



**Australian Government**

**Department of Social Services**

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**Transition to Independent Living Allowance (TILA)**  
**Operational Guidelines (1 April 2016)**

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## 1. Overview

The Transition to Independent Living Allowance (TILA) is an allowance of up to \$1,500 per person designed to help young people exiting formal care make a successful transition to independent living. This allowance is to be used to meet some of the costs associated with moving to independent living, and can be received as a single payment of \$1,500 or in up to six instalments (minimum \$250 per claim).<sup>1</sup> The use and timing of TILA is to be agreed by the young person and the case worker, and align with the goals in any of the life domains outlined in [Transitioning from out-of-home care to independence: A nationally consistent approach to planning](#).<sup>2</sup>

The Australian Government has funded TILA since it commenced in March 2003. In conjunction with other Australian and state and territory government supports, TILA helps young people who are leaving formal care to achieve independence and stability through enhanced engagement in employment, education, training and community life. In turn, TILA can help reduce reliance upon crisis intervention and other community services at a later time.

Young people leaving care are at risk of poor long term outcomes if adequate support is not provided at the time of transition. Linking TILA to a young person's transition to independence plan better integrates support for young people leaving care and encourages a preventative and early intervention approach. This aligns with evidence showing that optimal outcomes for young people transitioning from out-of-home care to independent living are more likely to be achieved when the transition process is gradual and well supported. The aim of planning is to promote effective transitions for young people that lead to positive community engagement in areas such as housing, education and employment.

TILA is one of the Australian Government's contributions to the National Framework for Protecting Australia's Children 2009-2020. More information on the [National Framework for Protecting Australia's Children 2009-2020](#) is available on the [DSS website](#).

### 1.1. Objective

The objective of TILA is to support young people transitioning from out-of-home care to independence by providing a contribution of up to \$1,500 towards the costs involved in transitioning to independent living.

### 1.2. Client eligibility

TILA is an eligibility based activity. To be eligible for TILA, a young person must meet ALL of the following criteria:

- be an Australian citizen or permanent Australian resident who resides in Australia at the time of application for TILA
- be aged from 15 to 25 years at the time of application
- either has been in, or is currently in, formal care<sup>3</sup> on a court order<sup>4</sup>
- left the care of the state or territory statutory department after the age of 15 years<sup>5</sup> and was last in the department's care for a continuous period of at least 6 months

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<sup>1</sup> An application for TILA can be made for less than \$250 where the requested amount represents the remaining TILA balance. (See examples on page 18 for further details.)

<sup>2</sup> A transition to independence plan may also be referred to as a 'leaving care plan', a 'transition from out-of-home-care plan', a 'client transition out care plan' or 'transition planning for young people leaving care.' It may be part of the case plan, rather than a separate document.

<sup>3</sup> Formal care is defined according to the AIHW definitions in *Child Protection Australia 2013-14* shown in the "Definitions" section at the end of these Guidelines. Note that formal care can include kinship, community or other care in line with the Aboriginal and Torres Strait Islander Child Placement Principle.

<sup>4</sup> Court orders are defined according to the AIHW definitions in *Child Protection Australia 2013-14* shown in the "Definitions" section at the end of these Guidelines. Court orders are legal orders or arrangements that give child protection departments some responsibility for a child's welfare and include finalised guardianship or custody orders, finalised third-party parental responsibility orders, finalised supervisory orders, interim and temporary orders, and administrative arrangements.

<sup>5</sup> This includes a young person in juvenile detention at that age, who otherwise has been in formal care.

- either be approaching an exit from formal care (within twelve weeks of applying), experiencing an exit from formal care, or have exited from formal care<sup>6</sup>
- have the transition to independence plan
- has not received the full amount of TILA assistance previously (i.e. can only receive up to a total of \$1,500)
- the young person and the case worker have agreed that the proposed use and timing of TILA is appropriate.

Unaccompanied Humanitarian Minors (UHM) are eligible for TILA.<sup>7</sup>

Further information on some of the above criteria can be found in the definitions section of these Guidelines. Examples are at Appendix 1.

If a young person meets all the above criteria, except for having a transition to independence plan and would like to access TILA, the young person must contact a case worker – either in a state or territory agency responsible for child protection<sup>8</sup> or an organisation approved by the state or territory department – and work with a case worker to develop a transition to independence plan.

If a young person is re-engaging with the service system and is over the age of 18, a case worker or leaving care support service officer may establish a plan in line with these Guidelines and identify the appropriate and effective use of TILA.

Young people who are exiting, or have exited from, informal care (i.e. do not have a statutory care background) are not eligible for TILA. Information about other Australian Government services and supports can be found at:

- the [Department of Human Services](http://www.humanservices.gov.au)<sup>9</sup> website at [www.humanservices.gov.au](http://www.humanservices.gov.au), including information on income support payments, support and payments for job seekers, support and payments for students, crisis and special help, and Medicare
- [Support services for young people moving to independent living](http://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/support-services-for-young-people-moving-to-independent-living) [www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/support-services-for-young-people-moving-to-independent-living](http://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/support-services-for-young-people-moving-to-independent-living)
- the [Department of Education](http://www.education.gov.au) website at [www.education.gov.au](http://www.education.gov.au), such as information on programmes to support young people disengaged or at-risk of disengaging from education
- the [Department of Employment](http://www.employment.gov.au) website at [www.employment.gov.au](http://www.employment.gov.au), such as information on Job Services Australia
- the [Department of Health](http://www.health.gov.au) website at [www.health.gov.au](http://www.health.gov.au) such as mental health services.

### 1.3. Appropriate uses of TILA

The young person and the case worker must decide together on the appropriate use of TILA. It must be used as part of a transition to independence plan.

TILA is not regarded as income for means test purposes under paragraph 8(8)(c) of the *Social Security Act 1991*.

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<sup>6</sup> A young person who is discharged from a court order or the order expires, and remains in the living arrangement (such as in the home of the foster or kinship carer or other residence) is eligible for TILA if all the other criteria also apply. TILA is to be used for the benefit of the young person and not for fixed items installed into premises not owned by the young person (see Section 2.4).

<sup>7</sup> For the purpose of TILA, a 'UHM' refers to non-citizen children under the Minister for Immigration and Border Protection's guardianship under the *Immigration (Guardianship of Children) Act 1946*.

<sup>8</sup> References to a state or territory department responsible for child protection are taken to include the Australian Government Department of Immigration and Border Protection (DIBP) in the case of a UHM under the Minister for Immigration and Border Protection's guardianship under the *Immigration (Guardianship of Children) Act 1946*.

<sup>9</sup> References to the Department of Human Services and DHS in this document refer to the Australian Government department.

Examples of appropriate uses of TILA include, but are not limited to:

- support to enter accommodation (such as connecting utilities, moving expenses and bond payment)
- purchase of essential household items (including appliances, whitegoods, furniture and consumables)
- the cost of life skills programmes to equip a young person with the skills for independent living (for example, financial/budgeting, nutrition/cooking, or maintaining a home)
- support to access employment, education or training opportunities (such as purchase of books/computer, enrolment fees, internet connection, clothing for work or a work interview, transport to undertake studies or employment)
- one-off transport expenses (such as driving lessons or vehicle registration)
- the purchase of public transport passes or other essential items that will support the young person in accessing accommodation, employment, education or training
- the cost of counselling to address issues identified in the young person's transition to independence plan
- other items not on this list will be considered on a case by case basis.

Examples of inappropriate uses of TILA include, but are not limited to:

- crisis assistance on an ad-hoc basis where the use of TILA has not been agreed as part of the transition to independence plan
- overseas travel
- game consoles (such as Nintendo Wii or Microsoft Xbox)
- items that are not portable and are installed into a premises not owned by the young person
- a cash payment to the young person.

## 1.4. Transition to independence plan

A transition to independence plan for the purposes of TILA is a record of a young person's goals and the support needed to achieve these goals. Transition to independence planning is to consider and address each of the life domains as appropriate to each individual's needs (housing, financial security, health, life skills, education/employment/training, identity and culture, legal matters and social relationships/support networks).

As outlined in the [National Standards for Out-of-Home Care](#), each young person is to have a transition to independence plan commencing at the age of 15 years. The plan should be guided by and align with the guide, [Transitioning from out-of-home care to independence: A nationally consistent approach to planning](#).

The plan is to identify required supports, based on the young person's needs, and is to be reviewed regularly. The nationally consistent approach to transition to independence planning details the participants to be involved, the planning and support processes to be considered and the life domains to be addressed in a transition to independence plan. It also identifies the additional focus to be taken in regard to these elements in each phase of transitioning to independence. The young person's case worker is to facilitate the young person's engagement and participation in the planning process, including in the development and review of the transition to independence plan.

If a young person re-engages with a service after the age of 18, and wishes to apply for TILA but does not have a case/ care plan in place, a case worker is to work with the young person to document the young person's goals and needs to meet the definition of a transition to independence plan for the purposes of TILA. As a minimum, the case worker is to discuss with the young person their needs through each of the life domains, identify and record the next steps to achieve the young person's goals, and decide if TILA is the appropriate mechanism to meet the young person's support needs.

A guide to what is to be considered in a transition to independence plan is in Appendix 2. It is the responsibility of the case worker who is completing an application for TILA with a young person to ensure that a transition to independence plan has been developed with the young person and that the TILA application is consistent with the needs and goals identified in that plan.

## 1.5. Funding

The annual TILA appropriation of \$3.5 million is capped. In the unlikely event that applications use the full appropriation prior to the end of a financial year, applications will not be approved for the remainder of the financial year and will be approved at the start of the next financial year. The Department of Social Services (DSS) will inform case workers when 95 per cent of the TILA appropriation has been used.

## 1.6. Applications and registration

The Australian Government Department of Social Services has policy responsibility for TILA. From 1 April 2016 DSS will no longer require TILA applications to be submitted to the department for approval. Case workers with approval to use the UGG can make individual TILA applications without prior approval from DSS.

State and territory government funded agencies with responsibility for young people in, or exiting, formal care, are responsible for arranging transition plans and for making applications for TILA including checking eligibility. To apply for TILA, a young person will need to be working with a case worker employed by a state or territory department responsible for child protection or an agency approved by a department for that purpose.

Those agencies need to be registered with the DHS Unified Government Gateway (UGG), the portal that is used for submitting applications for TILA payment. Agencies able to register for the UGG include the state or territory department responsible for child protection or a non-government organisation or community organisation approved by the state or territory department responsible for child protection.

It is the responsibility of the case worker making the application through the UGG to apply for items that are an appropriate use of TILA as shown in section 1.3 of these Guidelines and that fall within one of the following TILA categories of goods and services:

- other
- one-off transport expense
- employment support
- home establishment
- food/clothing
- education or training support
- bond payment/rent
- training or life skills course.

If you have any doubt as to whether the goods or services are appropriate for TILA, you may contact the TILA Office at [tila@dss.gov.au](mailto:tila@dss.gov.au) or 1300 653 227 **before** an application is made through the UGG.

The state and territory government departments with responsibility for child protection will notify DSS of each approved agency that is to have access to the UGG. DSS will provide completed TILA UGG registration forms to DHS and DHS will establish the registration. DHS will then email registered workers with their Logon ID and password, as well as instructions on how to access the UGG.

At the time of registration, the organisation must provide account details for the receipt of TILA payments. TILA payments can only be made by direct credit into an Australian financial institution. TILA payments will be made to the account recorded for the registered organisation to which their case worker is linked. The case worker or their delegate purchases the goods/services on behalf of the young person. Young people do not receive TILA payments directly.

The DHS UGG is the only mechanism to submit applications for TILA payment and can only be accessed by registered workers. Further instructions for registering for TILA UGG access are at Appendix 3.

## 1.7. Activity performance and reporting

DHS, as the TILA service provider, is required to provide quarterly reports to DSS on the demographics of TILA recipients, the use of the payment and the number of claims processed in a given period. DHS will

provide de-identified data to DSS for management purposes. DHS will also collect monthly general ledger reporting to monitor expenditure.

## 2. Application Process

### 2.1. Overview of the application process

Individual young people cannot apply for TILA directly to DHS and cannot access the TILA claim in the UGG. In the first instance, a young person can contact an organisation that is/was responsible for their case management while in care to discuss arrangements to apply for TILA. If a young person does not have a current case worker, they can contact the department in the jurisdiction in which they were in care or, if applicable, the Australian Government Department of Immigration and Border Protection (DIBP), as listed in Section 4. If a young person has moved interstate, they can contact the child protection department of the jurisdiction in which they currently reside. Verification of a cross jurisdiction formal care background can be established through the Interstate Liaison Officer network, as listed in Appendix 4.

Applications for TILA payment can only be submitted via the TILA UGG by a registered worker in an approved agency.

There are two steps in the TILA application process:

1. **Assessment:** The case worker and the young person discuss the transition to independence plan, the case worker will assess whether the young person is eligible for TILA, and if TILA is applicable.
2. **Claim lodgement:** The case worker will complete and submit an electronic claim for TILA payment via the UGG.

A case worker must be supporting the young person in transition planning. An organisation may have administration staff that complete step 2.

### 2.2. Assessment

At the assessment stage, the case worker must:

- Fill out the Transition to Independent Living Allowance Application Form in hardcopy.
- Explain the privacy notification to the young person. More information on the privacy notification is in Section 3.
- Obtain the young person's signature on the form.
- Sign the application form themselves.
- Keep the completed form on file.

The form is a record of the young person's consent to their information being used by DHS and DSS and to lodgement of the claim for payment by their case worker. This record of a TILA claim is kept by the caseworker for auditing and reference purposes. By filling out this form, the case worker or administration officer will have the information at hand ready to answer the questions in the UGG application.

The [Transition to Independent Living Allowance Application Form](http://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-application-form) is available at [www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-application-form](http://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-application-form)

The TILA UGG questions are available at Appendix 5.

In order to endorse an application for TILA, the case worker must be satisfied that the:

- young person meets all the eligibility criteria outlined in these Guidelines
- young person has not already accessed their full TILA entitlement
- proposed amount, use of, and timing of TILA funds requested is appropriate.

As part of the process of applying for TILA, the case worker must verify the young person's eligibility. The case worker must confirm in the UGG online application that they have sighted documentation that confirms the young person is:

- an Australian citizen or permanent Australian resident (e.g. birth certificate, citizenship certificate, or certificate of evidence of resident status)
- aged from 15 to 25 at the time of submitting the online application (e.g. birth certificate or driver's licence)
- has been in, or is currently in, formal care as described in the eligibility criteria
- has a transition to independence plan.

Factors that case workers should consider when deciding when to use TILA include, but are not limited to:

- How will the proposed use of TILA support the needs and goals of the young person as identified in their transition to independence plan?
- How will the proposed support benefit the young person's transition to independence?
- Is this the best time for the young person to access the payment?
- Can the young person receive the proposed support from another programme, measure or scheme?

### **2.3. DHS approval of the application**

Once the claim is submitted via the UGG, DHS will:

- a. Match the young person to their existing DHS record, or, if no record exists, create a new DHS record for that person.
- b. Check whether the young person has already been paid \$1,500 of TILA by DHS.
- c. Check whether issuing the approved amount of TILA in the claim will exceed the TILA limit of \$1,500.

If the young person has already been paid \$1,500 of TILA by DHS, the claim will be rejected and no payment will be issued. If a partial payment has been made the UGG will show how much of the \$1,500 is available. If this amount is less than \$250 a claim can be made. The UGG will reject an application for less than \$250 where the total remaining balance is more than \$250.

If the amount claimed will cause the young person to exceed their TILA limit, DHS will issue payment in the amount that is the difference between what the young person has previously been paid and the TILA limit. For example, if the young person has previously been paid \$1,000 in TILA by DHS and the new claim is for \$800, DHS will only issue \$500, taking the total amount paid to \$1,500.

If neither of the above applies, the amount claimed will be paid. TILA payments will be made to the organisation using the account details provided at the time of registering for UGG access.

If DHS is unable to match the young person to an existing DHS customer record, staff from DHS may contact the case worker for further information to assist them to make a match or to create a new customer record.

Note: Please ensure that no special characters (&@\$) are used in free text fields in the UGG, or that more than 45 characters are used. Incorrect text entries may cause significant delay in online processing.

If the date of birth entered indicates that the young person is not in the eligible age range for TILA on the date the claim is being entered into the UGG, the system will prevent the application being submitted.

Receipts are not required to be submitted to the Australian Government. The case worker supporting the young person is to monitor the use of TILA funds and maintain appropriate records. The Australian Government, in consultation with the state or territory government in charge of child protection, may conduct an audit to ensure that funds have been spent appropriately. If you have any concerns on what information you should keep please contact the department that oversees child protection in your state or territory.

### **2.4. Surplus TILA funds held by the registered organisation**

The majority of the TILA payment is to be used to pay for the approved category of goods or services. If there is a minor amount left from the TILA payment once the goods and services have been paid for, a



case worker may use those funds for another purchase for the same young person as long as the purchase is consistent with the TILA categories of goods or services.

For example, the caseworker may have applied for \$1,500 in TILA in the home establishment category in order to buy furniture but once the furniture is bought there may be \$50 remaining. The caseworker can use the remainder to buy public transport tickets (one-off transport expenses category), kitchen utensils (home establishment category) or food (food/clothing category).

Towards the end of the financial year an organisation may have surplus TILA funds. TILA funds approved for one young person cannot be used for another eligible young person and the caseworker may have lost contact with the young person for whom a TILA payment was received. To repay surplus TILA funds, please contact the TILA Office at [tila@dss.gov.au](mailto:tila@dss.gov.au). The TILA Office will send a debt recovery form for processing which will enable an organisation to pay the surplus funds to DSS. This form **must** be completed and returned in the same financial year that the money was approved.

## **2.5. Outcome of the application**

Once a TILA application has been submitted via the UGG, the case worker will be able to print a copy of the submitted details before exiting the UGG. This printed copy will include a reference number for the claim. If there are any issues with the application, DHS will contact the case worker on the phone number and/or email address provided in the 'case worker details' part of the UGG claim.

Once the application has been processed, DHS will issue a payment advice to the TILA applicant and the organisation to inform them of the outcome of the application for TILA. The young person's letter will be sent to the address provided in the UGG claim. Advice to the organisation will be sent to the organisation's online mail box within the UGG.

Please allow up to five working days for the application to be processed and longer for a response letter to reach the nominated mailing address.

## **3. Terms and Conditions**

### **3.1. DSS rights**

DSS reserves the right to amend the Guidelines by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

### **3.2. Disclaimer**

The DSS and its officers, employees, agents and advisors:

- are not, and will not be, responsible or liable for the accuracy or completeness of any information in or provided in connection with the Guidelines
- make no express or implied representation or warranty that any statement as to future matters will prove correct
- disclaim any and all liability arising from any information provided to the applicant, including, without limitation, errors in, or omissions contained in, that information
- except so far as liability under any statute cannot be excluded, accept no responsibility arising in any way from errors or omissions contained in any information in this document and the Application Form
- accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing reliance on the contents of these documents, or any other information provided by the DSS.

### **3.3. The Privacy Act**

The Department of Human Services and the Department of Social Services are legally obligated to comply with the *Privacy Act 1988* (Privacy Act). The Privacy Act regulates how both departments collect, store, provide access to, use and disclose personal information.

The Privacy Act requires TILA applicants to be notified of certain matters when their personal information is collected. The case worker and the young person will be required to sign a declaration on the TILA application form stating that the privacy notice has been provided to the applicant, and will have to repeat the declaration as part of the electronic TILA claim via the UGG.

### **Privacy Notice for Claimant**

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Social Services and the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the departments or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Social Services will manage your personal information, including the department's privacy policy at [dss.gov.au/privacy-policy](http://dss.gov.au/privacy-policy) or by requesting a copy from that department.

You can get more information about the way in which the Department of Human Services will manage your personal information, including the department's privacy policy at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy) or by requesting a copy from that department.

Only de-identified information will be used by the departments or given to other parties for the purposes of research or investigation.

For more information on privacy, please visit the [Department of Human Services](http://www.humanservices.gov.au/customer/information/privacy) website at [www.humanservices.gov.au/customer/information/privacy](http://www.humanservices.gov.au/customer/information/privacy), and the [Department of Social Services](http://www.dss.gov.au/privacy) website.

## **3.4. Freedom of information**

All documents in the possession of DSS including those in relation to TILA are subject to the *Freedom of Information Act 1982* (FOI Act).

The *Freedom of Information Act 1982* (FOI Act) gives any person the right to:

- access copies of documents (except exempt documents) held by the Australian Government
- ask for information held about you to be changed or annotated if it is incomplete, out of date, incorrect or misleading
- seek a review of a decision not to allow you access to a document or not to amend your personal record.

You can ask to access any document the Australian Government holds. We can refuse access to some documents, or parts of documents that are exempt. Exempt documents may include those relating to national security, documents containing material obtained in confidence and Cabinet documents, or other matters set out in the FOI Act.

For more information on Freedom of Information with respect to information held by Department of Social Services, please visit [www.dss.gov.au/contact/freedom-of-information](http://www.dss.gov.au/contact/freedom-of-information).

All FOI requests are to be referred to the FOI Coordinator, Information Law Branch, in DSS.

Mail:

FOI Coordinator

DSS

Commercial, Housing, Disability and Information Law Branch (TOP AW2)

GPO Box 9820

Canberra, ACT, 2601

Email: [foi@dss.gov.au](mailto:foi@dss.gov.au)

For more information on Freedom of Information with respect to information held by the Department of Human Services, view the [Freedom of Information](#) webpage at [www.humanservices.gov.au/corporate/freedom-of-information](http://www.humanservices.gov.au/corporate/freedom-of-information)

### 3.5. Complaints

Applicants and grant recipients can contact the complaints service with complaints about DSS service(s), the selection process or the service of another of DSS grant recipients.

Details of what constitutes an eligible complaint can be provided upon request by DSS. Applicants and grant recipients can lodge complaints through the following channels:

Telephone: 1800 634 035

Fax: (02) 6204 4587

Mail:

DSS Complaints

GPO Box 9820

Canberra, ACT, 2601

Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

If an applicant or grant recipient is at any time dissatisfied with DSS handling of a complaint, they can contact the [Commonwealth Ombudsman](#) on 1300 362 072.

If a young person has concerns about the application process and/or the case worker they may consider using the complaints process in place for the case worker's organisation.

### 3.6. Reporting and monitoring

DHS is required to provide quarterly reports to DSS on the demographics of TILA recipients and the number of claims processed in a given period. DHS will provide de-identified data to DSS for management purposes.

### 3.7. Fraud

DSS is committed to the Commonwealth Fraud Control Policy and Guidelines. Applicants and organisations registered to access the UGG in relation to TILA should familiarise themselves with the [DSS Fraud Control Policy Statement](#) which also underpins their respective fraud and risk minimisation responsibilities when dealing with DSS.

One key responsibility outlined in DSS Fraud Control Policy Statement is to report all fraud concerns by leaving an anonymous voicemail message on the DSS Fraud Hotline (1800 133 611) or by emailing: [fraud@dss.gov.au](mailto:fraud@dss.gov.au).

## 4. Contact Information

### Australian Government

The Department of Social Services is responsible for TILA policy including interpretation of the Guidelines.

The contact details for DSS are as follows:

Mail:

Transition to Independent Living Allowance Policy Officer

GPO Box 9820

Canberra, ACT, 2601.

Phone: 1300 653 227

Email: [tila@dss.gov.au](mailto:tila@dss.gov.au)

For technical difficulties with the UGG service and password resets, contact the UGG Online Support Helpdesk.

Phone: 131158 / Option 3

Email: [NBG.Online.Support@humanservices.gov.au](mailto:NBG.Online.Support@humanservices.gov.au)

### **The Australian Capital Territory Community Services Directorate**

A young person can contact their caseworker and Youth Protection Services, or the agency caseworker who has been working with them. If the young person is unsure who to call they should telephone the Child and Youth Protection Services Operational Support Team in the telephone number immediately below.

#### **Operational Support Team**

Address: 11 Moore Street, Canberra City, ACT, 2601  
Mail address: GPO Box 158, Canberra City, ACT, 2601  
Phone: (02) 6207 6956  
Email: [cypsfinance@act.gov.au](mailto:cypsfinance@act.gov.au)

### **The New South Wales Department of Family and Community Services**

The young person can contact their caseworker or local Community Services Centre, or the agency which has been working with them. If the young person is unsure who to call they can find the numbers for their local FACS Community Services Centre on the [Community NSW Contact Us](http://www.community.nsw.gov.au/about-us/contact-us) webpage at [www.community.nsw.gov.au/about-us/contact-us](http://www.community.nsw.gov.au/about-us/contact-us)

Or they can call the following number to ask for the local office contacts:

Community Services Head Office  
Address: 4-6 Cavill Avenue, Ashfield NSW 2131  
Phone: (02) 9716 2222

More details of after care services in NSW can be found at the [NSW FACS website](http://www.community.nsw.gov.au/docs_menu/parents_carers_and_families/for_young_people/are_you_in_care/are_you_leaving_care/after_care_support.html) at: [www.community.nsw.gov.au/docs\\_menu/parents\\_carers\\_and\\_families/for\\_young\\_people/are\\_you\\_in\\_care/are\\_you\\_leaving\\_care/after\\_care\\_support.html](http://www.community.nsw.gov.au/docs_menu/parents_carers_and_families/for_young_people/are_you_in_care/are_you_leaving_care/after_care_support.html)

### **The Northern Territory Department of Children and Families**

For information on the TILA application process in the Northern Territory, please email: [Movingon@anglicare-nt.org.au](mailto:Movingon@anglicare-nt.org.au)

Young people in care are to speak with their Department of Children and Families Caseworker regarding support in applying for TILA.

### **The Queensland Department of Communities, Child Safety and Disability Services**

Young people who are either in care or who have left care may contact a Child Safety Service Centre (CSSC) for support in applying for TILA. CSSCs are located in communities throughout Queensland.

To locate the nearest CSSC, [select the region from the list on the department's](http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres) website at [www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres](http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres) or contact the Enquiries Unit on:

Freecall: 1800 811 810 (Queensland only)  
Phone: 07 3224 8045 TTY: 07 3012 8655  
Email: [info@childsafety.qld.gov.au](mailto:info@childsafety.qld.gov.au)

### **The South Australian Department for Education and Child Development**

For more information about TILA in South Australia, please contact Hilda Cheng at Families SA at [Hilda.Cheng@sa.gov.au](mailto:Hilda.Cheng@sa.gov.au), phone (08) 8226 6037.

### **The Tasmanian Department of Health and Human Services**

Young people who have a case worker can contact the area service centre to speak to their case worker:

Child Protection Services (North West)  
Phone: (03) 6434 6246  
Fax: (03) 6421 7821

Child Protection Services (North)  
Phone: (03) 6336 2376  
Fax: (03) 6336 2525

Child Protection Services (South)  
Phone: (03) 62307650  
Fax: (03) 6230 7653

If a young person doesn't have a case worker they can call the After Care Support Program:

After Care Support Program  
Phone: (03) 6233 2273 or 1300 654 583  
Fax: (03) 6223 1343

### **The Victorian Department of Human Services**

Ring the Leaving Care Helpline or go to the Leaving Care website to find out about Leaving Care services that can help young people apply for TILA.

Leaving Care Helpline: 1300 532 846

[Leaving Care website](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers): [www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers)

or Google "Victoria Leaving Care"

Email: [leavingcare@dhs.vic.gov.au](mailto:leavingcare@dhs.vic.gov.au)

### **The Western Australian Department for Child Protection and Family Support (CPFS)**

For information regarding leaving care services, including TILA, contact one of the local CPFS district offices or one of the CPFS funded leaving care service providers. For policy enquiries or information on leaving care matters, contact the leaving care senior officer in the Children in Care Policy team. More information on leaving care is available at the Department for Child Protection and Family Support Leaving Care webpage at [www.dcp.wa.gov.au/ChildrenInCare/Pages/Leavingcare.aspx](http://www.dcp.wa.gov.au/ChildrenInCare/Pages/Leavingcare.aspx)

Young people who have been in formal care can contact any of the local CPFS district offices to speak with the Leaving Care Officer by calling:

Country free call: 1800 622 258 (you can ask to be put through to a metropolitan or country district office or to the children in care policy team)

Phone: (08) 9222 2555

TTY: (08) 9325 1232

Website: [www.cpfs.wa.gov.au](http://www.cpfs.wa.gov.au)

### **Metropolitan offices**

Armadale	151 Jull Street Armadale WA 6112, (08) 9497 6555
Cannington	Cnr Grose and Lake Street Cannington WA 6107, (08) 9351 0888
Fremantle	25 Adelaide Street Fremantle WA 6160, (08) 9431 8800
Joondalup	Joondalup House, 8 Davidson Terrace Joondalup WA 6027, (08) 9301 3600
Midland	52 The Crescent, Midland WA, (08) 9274 9411
Mirrabooka	8 Sudbury Road Mirrabooka WA 6061, (08) 9344 9666
Perth	190 Stirling Street Perth WA 6000, (08) 9214 2444
Rockingham	8 Leghorn St Rockingham WA 6168, (08) 9527 0100

### **Country regional offices**

Albany	25 Duke Street Albany WA 6330, (08) 9841 0777
Broome	19 Coghlan Street Broome WA 6725, (08) 9193 8400
Bunbury	80 Spencer Street Bunbury WA 6230, (08) 9722 5000
Busselton	8-10 Prince Street Busselton WA 6280, (08) 9752 5600
Carnarvon	6 Robinson Street Carnarvon WA 6701, (08) 9941 7222
Collie	68 Wittenoom Street Collie WA 6225, (08) 9734 1699
Derby	17 Neville Street Derby WA 6728, (08) 9193 3700
Esperance	86B Windich Street Esperance WA 6450, (08) 9083 2566
Fitzroy Crossing	Cnr Flynn Drive and Fallon Road Fitzroy Crossing WA 6765, (08) 9163 9800
Geraldton	45 Cathedral Avenue Geraldton WA 6530, (08) 9965 9500
Halls Creek	71 Thomas Street Halls Creek WA 6770, (08) 9168 6114
Kalgoorlie	Cnr Boulder Road and Cheetham Street Kalgoorlie WA 6430, (08) 9022 0700
Karratha	WA Government Administration Building Cnr Welcome and Searipple Roads Karratha WA 6714, (08) 9185 0200
Katanning	Reidy House, 25 Amherst Street Katanning WA 6317, (08) 9821 6500

Kununurra	State Government Building Cnr Konkerberry Drive & Messmate Way Kununurra WA 6743, (08) 9168 0333
Laverton	Laver Place Laverton WA 6440, (08) 9088 2900
Leonora	Lot 40 Cnr Tower and Rajah Streets Leonora WA 6438, (08) 9037 2300
Mandurah	Cnr Tuckey and Sutton Streets Mandurah WA 6210, (08) 9583 6688
Manjimup	Lot 432 South West Highway Manjimup WA 6258, (08) 9771 6000
Meekatharra	Lot 83 Main Street Meekatharra WA 6642, (08) 9981 0300
Merredin	113 Great Eastern Highway Merredin WA 6415, (08) 9041 6900
Moora	49 Dandaragan Street Moora WA 6510, (08) 9653 0100
Mullewa	12 Main Street, Cnr Burgess Street Mullewa WA 6630, (08) 9961 1004
Narrogin	Government Buildings, Park Street Narrogin WA 6312, (08) 9881 0123
Newman	Cnr Newman Drive and Abydos Way Newman WA 6753, (08) 9175 4600
Norseman	80 Princep Street Norseman WA 6443, (08) 9039 1129
Northam	Cnr Fitzgerald and Gairdner Streets Northam WA 6401, (08) 9621 0400
Onslow	Third Avenue Onslow WA 6710, (08) 9184 3900
Roebourne	Lot 37 Sholl Street Roebourne WA 6718, (08) 9182 0500
South Hedland	State Government Building Cnr Brand and Tonkin Streets South Hedland WA 6722, (08) 9160 2400
Tom Price	Lot 247 Poinciana Street Tom Price WA 6751, (08) 9188 0100
Wyndham	Lot 994 Great Northern Highway Wyndham WA 6740, (08) 9161 3500

#### **CPFS funded leaving care service providers**

##### **Salvation Army Crossroads West Transitional Support Services (Metro and State-Wide)**

Level 3, 333 William Street, Northbridge WA 6003  
Phone: (08) 9328 1600

##### **Mission Australia**

51 - 55 Forrest Avenue, Bunbury WA 6230  
Phone: (08) 9722 4600

##### **Wanslea Family Services**

Library Road, Mandurah WA 6210  
Phone: (08) 9581 5843

##### **The Department of Immigration and Border Protection (DIBP)**

For Unaccompanied Humanitarian Minors (UHMs) in the care of a DIBP service provider, please contact:

UHM Contracts Team  
Stacey Kerr – Assistant Director  
Phone: (02) 6275 6727  
Email: [uhm.contracts.and.policy@border.gov.au](mailto:uhm.contracts.and.policy@border.gov.au)

For UHMs in the care of a relative or private individual in the Australian community, please contact:

UHM Service Delivery Network Team  
Marissa Whight – Assistant Director  
Phone: (03) 9235 3482  
Email: [UHM.network@border.gov.au](mailto:UHM.network@border.gov.au)

## **5. Definitions**

**Approved agency:** The state or territory department responsible for child protection or a non-government organisation or community organisation approved by state or territory department responsible for child protection or DIBP to be an organisation registered for the UGG for the purposes of TILA.

**Australian citizen:** A person who is a citizen of Australia, either by birth or because they have been granted citizenship.

**Australian financial institution:** [Authorised Deposit-taking Institutions](#) including banks, building societies and credit unions.

**Case worker:** A case worker employed by an approved agency who works with the young person leaving care or post care to develop and implement their transition plan. Case workers can be registered to submit TILA applications via the UGG.

**De-identified data:** A collection of data or information that is altered to remove or obscure personal identifiers and personal information. The data does not identify an individual and with respect to which there is no reasonable basis to believe that the information can be used to identify an individual.

**DIBP:** Department of Immigration and Border Protection.

**Formal care:** A young person must be subject to a current state/territory government court order under the jurisdiction's statutory care and protection provisions where the responsibility for the young person has been transferred to the Minister or their nominated delegate, or to another person or agency authorised within the jurisdiction.

See also *Types of out-of-home care or formal care* below as defined by the AIHW.

An Unaccompanied Humanitarian Minor under the guardianship of the Australian Government Minister for Immigration and Border Protection under the *Immigration (Guardianship of Children) Act 1946*.

Please note that formal care can be referred to as out-of-home care or state care by other government agencies.

**Guidelines:** Means the Transition to Independent Living Allowance Operational Guidelines.

**Independent living:** When the state/territory government is no longer responsible for the young person's accommodation.

**Informal care:** Informal care is defined as where a young person is in the care and custody of someone who is not their parent where there is no court order in place.

Typically, the carer of a young person in informal care is not reimbursed by the state/territory for their care. This does not include where a financial payment/reimbursement has been offered to the carer by the state/territory for their care but has been declined by the carer.

Examples of informal care include, but are not limited to, informal out-of-home care (e.g. refuge, homeless, supported accommodation, staying with friends/relatives not their parents).

**Permanent Australian resident:** A person who is not an Australian citizen but who has been granted permanent residency status in Australia.

**Registered worker:** An employee of an approved organisation who has been registered for TILA UGG access. This may be a case worker or an administration officer.

**Transition to independence plan:** A transition to independence plan for the purposes of TILA is a record of a young person's goals and the support needed to achieve the goals, based on individual needs after considering the life domains (housing, financial security, health, life skills, education/employment/training, identity and culture, legal matters, social relationships/support networks).

The requirement for a plan could be met through a document that meets the requirements of the National Standards for out-of-home care. Children and young people have a transition from care plan commencing at 15 years old which details support to be provided after leaving care. The plan is to include details of support and is to be reviewed regularly.

The National Standards identify a transition from care plan as a planned and phased approach that identifies the required supports, based on individual needs, in areas such as safe and sustainable housing, education, employment, financial security, social relationships and support networks, health – physical, emotional (including self-esteem and identity), mental and sexual, and life and after care skills.



For young people who re-engage with a service at a later time and do not have a current transition to independence plan, the requirement for a plan could be met through engaging with a case worker to consider each of the life domains, identify goals and recording the support needed to achieve the goals. A transition to independence plan may also be referred to as a 'leaving care plan', a 'transition from out-of-home care plan' and 'transitioning planning for young people leaving care'. It may be part of the case plan, rather than a separate document.

**UGG:** Unified Government Gateway – the Australian Government Department of Human Services' portal for applying for the TILA payment.

**Unaccompanied Humanitarian Minor (UHM):** For the purpose of TILA, a 'UHM' refers to non-citizen children under the Minister for Immigration and Border Protection's guardianship under the *Immigration (Guardianship of Children) Act 1946*.

**Young person:** Means a person aged 15 to 25 years inclusive.

**15-25 years:** From the day a young person turns 15 until the day before they turn 26 years of age.

#### ***Types of out-of-home care or formal care***

**Residential care:** Where placement is in a residential building whose purpose is to provide placements for children and where there are paid staff.

**Family group homes:** Homes for children provided by a department or community-sector agency which have live-in, non-salaried carers who are reimbursed and/or subsidised for the provision of care.

**Home-based care:** Placement in the home of a carer who is reimbursed (or who has been offered but declined reimbursement) for expenses for the care of the child. This is broken down into three subcategories: relative/kinship care, foster care and other home based out-of-home care.

**Independent living:** Including private board and lead tenant households.

**Other:** Includes placements that do not fit into the above categories and unknown placement types. This includes boarding schools, hospitals, hotels/motels and the defence forces.

Placements for the purpose of respite are included. Respite care is used to provide short-term accommodation for children and young people where the intention is for the child to return to their prior place of residence. This includes respite from birth family and respite from placement.

#### ***National care and protection order types***

**Finalised guardianship or custody orders:** Guardianship orders involve the transfer of legal guardianship to the relevant state or territory department or non-government agency. These orders involve considerable intervention in the child's life and that of their family, and are sought only as a last resort.

Custody orders generally refer to orders that place children in the custody of the state or territory department responsible for child protection or a non-government agency. These orders usually involve the child protection department being responsible for the daily care and requirements of the child, while the parent retains legal guardianship.

**Finalised third-party parental responsibility:** Orders transferring all duties, powers, responsibilities and authority parents are entitled to by law, to a nominated person(s) whom the court considers appropriate. The nominated person may be an individual such as a relative or an officer of the state or territory department.

**Finalised supervisory orders:** Under these orders, the department supervises and/or directs the level and type of care that is to be provided to the child. Children under supervisory orders are generally under the responsibility of their parents and the guardianship or custody of the child is unaffected.



**Interim and temporary orders:** Orders covering the provisions of a limited period of supervision and/or placement of a child. Parental responsibility under these orders may reside with the parents or with the department responsible for child protection.

**Administrative arrangements:** Agreements with child protection departments, which have the same effect as a court order of transferring custody or guardianship. These arrangements can also allow a child to be placed in out-of-home care without going through the courts.

The following orders are excluded:

- children on offence orders, unless they are also on a care and protection order (as defined above)
- administrative and voluntary arrangements with the departments responsible for child protection that do not have the effect of transferring custody or guardianship.

## Appendix 1: Examples of TILA eligibility

The case studies provided in the Appendices to this document are to be used as a guide only; these examples do not refer to actual individuals or their circumstances.

### **Example 1:**

Amina is a permanent Australian resident who is turning 18 in two weeks' time. Amina has been in formal care since the age of 14 years. When Amina turns 18 she will exit formal state care because of her age. Amina currently resides in specialist homelessness services accommodation and has high and complex needs. Amina's case worker has assisted in drawing up a transition to independence plan that includes Amina seeking government housing and enrolling in TAFE to complete a Certificate III. Amina has applied for TILA to assist her to move from specialist homelessness services accommodation into independent living after her 18th birthday and to assist her to access training opportunities, as her case worker believes that she is at risk of not successfully completing her transition to independent living.

### **Answer to Example 1:**

Amina is eligible for TILA assistance as she meets the eligibility criteria set out in 1.2.

### **Example 2:**

Riley is a 17 year old Australian citizen who has been living with his maternal aunt, as he is unable to return home due to a history of family violence. Riley is not the subject of a court order. Riley wishes to apply for TILA to move to the city to start university.

### **Answer to Example 2:**

Riley is not eligible for TILA assistance as he does not meet the eligibility criteria set out in 1.2; specifically he is not in, or previously been in, formal care.

### **Example 3:**

Blair is a 16-year-old permanent resident who has been residing in formal care with her uncle's family since she was 14. Blair wants to leave her uncle's home in a regional town and move to the city. Blair wants to apply for TILA but is not connected to a case worker and does not have a transition to independence plan.

### **Answer to Example 3:**

Blair must have a transition to independence plan before she can apply for TILA. Once Blair connects with a case worker and completes a transition to independence plan, she will meet all the eligibility criteria set out in section 1.2 and will therefore be eligible for TILA assistance.

### **Example 4:**

John is a 22 year old Australian citizen who was in formal care from age 9 to 17 years. John had a formal transition to independence plan in place at age 16, but since then has not engaged with the state child protection agency, or with non-government service organisations. John has recently re-engaged with a state funded leaving care service and wishes to apply for TILA.

### **Answer to Example 4:**

For John to be eligible for TILA, he needs to have a document that meets the requirements of a transition to independence plan for the purposes of TILA. His transition to independence plan is out of date and is no longer appropriate as he has already left care. In the conversation that the case worker has with John, the case worker checks how things are going in each of the life domains, and together they identify John's future goals and make a record of what's needed to achieve them. Together, they will consider whether it is a suitable time to use TILA to implement next steps towards John's goals and if so, they will apply for TILA.

**Example 5:**

Dana is a 20 year old Australian citizen who was in formal care from age 5 to 18 years. Dana's transition to independence plan includes undertaking a two-year TAFE course, and the case worker determines that it would be appropriate for TILA to be used to cover TAFE fees and equipment required for the course at the start of each year.

**Answer to Example 5:**

Dana is eligible for TILA. The case worker will need to submit a separate TILA claim via the Unified Government Gateway at the start of each year in order for each TILA instalment to be paid at the appropriate time. The caseworker can apply for a TILA payment under the category of education or training support.

**Example 6:**

Kai is a 24 year old who entered Australia as an Unaccompanied Humanitarian Minor at the age of 14 years. Kai's transition to independence plan includes undertaking an apprenticeship, and the case worker determines that it would be appropriate for TILA to be used to cover tools, uniforms and equipment.

**Answer to Example 6:**

Kai is eligible for TILA. Kai's caseworker should contact the Department of Immigration and Border Protection for more information.

**Example 7:**

Marta is a 15 year old Australia citizen who has been in formal state care from the age of 10. Marta is about to transition out of state care into independent living and Marta's case worker has submitted a TILA application for whitegoods, furniture and a Nintendo Wii to enable Marta to interact with her friends.

**Answer to Example 7:**

While Marta is eligible for TILA the request for a Nintendo Wii is not consistent with the TILA Guidelines. The case manager should substitute the Nintendo Wii with another item consistent with the TILA Guidelines and apply for TILA under one of the applicable categories of goods and services.

**Example 8:**

Linda is a 24 year old Australia citizen who has been in Indigenous kinship care through a court order from the age of 17. Linda is about to transition from her kinship care living arrangement into independent living and Linda's case worker has submitted a second TILA application for university text books to value of \$200.00.

**Answer to Example 8:**

Linda is eligible for TILA as she is in formal care and is transitioning to independent living. As Linda's first application for university tuition fees was \$1,300, the final TILA payment can be less than \$250.00. Her application will be approved and paid through the UGG.

**Example 9:**

Robert is a 17 year old Australian citizen who has been in formal state care from the age of 9. Robert is about to turn 18 and will exit formal state care because of his age. Robert's foster care family have agreed that Robert can remain in the family home and Robert has expressed his desire to remain with his foster family. Robert has asked his case worker for a bed, refrigerator and an air conditioner.

**Answer to Example 9:**

Robert is eligible for TILA as he has been in formal state care. As long as the items purchased are portable (the air conditioner is not installed in the foster carer's home) then the items are eligible. The applicable category is home establishment.

## Appendix 2: A Guide to transition to independence plans

A transition to independence plan is required as part of the eligibility for TILA. It is a record of a young person's plan for their future independence, and it should identify their goals and the support needed to achieve these goals in each of the life domains.

A transition to independence plan describes the supports in place for the young person leading up to, and after the young person leaves care, and who is responsible. The plan will identify what the young person needs to do, when it needs to be done, how to do it, and who will help along the way.

For young people who re-engage with a service and no longer have a case/ transition to independence plan in place, a document should be developed that meets the definition of a transition to independence plan for the purposes of TILA. As a minimum, the case worker is to discuss with the young person each of the life domains, and identify the young person's needs and goals, record the next steps to achieve the young person's goals, and if TILA is the appropriate mechanism to meet the young person's support needs. The items outlined below must be considered as part of the planning process to access TILA.

The guide, [Transitioning from out-of-home care to independence: A nationally consistent approach to planning](http://www.dss.gov.au), is available at [www.dss.gov.au](http://www.dss.gov.au) and the brief list of questions below is for your reference.

### Life skills

- Can the young person look after themselves, e.g. wash, cook, clean, budget and pay bills, apply for a job, and learn about the services that can help?
- What's needed and how will they learn these skills?

### Housing

- Where is the young person living, is it stable and sustainable?
- Where is the young person going to live, and how will they obtain a place to live?

### Financial

- Do they have sustainable and adequate income?

### Employment

- What type of job/career does the young person want?
- What skills/training do they need to do it?

### Education

- What qualifications has the young person achieved?
- Does the young person want to stay at school, go to TAFE or University, and take up a course?

### Health

- Are there any health concerns?
- Has the young person got access to health services such as medical, dental, and other specialist services such as mental health?

### Social relationships and support networks

- Are there people to support the young person?
- Has the young person established connections in the community?
- Is there benefit in engaging other services to support the young person?

### Legal matters

- Has the young person got personal and other documents for identification, independent living and citizenship (if applicable)?
- Are there any outstanding legal matters to be attended to?
- Is there secure storage for the information?

### Identity and culture

- Does the young person understand the information about their identification?
- Is there secure storage for the information?
- Are there any cultural needs to be addressed/supported?

## Appendix 3: Instructions for registering for access to the TILA UGG

### General

TILA UGG registration spreadsheets are available from DSS. The registration spreadsheet allows an organisation to include its own details as well as details of its workers who need TILA UGG access. An organisation must be registered before workers can be registered for TILA UGG access.

If a worker is already registered to use UGG for another purpose, they still need to register for the TILA claim service using the TILA registration spreadsheet.

For all email requests for new registrations or to change or cancel existing registrations, please provide full details of the organisation (name, address, ABN) to ensure that DHS can identify the correct UGG record. Please include contact details for a person in the organisation in all emails to DSS and DHS, in case further information is required.

### Organisations

Each organisation must provide its ABN in order to be registered. Only one organisation can be registered per ABN.

Each organisation must provide BSB and account details in the registration spreadsheet – all TILA payments submitted by employees of the organisation will be made to that account.

If a new organisation needs to register for UGG access, its completed spreadsheet must be submitted by the state or territory government department or DIBP to DSS ([tila@dss.gov.au](mailto:tila@dss.gov.au)). This will ensure only approved organisations in each jurisdiction are registered for TILA UGG access. The request will be forwarded by DSS to the DHS who will action the registration.

If an entire organisation ceases to be involved in TILA, the state or territory government department is to advise DSS to arrange to cancel the registration for that organisation. If an organisation's registration is cancelled, all workers linked to that organisation will also have their TILA UGG registrations cancelled.

### Workers

If new or additional staff member/s require TILA UGG access, they are to complete the spreadsheet requesting access just for that new person/s and email it to [NBG.ONLINE.SUPPORT@humanservices.gov.au](mailto:NBG.ONLINE.SUPPORT@humanservices.gov.au). The registered organisation's full details will need to be included on the spreadsheet so that DHS knows which organisation to link the worker to.

It is important that each organisation maintains current registrations for its staff, ensuring only staff who currently need TILA UGG access have that access.

In particular, organisations must:

1. Ensure their staff do not share user IDs/passwords for the TILA UGG
2. Advise DHS when a staff member leaves the organisation or moves to a different role so that the person's registration for TILA can be cancelled. To do that, the organisation needs to send an email to [NBG.ONLINE.SUPPORT@humanservices.gov.au](mailto:NBG.ONLINE.SUPPORT@humanservices.gov.au).

### Accessing the UGG

When a worker's TILA UGG access has been set up, the worker will be sent an email containing their user ID and password, and explaining how to access the TILA claim section of the UGG.

Within the UGG, the TILA claim contains help text to assist. Click the "HELP" button in the top right area on any page for details about the fields on that page. The questions in the UGG are listed in Appendix 5.

## **Financial account for TILA payments**

An organisation can only nominate one financial account per ABN, and this is to be provided at the time of registering for access to the TILA UGG.

All TILA payments will be issued to the account of the organisation under which the caseworker submitting the claim is registered.

If the organisation wants to change the account into which TILA payments are deposited, it will need to submit a written request to DSS, using the registration form.

## **Other changes**

If an organisation that is already registered for TILA UGG access wants to change any of its details, e.g. organisation name or postal address, it will need to submit a written request to DSS, using the registration form.

## **Advice of payment**

DHS will issue a payment advice to the organisation and to the young person whenever a TILA payment is granted or rejected. The grant letter will be the only record the organisation receives from DHS to identify individual TILA payments.

Advice to the organisation will be sent to the organisation's online (electronic) mail box within the UGG service. All TILA UGG registrations will automatically be set up so that the worker has access to their organisation's UGG online mail.

Caseworkers will be sent information about accessing the TILA UGG online mail when they are sent their individual Logon IDs and passwords.

The organisation's TILA online mailbox will contain mail for all caseworkers linked to that organisation, and all caseworkers registered under that organisation will be able to view all the advice emails. The young person's letter will be sent via Australia Post to the postal address provided for the young person in the UGG claim.

## Appendix 4: Interstate Liaison Officer Network

### ACT Community Services Directorate

Mailing Address: PO Box 158, Canberra ACT 2601

Phone: (02) 6207 4789 Email: [OCYFSInterstateliasion@act.gov.au](mailto:OCYFSInterstateliasion@act.gov.au)

### The New South Wales Department of Family and Community Services

Phone: (02) 9716 2222

### The Northern Territory Department of Children and Families

Phone: (08) 8944 8763

Email: [NTInterstateLiaison.Ths@nt.gov.au](mailto:NTInterstateLiaison.Ths@nt.gov.au)

### The Queensland Department of Communities, Child Safety and Disability Services

Court Services - Child Safety

Department of Communities

Address: Level 5, 111 George St, Brisbane, Qld, 4000

GPO Box 806 Brisbane, Qld, 4000

Phone: (07) 3235 9859

Email: [ILO@communities.qld.gov.au](mailto:ILO@communities.qld.gov.au)

### The South Australian Department for Education and Child Development

Email: [DECDFamiliesInterstateLiaison@sa.gov.au](mailto:DECDFamiliesInterstateLiaison@sa.gov.au)

### The Tasmanian Department of Health and Human Services

Level 1, Woodhouse Building St Johns Ave New Town

Mailing Address: GPO Box 125 Hobart Tas 7001

Phone: (03) 6230 7650

Email: [interlias@dhhs.tas.gov.au](mailto:interlias@dhhs.tas.gov.au)

### The Victorian Department of Human Services

Address: 50 Lonsdale Street Melbourne 3000

Phone: (03) 9096-7549

Fax: (03) 9096-9145

Email: [interstateliasion@dhs.vic.gov.au](mailto:interstateliasion@dhs.vic.gov.au)

### The Western Australian Department for Child Protection and Family Support

Address: 189 Royal Street, East Perth 6004

Phone: (08) 9222 2555

Fax: (08) 9222 2990

Email: [WAInterstateLiaison@cpfs.wa.gov.au](mailto:WAInterstateLiaison@cpfs.wa.gov.au)

## Appendix 5: TILA UGG application questions

The following information is to be entered into the request for payment through the TILA UGG:

- claimant (young person's) details: CRN (leave blank if unknown), title, names, date of birth, gender and address
- confirmation the young person has a copy of the privacy notice
- case worker contact details
- caseworker declaration that the young person is eligible for TILA
- the young person's country of birth
- date the young person will or did exit formal care
- the young person's current accommodation
- current employment status of the young person
- current education/training status of the young person
- young person's primary source of income
- the category of goods and/or services being purchased
  - Other
  - One-off transport expenses
  - Employment support
  - Home establishment
  - Food/clothing
  - Education or training support
  - Bond payment/Rent
  - Training or life skills courses
- details of the types of goods or services being purchased
- stage of leaving care at which TILA payment is being used
- does the young person identify as being of Aboriginal or Torres Strait Islander descent?
- is the young person from a Culturally or Linguistically Diverse background?
- does the young person have a disability?
- amount of TILA to be paid.