



Australian Government
Department of Social Services

Transition to Independent Living Allowance

How to tell us what you think

An Easy Read paper



How to use this paper



The Australian Government Department of Social Services (DSS) wrote this paper. When you see the word 'we', it means DSS.



We wrote this paper in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 20.



This Easy Read paper is a summary of another paper.

This means it only includes the most important ideas.



You can find more information on **our website**.



You can ask for help to read this paper.
A friend, family member or support person
may be able to help you.



First Nations peoples are also known as
Aboriginal and Torres Strait Islander people.



We recognise First Nations peoples as the
traditional owners of our land – Australia.

They were the first people to live on and use the:



- land



- rivers



- seas.

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What is this paper about?



Independent living is when someone:

- lives in their own home
- lives with their carer
- does things for themselves.



When a child or young person can't live with their parents or carer, they live in **out-of-home care**.

They might live:



- with a different family



- in a home for children in out-of-home care.



When young people leave out-of-home care, they can apply for the **Transition to Independent Living Allowance (TILA)**.



TILA is a payment from the government.

15-25
years old



TILA is for young people aged between 15 to 25 years old.



They can get 1 payment of \$1,500 to help them:

- leave out-of-home care
- and
- move to independent living.



This payment is to help with the costs when a young person moves to independent living.

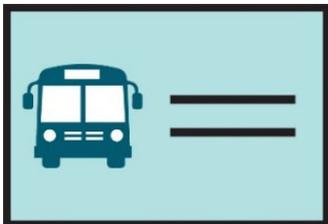
This can include costs to:



- set up their home



- learn new skills, like how to manage their money



- get to places, like a bus pass



- get support from professionals, like mental health support.

This paper explains:



- what our survey is about



- how to tell us what you think.

This paper has information for:



- young people



- **caseworkers** – someone who supports a young person in out-of-home care



- carers who aren't a young person's parents.

Ideas for you to think about



Themes are important ideas that come up in different areas of our work and lives.



We want to learn more about the experiences of:

- young people who have received TILA
- the people who support them to get TILA.



We also want to learn more about why young people have not applied for TILA.



Our survey has questions about some ideas.

We want to hear about your experiences.

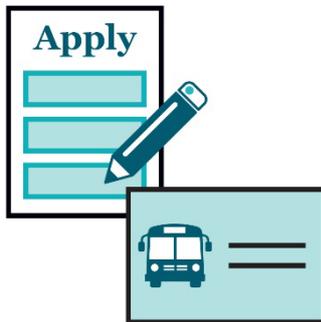
Young people who have received TILA



If you are a young person who has received TILA, you might tell us about what you know about TILA.

For example, what you used it for.

You might also tell us what it was like when you had to apply for TILA.



For example, how easy it was to:

- find information about applying
- pay for the things you needed, such as a bus pass.

You might tell us about how:



- TILA helps you

For example, how it helps with your goals.

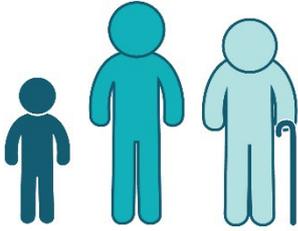


- we can make TILA better.

For example, what would make it easier to apply.

You might tell us about who you are.

For example:



- your age



- if you have a job



- if you speak a language other than English.

Young people who have not applied for TILA yet

If you are a young person who has not applied for TILA, you might tell us about:



- what you know about TILA

For example, how you found out about it.

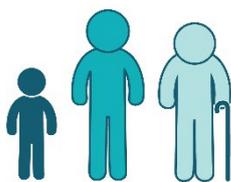


- why you have not used TILA before.

For example, if you didn't know you could apply for it.

You might tell us about who you are.

For example:



- your age



- if you have a job



- if you speak a language other than English.

People who support them



We want to learn more about the experiences of:

- caseworkers
- support workers.



If you have supported a young person with TILA, you might tell us about what you know about it.

For example, what you use it for.

You might tell us what it was like to support young people to get TILA.



For example:

- how many young people you have supported
- if it was easy to apply.

You might tell us what it was like to support young people to use their TILA payment.



For example, supporting them to:



- set up a leaving care plan
- pay for goods and services.

Carers who aren't parents



We also want to learn more about the experiences of carers who aren't a young person's parents.



You might tell us about what you know about TILA.

For example, how you learned about it.



You might tell us what it was like to support young people to find information about TILA.

For example, where to look to find information.

How to fill out our survey



We wrote a survey with questions for you.

You can fill it out online.

engage.dss.gov.au



You can tell us what you think online between:

- 26 April
- to
- 7 June.



You can contact the TILA team if you can't find and use this survey online.



Ask them to send you a copy of the survey.



You can send them an email.

tila@dss.gov.au



You can email your answers back to them.



You can also mail a copy of the survey back to them.



If you do this, you should mail it before 7 June.

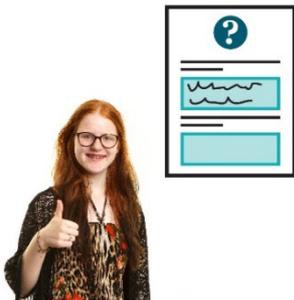
Please make sure you leave enough time to send the survey back.

How we will use your information



All of your answers to our questions will be private.

No one will know that they are your answers.



You don't have to answer all of our questions.



You don't have to share any personal information about you.



For example, you don't have to share:



- your name
- where you live.



Our survey will only ask you for information that will help us learn about what is important to you.

Complaints and feedback

You can contact our Complaints team if you want to make a **complaint** about our survey.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

You can also contact our Complaints team if you want to give us **feedback** about our survey.



When you give feedback, you tell someone what they:

- are doing well
- can do better.



You can send our Complaints team an email.

complaints@dss.gov.au



We will answer your email within 21 days.

What happens next?



We will write a report about what people tell us.



We will share this report on our website.

www.dss.gov.au



For more information, you can send the TILA Team an email.

tila@dss.gov.au

Word list



Caseworkers

Someone who supports a young person in out-of-home care.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



Independent living

Independent living is when someone:

- lives in their own home
- lives with their carer
- does things for themselves.

Out-of-home care



When a child or young person can't live with their parents or carer, they live in out-of-home care.

They might live:

- with a different family
- in a home for children in out-of-home care.



Themes

Themes are important ideas that come up in different areas of our work and lives.



Transition to Independent Living Allowance (TILA)

TILA is a payment from the government to help young people when they leave out-of-home care.



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