



# Australian Government

## Department of Families, Housing, Community Services and Indigenous Affairs

### **Claims for Payment**

Families and carers of eligible children will have access to Better Start Early Intervention funding of up to \$12,000 (maximum \$6,000 per child per financial year).

A service provider may submit a claim to FaHCSIA for payment of some or all of the associated costs of early intervention services provided to your child or for resources purchased on behalf of your child.

The following terms apply to the submission of claims for payment of your funding:

- FaHCSIA will make payments on your behalf (in arrears) up to \$12,000 (based on eligibility) with no more than \$6,000 paid in any financial year;
- There are no yearly minimum spending limits for your child;
- More than one organisation can receive payments from FaHCSIA for providing early intervention services to you;
- Upon request, the service provider must provide you with a copy of the invoice or a photocopy of your signed Service Delivery Record sheet for services rendered and for which a claim will be submitted to FaHCSIA;
- Your signature will be required by the service provider for each individual claim for payment prior to the provider submitting a claim to FaHCSIA using the Service Delivery Record Form provided. You are required to sign the Service Delivery Record form after each service is delivered;
- If a Panel Provider purchases a resource, you must sign a Service Delivery Record form on receipt of the resource;
- The service provider must submit a separate claim every time you receive an approved service that you choose to claim against Better Start funding;
- You are unable to claim for payment for an approved service where Medicare has subsidised all or part of the fee;

- If a private health fund rebate is available to the family the FaHCSIA contribution can be no greater than the out of pocket expense. i.e. the amount claimed must be equal to or less than the amount charged for the service minus any third party contributions;
- FaHCSIA is not liable for any costs or fees incurred if you purchase or take delivery of any services when your child has used all the funding available in that financial year, or your child has accessed the full amount of their funding;
- FaHCSIA will not pay for cancelled or missed appointments. Payments for these appointments will be the responsibility of the family. FaHCSIA will only fund services delivered.
- FaHCSIA will provide you with a monthly Activity Statement detailing the payments we have made to service providers on your behalf.

### **Reimbursement Consent**

By signing this form you understand the terms listed and you provide your consent and authority to the service provider to submit a claim to FaHCSIA on your behalf.

You are also acknowledging that you are required to sign the Service Delivery Record after each early intervention service is delivered.

You will receive a monthly Family Activity Statement (FAS) detailing the amounts that have been claimed during the previous month from FaHCSIA on your behalf. The amount which you authorise the service provider to claim should be the same as what appears on your monthly FAS. Families who have not had claims processed in FaHCSIA Online Funding Management System (FOFMS) during the month will not receive a FAS

If there is a discrepancy with any detail contained in the monthly FAS related to claims made on your behalf, please contact the service provider who submitted that claim. If families, carers or providers are dissatisfied after speaking to the service provider, complaints can be lodged by telephoning FaHCSIA on 1800 778 581.

The parent/carer/guardian should keep this page for their information.



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### BSI - Client Consent to Claim Payment Form

By signing this form you are acknowledging that:

- You understand the terms of funding listed;
- You provide your consent and authority to the Service Provider to submit claims to FaHCSIA on your behalf for early intervention services you receive as recorded on the 'Service Delivery Record' form
- You are required to sign the 'Service Delivery Record' after each service is delivered
- If a Panel Provider purchases a resource, you must sign a Service Delivery Record on receipt of the resource

I (parent, carer, or guardian)

Of (address)

hereby authorise the service provider to submit a claim for reimbursement to FaHCSIA with the following details:

Name of Child

Client ID

Case ID

Parent, Carer, Guardian signature

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### Service Provider Declaration

I (name of Authorised Officer)

Of (outlet name)

(Agreement Schedule ID)

have explained to the child's parent, carer, or guardian:

- the terms under which a claim may be submitted to FaHCSIA on behalf of the child for early intervention funding and their liabilities where no funding remains available for that child; and
- that FaHCSIA will provide a monthly Family Activity Statement (FAS) detailing the payments FaHCSIA have made to service providers on behalf of the child. Any discrepancies between the amount authorised to be claimed and the amount that appears on the monthly FAS should be addressed with this service provider/outlet.

Outlet's signature  
(Authorised officer)