



# Teenage Education Payment

## Non-Government Service Provider payment process guide

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### 1. Purpose

This guide outlines the payment process for non-government out-of-home care (OOHC) service providers administering Teenage Education Payment (TEP) payments to carers.

For more information on TEP, including eligibility, the application process and how the funding works, see the [Teenage Education Payment Guidelines](#).

### 2. Payment process

#### The provider:

- Once you have determined that the carer is eligible based on the application process set out in the [TEP guidelines](#), [access the TEP - NGO Service Provider Quarterly Payment Template](#) and record the names of all eligible carers and details of the young people on the one spreadsheet (except over 18 year olds).
- Details should include:
  - Name and details of both the young person and carer. Ensure you check the placement details are current.
  - Date of birth of the young person. The payment can commence when the young person turns 16.
  - Which school terms are being claimed.
- Check that the TEP is included in the young person's Leaving Care Plan **and approved** before submitting the quarterly report. Note if the Leaving Care plan is not approved, it will hold up the TEP payment process.
- For young people who are **over 18** and where TEP is a part of their DCJ approved Leaving Care Plan, **complete a separate quarterly payment report**.
- Complete the [Service Provider checklist](#) as part of the quarterly reporting process.
- Before submitting the spreadsheet, check if the caseworker has been advised of significant changes that affect TEP eligibility.

- Submit this spreadsheet to the relevant [CFDU](#) that the young people are allocated to **at least 3 weeks before the start of each school term**. Include the tax invoice, with 10% GST added to the cost of the TEP (include invoice number in the spreadsheet rather than the reference number).
- Make individual payments to approved eligible carers. So that carer payments are not delayed, do not wait for reimbursement from DCJ to make these payments to carers. Payments are \$1500 (excluding GST) per term, per young person. We recommend you pay carers at the beginning of the term the young person turns 16 years old, and from there on continue to make this payment in the first week of the school term.
- DCJ will provide a reimbursement payment covering carers on the quarterly spreadsheet. This process should take no more than 10 working days.

**Practice Tip:** allow a minimum of two weeks processing time. We recommend submitting your documents the week before the school holidays prior to the school term you are claiming; this will allow payments to occur at the start of the school term.

## 2.1 Payment schedule

- The carer receives their first payment in the term the young person turns 16.
- Payments should be made to coincide with Department of Education's school terms dates ([Table 2](#)), even where the young person attends a non-government school, TAFE or other training provider.
- Payment should end when the young person turns 18 or has completed year 12 or equivalent.

## 2.2 Back payments

- If the carer is late to apply for the Teenage Education Payment, the payment can be back paid for one term.
- If there has been an administrative delay in processing the payment, it is possible to back date this payment for more than 1 term, subject to approval. Inform your DCJ contract manager in writing if this is the case.

## 2.3 Placement changes

- If a placement commences in the first six weeks of a school term, the new carer is eligible for a TEP instalment for that term, even if a TEP payment was made to the previous carer for that term.
- For placements that occur after Week 6, TEP will commence in the next school term.
- Previous carers are **not** required to repay their TEP instalment if the young person changes placement during the school term.

## 2.4 Payment of TEP for 18 year olds in care

- Carers can continue to receive TEP payments throughout the school year (that the young person turns 18, if the young person is continuing year 12 studies or equivalent on a full-time basis, or part time (subject to approval) in that year.

- The TEP needs to be included in their Leaving Care Plan. See section 9 and Appendix of the [Teenage Education Payment guidelines](#) for more information.
- Requests for TEP outside of this school year, such as circumstances when a young person is completing a year 12 equivalent course that ends the year after the school year that the young person turned 18, need to be reviewed and approved on a case by case basis by the Manager Client Services.

## 2.5 Ceasing payments

- Payments should not continue if you have checked with the carer and confirmed that the young person is:
  - no longer engaged in education or training, or 18 years old and has completed year 12 or equivalent, or
  - they have left OOHC, or
  - NSW Care Order (Statutory or Supported) is transferred to another State or Territory (including New Zealand), or
  - Guardianship carers move from NSW to another State or Territory (including New Zealand) after the Guardianship Order is finalised without the support of DCJ.

**Note:** Carers will continue to receive the payment if they are supporting the young person to re-engage in educational training. See section 9 of the [Teenage Education Payment guidelines](#).

## 3 Receipts and documentation

- Provide DCJ with the relevant information each quarter as outlined in the [Teenage Education Payment - NGO Service Provider Quarterly Payment Template](#).
- TEP is classified as an additional allowance for carers to help keep the young person in school or training. Carers are not required to provide receipts or proof on how they have spent the payment.
- Agencies are not required to provide DCJ with copies of TEP applications, Family Tax Benefit A (FTB) evidence or enrolment and attendance evidence. However, for auditing purposes: (i) TEP applications; (ii) FTB A evidence; and (iii) evidence of a young person's enrolment and attendance should be kept and filed in accordance with your agency's record keeping procedures.

**Table 1: CFDU Contacts**

| <b>Child and Family District Unit</b> | <b>Email Address</b>   | <b>Phone No.</b>       | <b>Covering CSCs</b>  |
|---------------------------------------|--|------------------------|---|
| Hunter and Central Coast              | <a href="mailto:HCC.NGOsupport@facs.nsw.gov.au">HCC.NGOsupport@facs.nsw.gov.au</a>                     | 4321 7500              | Cessnock, Charlestown, Edgeworth, Gosford, Lakes, Maitland, Mayfield, Muswellbrook, Peninsula, Raymond Terrace, Tamworth, Wyong |
| New England                           | <a href="mailto:NewEngland.CFDU@facs.nsw.gov.au">NewEngland.CFDU@facs.nsw.gov.au</a>                   | 6773 0800              | Armidale, Glen Innes, Inverell, Moree, Muswellbrook, Narrabri, Tamworth   |
| Illawarra Shoalhaven                  | <a href="mailto:IllawarraShoalhaven.CFDU@facs.nsw.gov.au">IllawarraShoalhaven.CFDU@facs.nsw.gov.au</a> | 4222 8600<br>4255 6666 | Nowra, Shellharbour, Ulladulla, Wollongong  |
| Metro Central                         | <a href="mailto:CFDU.metrocentral@facs.nsw.gov.au">CFDU.metrocentral@facs.nsw.gov.au</a>               | 8303 7644              | Chatswood, Pennant Hills, Lakemba, Burwood, Central Sydney, Eastern Sydney, St George, Sutherland.                              |
| South Western Sydney                  | <a href="mailto:CFDU.SouthWesternSydney@facs.nsw.gov.au">CFDU.SouthWesternSydney@facs.nsw.gov.au</a>   | 9825 7800              | Bankstown, Bowral, Macarthur, Fairfield, Ingleburn, Liverpool, SWS OOHC Hub Liverpool, SWS OOHC Hub Macarthur.                  |
| Metro West                            | <a href="mailto:CFDUWS&amp;NBM@facs.nsw.gov.au">CFDUWS&amp;NBM@facs.nsw.gov.au</a>                     | 9354 1800              | Auburn, Parramatta, Blacktown, Hawkesbury, Blue Mountains, Lithgow, Mount Druitt, Penrith and St Marys.                         |
| Mid North Coast                       | <a href="mailto:CFDU.midnorthcoast@facs.nsw.gov.au">CFDU.midnorthcoast@facs.nsw.gov.au</a>             | 5525 1200              | Coffs Harbour, Kempsey, Port Macquarie  |
| Murrumbidgee and Far Western NSW      | <a href="mailto:CFDUMurrumbidgeeFarWest@facs.nsw.gov.au">CFDUMurrumbidgeeFarWest@facs.nsw.gov.au</a>   | 6937 9400              | Albury, Broken Hill, Cootamundra, Dareton, Deniliquin, Griffith, Leeton, Tumut, Wagga Wagga, Willcania                          |
| Northern NSW                          | <a href="mailto:NNSW.CFDU@facs.nsw.gov.au">NNSW.CFDU@facs.nsw.gov.au</a>                               | 6686 1990              | Ballina, Clarence Valley, Lismore, Tweed Heads  |
| Southern NSW                          | <a href="mailto:SouthernNSW.CFDU@facs.nsw.gov.au">SouthernNSW.CFDU@facs.nsw.gov.au</a>                 | 6229 7200              | Batemans Bay, Bega, Cooma, Goulburn, Queanbeyan, Yass   |
| Western NSW                           | <a href="mailto:WesternNSW.CFDU@facs.nsw.gov.au">WesternNSW.CFDU@facs.nsw.gov.au</a>                   | 6361 6990              | Bathurst, Bourke, Brewarrina, Cobar, Condobolin, Coonabarabran, Coonamble, Cowra, Dubbo, Mudgee, Orange, Parkes, Walgett        |

**Table 2: Department of Education term dates**

Note the term dates do not include holidays. More information is available online at <https://education.nsw.gov.au/public-schools/going-to-a-public-school/calendars>

| First TEP Instalment |                    |                                    | Final TEP Instalment* |
|----------------------|--------------------|------------------------------------|-----------------------|
| Term No of Year      | Term dates         | Birth dates to start TEP this term | Term No of Year       |
| 1 of 2021            | 27/01/21 –18/04/21 | 27/01/05 -18/04/05                 | 4 of 2022             |
| 2 of 2021            | 19/04/21 –25/06/21 | 19/04/05 –11/07/05                 | 1 of 2023             |
| 3 of 2021            | 12/07/21 –17/09/21 | 12/07/05 –04/10/05                 | 2 of 2023             |
| 4 of 2021            | 05/10/21 –17/12/22 | 05/10/05 –27/01/06                 | 3 of 2023             |
| 1 of 2022            | 28/01/22 –25/04/22 | 28/01/06 –25/04/06                 | 4 of 2023             |
| 2 of 2022            | 26/04/22 –17/07/22 | 26/04/06 –17/07/06                 | 1 of 2024             |
| 3 of 2022            | 18/07/22 –09/10/22 | 18/07/06 –09/10/06                 | 2 of 2024             |
| 4 of 2022            | 10/10/22 –26/01/23 | 10/10/06 –26/01/07                 | 3 of 2024             |
| 1 of 2023            | 27/01/23 –23/04/23 | 27/04/07 –23/04/07                 | 4 of 2024             |
| 2 of 2023            | 24/04/23 –16/07/23 | 24/04/07 –16/07/07                 | 1 of 2025             |
| 3 of 2023            | 17/07/23 –08/10/23 | 17/07/07 –08/10/07                 | 2 of 2025             |
| 4 of 2023            | 09/10/23 –29/01/24 | 09/10/07 –29/01/08                 | 3 of 2025             |
| 1 of 2024            | 30/01/24 –28/04/24 | 30/01/08 –28/04/08                 | 4 of 2025             |
| 2 of 2024            | 29/04/24 –21/07/24 | 29/04/08 –21/07/08                 | 1 of 2026             |
| 3 of 2024            | 22/07/24 –13/10/24 | 22/07/08 –13/10/08                 | 2 of 2026             |
| 4 of 2024            | 14/10/24 –30/01/25 | 14/10/08 –30/01/09                 | 3 of 2026             |
| 1 of 2025            | 31/01/25 –27/04/25 | 31/01/09 –27/04/09                 | 4 of 2026             |
| 2 of 2025            | 28/04/25 –20/07/25 | 28/04/09 –20/07/09                 | 1 of 2027             |
| 3 of 2025            | 21/07/25 –12/10/25 | 21/07/09 –12/10/09                 | 2 of 2027             |
| 4 of 2025            | 13/10/25 –26/01/26 | 13/10/09 –26/01/10                 | 3 of 2027             |

**\*Assuming payment of eight (8) instalments. Placements may be eligible for additional TEP instalments after the young person reaches 18 years (see Section 2.4)**