

Child Safety

PROCEDURE

Title: Care Allowance -Extended Post Care Support

Procedure No: 651-1

Purpose

This procedure guides the provision of the Care Allowance and the Regional and Remote Loading for young people aged 18 to 20 years remaining with their carer or guardian.

The allowance is paid to the young adult's former carer or guardian (carer).

Process

To continue payment of Care Allowance for a young adult aged 18 years, where the young adult remains living with their carer at 17 years:

- If required, for a young adult returning to their former carer after a period of absence, record the care arrangement in the pre-existing placement event in the Integrated Client Management System (ICMS) which will trigger a task in Carepay; and
- in Carepay, complete the 'Continue to pay care FCA payment beyond 18 years old' grid in the Details screen of the child profile and submit the task for approval.

The payment details in Carepay must have a start and end date. The end date must not exceed the young adult's 21st birthday.

If payments are made when the young adult is living elsewhere, refer to Respond to overpayments of this procedure.

1. Discontinue the Care Allowance

If a young adult leaves the carer household, the carer is ineligible for future Care Allowance payments and is responsible for notifying the CSSC so the allowance can be ceased.

If the Extended Post Care Support provider is working with the young adult and is made aware that they have ceased living with the carer, they also must notify the CSSC so the allowance can be discontinued.

To discontinue payment, enter the date the young adult left the household into the placement event in ICMS.

A young adult aged under 21 who is no longer living with the person who was their carer or guardian is eligible for financial support through an Extended Post Care Support provider.

2. Recommence the Care Allowance after a discontinuation

The Care Allowance can recommence if the young adult returns to their carer they had at 17 years, following an absence. For example, if a young adult moves out of the carer household to live independently but returns to their carer prior to turning 21 years, the Care Allowance can be recommenced.

To recommence payment after a discontinuation, record the care arrangement in the pre-existing placement event in the Integrated Client Management System (ICMS) which will trigger a task in Carepay.

In Carepay, complete the 'Continue to pay care FCA payment beyond 18 years old' grid in the child profile and submit the task for approval.

3. Respond to overpayments

It is the responsibility of the child safety service centre (CSSC) to promptly and accurately complete actions in ICMS and Carepay to ensure that payments cease when the young adult stops living with the carer.

The CSSC for which the young adult's case responsibility was last assigned is responsible for completing these tasks following advice from the carer, young adult or extended post care support service.

If an overpayment occurs, the carer must be advised as soon as possible to determine a suitable repayment strategy.

For carers who will no longer be receiving the care allowance, and who don't have ongoing care arrangements, repayments can be made by either forwarding a cheque for the entire amount or making a number of smaller payments over a specified period of time.

For carers who continue to receive the Care Allowance, a repayment plan will be established with specified amounts to be deducted from future Care Allowance payments.

Please refer to the Financial Management Practice Manual on the management of carer debt.

There are two pro-forma letters that will be used in all debt recovery action with carers, including long-term guardians:

- Carer Overpayment Letter 1 – (an initial request for reimbursement).
- Carer Overpayment Letter 2 – (a follow-up letter).

Staff will also be required to produce and attach the Overpayment Advice form containing details of the overpayment to the Carer Overpayment letter.

The letters and form can be accessed via the Financial Management Practice Manual.

A monthly Unrecovered Overpayments report created through Carepay can be run to provide the CSSC Manager with details to assist with the management of carer overpayments.

Write-off an overpayment, if applicable

The decision to 'write-off' a carer or guardian overpayment will only be actioned as a last resort after all other options have been unsuccessful. All write-offs (losses) are included in the Department of Child Safety, Seniors and Disability Services Financial Statements for the end of financial year reporting.

Debts may be written off in accordance with the Financial Management Practice Manual.

Records File No.: Not Applicable

Date of approval: 21 June 2023

Date of operation: 1 July 2023

Date to be reviewed: 1 July 2024

Office: Investment and Commissioning

Help Contact: Tertiary Care and Support

Links:

Policy

- Care Allowance – Extended Post Care Support

Related Procedures:

- Expenses - fortnightly caring allowance and interstate foster payments (365-17)
- Child Related Costs – Carer Support (645-5).
- Child Related Costs – Child and Young adult Support (645-4).
- Child Related Costs – Education and Child Care Support (645-2).
- Child Related Costs – Health and Wellbeing (645-1).
- Child Related Costs – Travel (645-3).
- Child Safety Practice Manual.
- Individualised Placement and Support Business Rules.
- Financial Management Practice Manual.

Related Legislation or Standard:

- *Child Protection Act 1999*
- *Child Protection Regulation 2023*
- *Financial Accountability Act 2009*
- *Human Rights Act 2019*

Related Government Guidelines or Policy

- Statement of Commitment Between the Department of Child Safety, Seniors and Disability Services and the foster and kinship carers of Queensland.
- Taxation Determination, Income tax: are certain payments to a volunteer foster carer to provide foster care assessable income? TD 2006/62 Commonwealth Government, Australian Taxation Office.

Forms, Standard Letters or Memorandum:

- Carer overpayment Letter 1.
- Carer overpayment Letter 2.

Rescinded Policies and Procedures

365-15 Expenses – Fortnightly caring allowance and inter-state foster payments

365-16 Expenses – Fortnightly caring allowance and inter-state foster payments procedure

379-6 Regional and remote loading for carers

379-6 Regional and remote loading for carers and guardians procedure

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