



## Application process – step by step guide for case workers

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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](#) 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](#) criteria outlined in the [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](#) 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](#)
- has a transition to independence plan

The case worker must explain the privacy notification to the young person as outlined in [Section 3](#) 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](#) 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](#) 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](mailto: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.