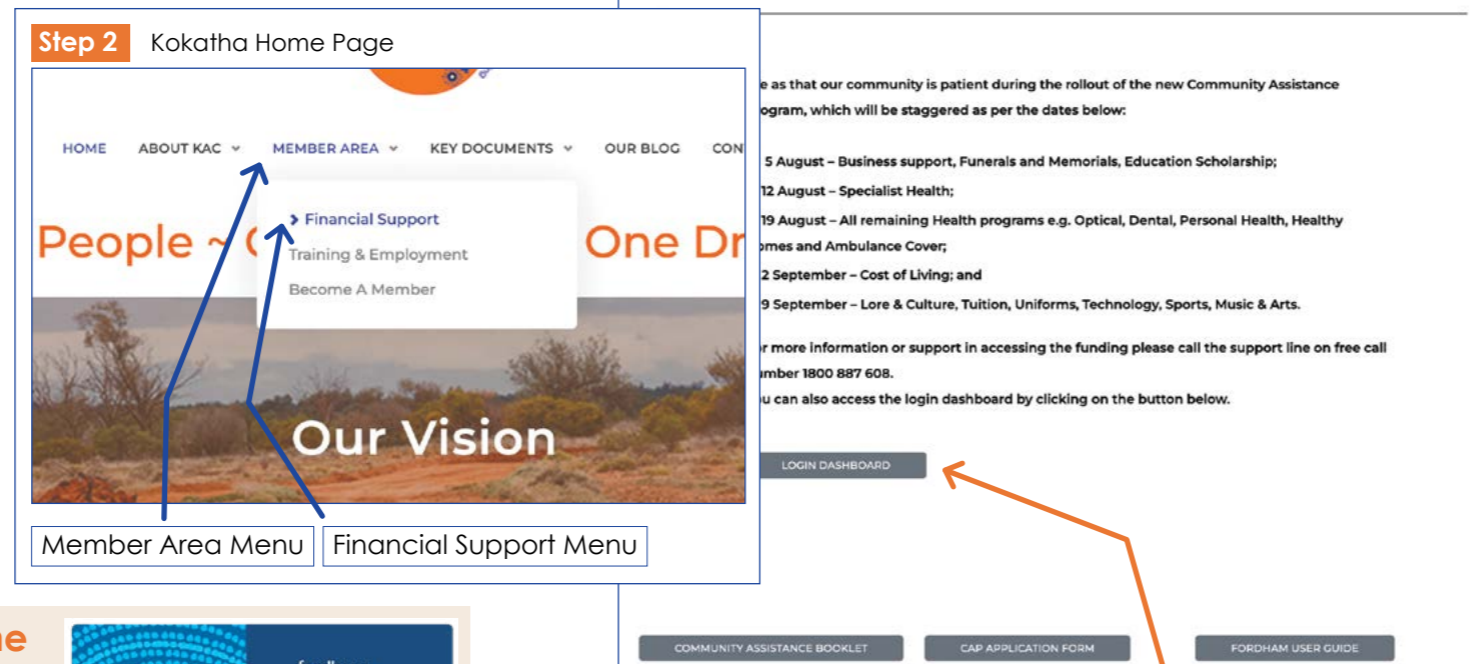
Step 2: Then hover your mouse pointer over **Member Area**

before clicking on **Financial Support**.

Step 3: Scroll down until you see

LOGIN DASHBOARD

and click on it



Step 3

After clicking on the Financial Support Menu scroll towards the bottom until you find LOGIN DASHBOARD

Following the Guide Online

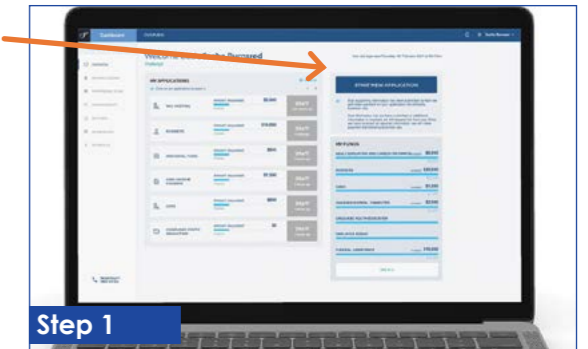
If you're using these instructions online, click on the picture of the log in screen, or scan the QR code on page 1, or click the text link below

Go to the Fordham Login page



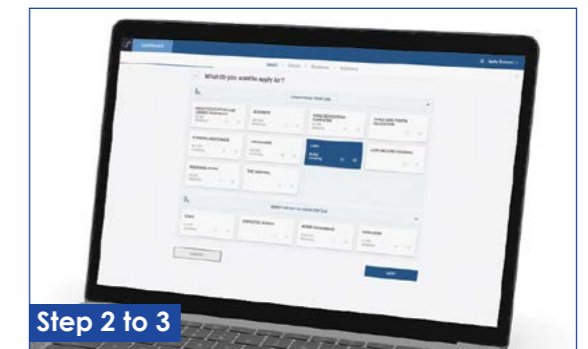
How to Enter an Invoice

Step 1: Select New Application



To Submit New Application

Step 2: Choose the program the invoice relates to



Choose program

Step 3: Click Next

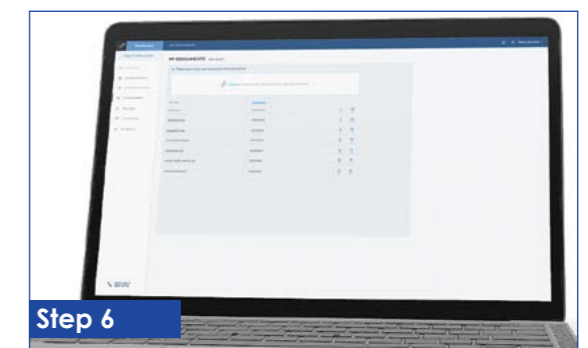
Step 4: Mark it as an Invoice

Step 5: Enter the invoice amount



Enter Invoice Details

Step 6: Add the invoice file (you can either upload the document or drag and drop it into the upload area)



Upload the document in this window

Step 7: Add any notes (Example: contact numbers or specific instructions)

Step 8: Click **Next**

Step 9: Review the information and click **Submit**

If you have made an error, click **Back** to delete or remove the Application



Artwork: Tamika Reid

Breaches of the Code of Conduct

Consequence Schedule

Code of Conduct: <https://kokatha.com.au/policies-procedures/>

Inappropriate behaviour by members towards staff and service providers can significantly affect the health and well-being of those involved. The Trust and its service providers are dedicated to treating all members with respect, fairness and equality, and expect the same in return. Misconduct by members when interacting with the Trust and its service providers can lead to serious repercussions. Although some violations may be minor, you may face up to a 6-month suspension from accessing funding if you are found in breach of the following:

- Verbally threatens, abuses and/or swears at staff
- Does not attend appointment, accommodation or booked transportation (without reasonable explanation)
- Damages Kokatha property or property of the service provider
- Uses another member's funding without KAC staff receiving consent from that member
- Committing fraud or misusing funds provided for the approved activity

If any of these examples of misconduct are reported, you will be suspended from access to funding for 6 months from the date of the misconduct, effective immediately. You will be notified in writing.

- 1st offence – member receives warning
- 2nd offence – immediate suspension of 3 months
- 3rd offence – immediate suspension of 6 months