

# Application process — step by step guide for case workers

There are now two steps in the TILA application process.

## Step 1. Assessment

* Discuss the transition to independence plan.
* Assess whether the young person is eligible and if TILA is applicable.
* If the young person is eligible, complete and both parties sign, the [TILA Application Form](https://www.dss.gov.au/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-application-form) and retain the form for your organisation's records.

## To endorse an application for TILA, as a case worker, you must be satisfied that:

* the young person meets all of the [eligibility](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/eligibility) criteria outlined in the [Guidelines](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-operational-guidelines)
* the young person has not already accessed their full TILA entitlement
* the proposed amount, use of, and timing of the TILA funds are appropriate.

You must also verify the young person’s [eligibility](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-operational-guidelines) by sighting the following documentation that confirms the young person is:

* an Australian citizen by either birth or has been granted Australian citizenship (e.g. birth certificate, citizenship certificate)
* aged from 15 to 25 at the time of submitting application (e.g. birth certificate or driver’s licence)
* has been in, or is currently in, formal care as described in the [eligibility criteria](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/eligibility)
* has a transition to independence plan

The case worker must explain the privacy notification to the young person as outlined in [Section 3](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-operational-guidelines) of the Guidelines.

## Step 2. Claim lodgement

* Complete and submit an electronic claim for the TILA payment via the UGG. Instructions for registering for UGG access can be found at [Appendix 3](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-operational-guidelines) of the Operational Guidelines at https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/tila-operational-guidelines
* You must verify the young person’s [eligibility](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila/eligibility) by confirming in the UGG application that you have sighted the young person’s identification and citizenship documents.

**Note:** A case worker must support the young person in transition planning. Administration staff may complete step 2.

Once the claim is submitted via the UGG, Department of Human Services (DHS) will:

* match the young person to their existing DHS record, or, if no record exists, please contact DHS at TILA@humanservices.gov.au to facilitate the creation of a new DHS record
* check whether the young person has already been paid $1,500 of TILA
* check whether issuing the approved amount of TILA in the claim will exceed the TILA limit of $1,500.

## Notes:

* If the amount claimed will exceed their TILA limit, DHS will issue payment of the remaining balance.
* TILA payments are electronically transferred to the organisation’s bank account using the 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 will contact the case worker for further information to assist them to make a match or to create a new customer record.
* 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.
* Once the application has been processed, DHS will issue a payment advice letter to the young person’s address provided and email the organisation’s online mail box within the UGG.
* Please allow up to 5 working days for the application to be processed and longer for a response letter to reach the nominated mailing address.