



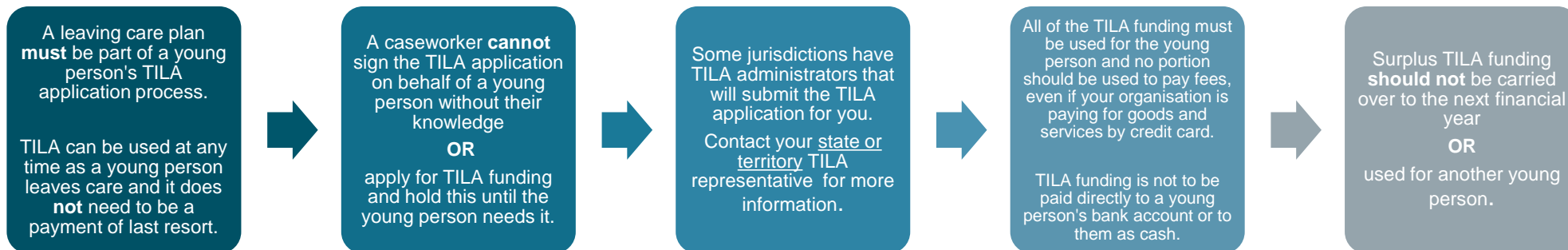
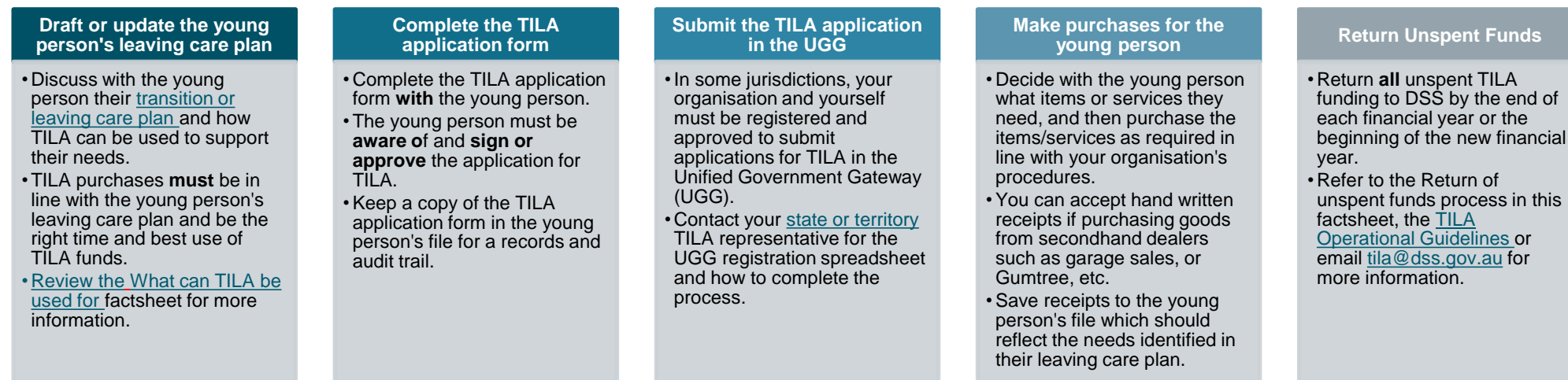
TILA application and return of unspent funds reminders

TILA application reminders

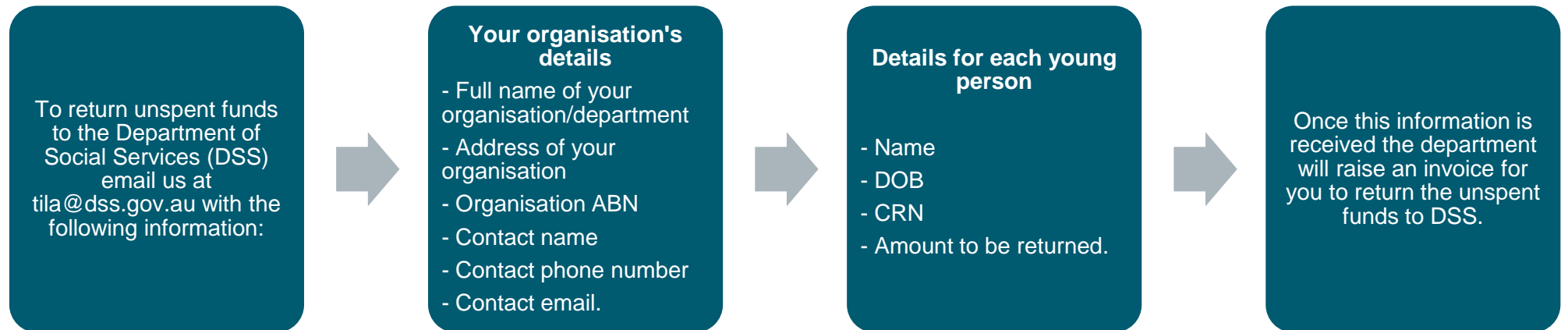
These reminders should be read in conjunction with the [TILA Operational Guidelines](#).

Refer to the [TILA Guide for Caseworkers](#) for step-by-step instructions on processing a TILA application.

Confirm a young person's [eligibility](#) for the TILA payment **before** processing the application. Then follow these steps:



Return of unspent funds process



We strongly encourage organisations to try to expend the funds for the young person if they can.

When unspent funds are returned to DSS, the total amount will **not** automatically change in the Services Australia payment system. An organisation will need to contact DSS requesting manual payment of any unspent funds.

For example, if \$1,500 was paid to an organisation for the young person but \$200 was not spent and now has been returned to DSS, the amount of \$1,500 will show as being expended in the UGG. If in the future an/the organisation applies on the young person's behalf to have the remaining \$200 spent on goods or services, the organisation will need to contact tila@dss.gov.au. DSS will then issue a request to Services Australia for a manual payment of TILA to the organisation for the young person. Understandably, if the young person has moved and is no longer in contact with you, then this is a barrier to the remaining funds for the young person being expended.

Please ensure the young person is aware they have unspent TILA funds. Then record the amount and instructions on how to claim these unspent funds on their file should they request future purchases

NOTE: the young person must use all of their TILA funding before they turn 26 years of age as they cannot use TILA funding after their 26th birthday, even if some of their TILA funding is remaining.