In 2010, the Australian Government announced new funding to improve access to early intervention services for eligible children with disability to better prepare them for the transition to school.

Better Start is funded by the Australian Government Department of Social Services. The initiative provides eligible children with access to:

- A Registration and Information Service to register eligible children and to provide families with information about Better Start and other appropriate services and support.
- Up to $12,000 (maximum $6,000 in any one financial year) to pay for early intervention services delivered by members of the Better Start Early Intervention Service Provider Panel.
- An additional one off support payment for families living in outer regional and remote areas to assist with the costs of accessing services.
- The Better Start Early Intervention Service Provider Panel that families will access for early intervention services utilising the Better Start funding.
- New Medicare items.
- Website accessible information for parents, carers and professionals including evidence-based information and online resources about child disability, together with information about other relevant sources of advice and assistance.

ABOUT BETTER START

Outer Regional and Remote Access Payment is available to families who live in outer regional or remote areas but conditions apply. Please see page 6 for more information.

About Carers Australia

Carers Australia is the national peak body representing the diversity of carers in Australia. We work with the state and territory Carers Associations with the ultimate aim of improving the lives of carers.

Carers Australia’s Role

Carers Australia is funded by the Department of Social Services (DSS) to deliver the Better Start Registration and Information Service to eligible children and their families.

The Registration and Information Service is delivered by qualified staff in the state and territory Carers Associations.

About the Registration and Information Service

The Registration and Information Service assists families by providing information about Better Start, registering eligible children and informing families about services and other forms of assistance they may be entitled to. More information about registration can be found within this booklet and at: www.betterstart.net.au
ELIGIBILITY FOR BETTER START

Who is eligible?

A child must be under the age of six years and have been diagnosed with one of the following disabilities and meets the required thresholds, to be eligible for Better Start funding.

Eligibility thresholds apply.

These thresholds have been determined by DSS consultation with an Expert Reference Group and endorsed by the Parliamentary Secretary for Disability and Carers.

All children with a confirmed diagnosis of the disabilities listed below are eligible for Better Start.

**Angelman syndrome**

**Cerebral palsy**

**CHARGE syndrome**

**Cornelia de Lange syndrome**

**Cri du Chat syndrome**

**Down syndrome**

including those with mosaic Down syndrome

**Fragile X syndrome**

Fragile X syndrome with full mutation, includes mosaicism.

**Kabuki syndrome**

**Prader-Willi syndrome**

**Rett’s disorder**

**Smith-Magenis syndrome**

**Williams syndrome**

Thresholds apply to the below disabilities:

**Hearing impairment**

Hearing impairment: Children will be eligible if they have a hearing loss in both ears that meets either of the following two criteria:

- A permanent conductive or sensorineural hearing loss that has a four frequency average hearing loss* of 40dBHL or greater in the better-hearing ear.
- Auditory Neuropathy Spectrum Disorder diagnosed in both ears.
  * The four frequency average hearing loss represents the average of hearing thresholds at 500 Hz, 1000 Hz, 2000 Hz and 4000 Hz.

**Microcephaly**

A diagnosis of microcephaly based on a head circumference less than the third percentile and a functional level at or below 2 standard deviations below the mean for age on the Griffiths Mental Development Scales or the Bayley Scales of Infant Development.

**Vision impairment**

The vision impairment threshold for Better Start eligibility is less than or equal to 6/18 or equivalent field loss, in the better eye with correction.

Conditions do apply with very young children and with children with some other conditions which affect their ability to cooperate during the testing, so it may be difficult to establish an exact level of impairment. Speak to your local RIS Advisor.

**Deafblindness**

All children with a diagnosis made by a specialist multidisciplinary team which includes an ophthalmological and audiological evaluation (therefore application of a threshold is not necessary) will be eligible.
PATH THROUGH BETTER START

STEP 1 Initial Contact
- contact the Registration and Information Service on: 1800 242 636, and you will be directed to your local area RIS Advisor
- the RIS Advisor can confirm your child’s eligibility based on age and diagnosis
- the RIS Advisor will inform you of the required documents for registration (see step 2)
- You can make an appointment with a RIS Advisor to help you through the registration process. This can be face to face, via telephone, webcam, email or video link

STEP 2 Sending in the Required Documents
In order to be assessed for eligibility you will need to have:
- a completed Application Form (from this brochure)
- your child’s Centrelink generated Customer Reference Number (CRN), (eg. a letter from Centrelink, a copy of your healthcare card, a printout from MyGov)
- proof of your child’s age (eg. the child’s birth certificate, passport or cited proof of birth from Centrelink),
- written confirmation of your child’s diagnosis provided on letterhead and signed by the diagnosing practitioner. For sight and hearing impairments, a moderate (or greater) impairment must be identified in the document,
- proof of residential status (where applicable)
- proof of residential address which could be a recent utilities bill, rates notice or similar; and
- client consent form (from this brochure)

STEP 3 Letter of Introduction
Once your child’s eligibility has been confirmed you will be provided with a Letter of Introduction. You are required to show this Letter to each service provider when you attend your first appointment. It confirms your eligibility for Early Intervention funding and allows the provider to access your child’s information on the DSS Online Funding Management System (FOFMS) and submit claims for payment.

Please retain this letter – copies should not be made by the service provider without your permission.

STEP 4 Accessing Services
- Before you start using your Better Start funding, it may be useful to make an appointment to see your child’s medical practitioner for the development of a treatment and management plan. There are a number of new Medicare items available to support this initiative (please ask your RIS Advisor for the Medicare Information sheet about the items available for your child).
- When accessing a Better Start Early Intervention Service Provider you should advise them that your child is registered to receive Better Start early intervention funding.
If you do not have access to the internet your Registration and Information Service Advisor can provide you with a hardcopy list.

**STEP 5  Entitlements and Payment**

Your child is able to access up to $12,000 of early intervention funding until he or she turns 7 (all children must be registered prior to their 6th birthday to access funding).

- Of this funding, no more than $6,000 can be spent in any one financial year.
- The funding will be available until your child turns 7, or when you have reached the $12,000 limit, whichever happens first.
- Early intervention funding is not paid directly to you. You will not need to claim reimbursement for services provided to your child. Rather, each Better Start Early Intervention Service Provider will require you to sign a Consent to Claim Payment Form for services. Signing this form authorises the provider to claim payment from DSS for the services provided to your child.

**STEP 6  Purchasing Resources**

- Up to $4,200 (35%) of your child’s funding can be used to purchase resources or equipment that supports the ongoing delivery of early intervention therapies. Of this amount up to $2,100 can be used in any one financial year.
- All resources must be recommended by the child’s Better Start Early Intervention Service Provider, be directly linked with early intervention services being delivered to the child, and/or provide support for the delivery of interventions at home.

- Once a resource or equipment need has been identified and agreed between you and your Better Start Early Intervention Service Provider, the item can be purchased by the provider (or by you) and reimbursement claimed from DSS out of the child’s Better Start funding.

**STEP 7  Keeping track of your funding allocation**

- Once your child starts using Better Start services, you will be sent Family Activity Statements (FAS) from DSS to assist you in tracking your use of the funding.
- The Family Activity Statement (FAS) is only produced for months when a claim has been lodged and on these occasions will be emailed to you, however, if you do not have an email address it will be sent by post. It is very important that you keep the RIS Advisor aware of any contact detail changes. The FAS will tell you what you have spent that month and also your remaining funds. Please be aware that this is not always current due to accounting procedures by your service provider, so it is advisable to keep your own financial records on the resource provided in your pack. A resource (spreadsheet) is provided with your Letter of Introduction to assist you to keep record of your Better Start spending and the services accessed.

**STEP 8  Questions?**

If you have any questions about the registration process, please do not hesitate to contact your local Registration and Information Service Advisor on 1800 242 636.
OTHER IMPORTANT INFORMATION

Need an Interpreter?
An interpreter service can be arranged if required. Carers Associations have access to interpreters who cover more than 170 languages and dialects, including Auslan. If you require interpreting services please contact your Registration and Information Service Advisor who can book an interpreter on your behalf.

Outer Regional and Remote Access Payment
Families who live in outer regional or remote areas are entitled to receive a one off payment of $2,000 per eligible child in addition to the early intervention funding. You will be informed of your eligibility for the outer regional and remote payment by your Advisor at the time of registration.

This one off payment is intended to assist families living in regional and remote areas with the costs of accessing services. If you are eligible for this payment, your Registration and Information Service Advisor will require your bank account details to facilitate this payment through Carers Australia.

Carer Support
Carers Australia is the national peak body representing carers in Australia. The state and territory Carers Association network provides information, advice and support for carers across Australia.

For more information or to contact your state or territory Carers Association, please contact the Carer Advisory Service on 1800 242 636, or go to carersaustralia.com.au

What can I use my funding for?
The funding can be used to pay for early intervention services provided by a range of early intervention professionals who are DSS Registered Service Providers on the Better Start Early Intervention Service Provider Panel. The DSS Registered Service Providers include but are not limited to:

- speech pathologists
- audiologists
- occupational therapists
- physiotherapists
- psychologists
- orthoptists
- teachers of the deaf
- teachers of the vision impaired
- optometrists
- social workers
Medicare Items

For children with an eligible diagnosis, new Medicare items including the development of a treatment and management plan are also available.

For further information about the Medicare items, contact your child’s GP or specialist doctor.

Please note: children with an eligible diagnosis do not have to be registered (for the Better Start early intervention funding) in order to access the Medicare items. Access to the Medicare items is through the child’s doctor, who will be responsible for developing the treatment and management plan and making referrals to allied health specialists for clinically relevant services.

The Medicare component of the Better Start initiative is administered by the Department of Health. Further information about the Medicare component of Better Start can be found at: health.gov.au/children-disability

Raising Children Network

An A-Z Disability Reference is available on the Raising Children website. This resource provides an overview of disability terms and professionals you may encounter.

Go to: raisingchildren.net.au and follow the link through to the Disability Reference.

To find out what parenting resources are available in your area, please go to this link: raisingchildren.net.au/myneighbourhood/

Other assistance

State and territory governments are the main providers of specialist disability services in Australia.

There are also many disability specific organisations in Australia that offer support and advice to families affected by disability.

For a list of state or territory disability services, and disability specific organisations, visit the Better Start website at: betterstart.net.au/links-and-resources
INSTRUCTIONS FOR RETURNING APPLICATION FORM

This application form must be filled out both sides to enable completion of the registration process and sent, as per instructions below, with any other requested documentation.

Once you have read through the information contained in this booklet and completed the Application Form it should be returned to your Registration and Information Service Advisor as soon as possible. If you have any questions contact your local Carers Association on 1800 242 636.

Forms and documentation can be submitted by:

FAX

OR

POST

OR

EMAIL

Application forms can also be downloaded at www.betterstart.net.au
APPLICATION FORM BETTER START FOR CHILDREN WITH DISABILITY REGISTRATION

Child Details
First Name: ___________________________  Surname: ___________________________
Date of Birth: _________________________  Centrelink Customer Reference Number: ___________________________
Gender:  □ Male  □ Female
Country of Birth: ___________________________

Residency Status
□ Australian citizen  □ Permanent resident
Other (please specify) ___________________________

Does the child have an Aboriginal and/or Torres Strait Islander background?
□ No  □ Yes – Aboriginal  □ Yes – Torres Strait Islander  □ Yes – Both  □ Prefer not to answer

Parent/Carer Details

Parent/Carer 1
First Name: ___________________________  Surname: ___________________________
Relationship to child: ___________________________  Mobile: ___________________________

Email: ___________________________
Address: ___________________________  Suburb/town: ___________________________
State & Post Code: ___________________________  Other phone: ___________________________

Parent/Carer 2
First Name: ___________________________  Surname: ___________________________
Relationship to child: ___________________________  Mobile: ___________________________

Email: ___________________________
Address: ___________________________  Suburb/town: ___________________________
State & Post Code: ___________________________  Other phone: ___________________________

Child has been diagnosed with (please select where appropriate)
□ Angelman syndrome  □ Down syndrome, including mosaic Down syndrome  □ Rett’s Disorder
□ Cerebral palsy  □ Fragile X syndrome with full mutation, includes mosaicism  □ Smith-Magenis syndrome
□ CHARGE syndrome  □ Hearing impairment  □ Vision impairment
□ Cornelia de Lange syndrome  □ Kabuki syndrome  □ Williams syndrome
□ Cri du Chat syndrome  □ Microcephaly
□ Deafblindness  □ Prader-Willi syndrome

Do you speak English as your preferred language at home?
□ No  □ Yes
APPLICATION FORM BETTER START FOR CHILDREN WITH DISABILITY

**Do you require interpreter or translation services?**
- No
- Yes, which language do you speak?

**Is the child from a culturally and linguistically diverse background?**
- No
- Yes, what is the child's background?

**Where did you hear about the Better Start program?**
- Carers Association
- Medical Practitioner (GP, paediatrician etc.)
- Internet
- Local Government service
- Allied health professional
- Newspaper
- Other

**Privacy Information**
I have read the Privacy Statement and understand that my information will be recorded in DSS's Online Financial Management system.

(Please sign below to indicate that you consent to your information being collected by DSS and the Carers Association)

Signature: ____________________________
Date: ____________________________

**Application Checklist**
- Have you completed: Yes / No
- Have you provided copies of: Yes / No
  - Application form?
  - Proof of child's age?
  - Client Consent form? (DSS Consent form sent with this pack)
  - Proof of address?
  - Child's Diagnosis?
  - Child's CRN?
  - Proof of residency? (where applicable)

APPLICATIONS CANNOT BE PROCESSED WITHOUT ALL SUPPORTING DOCUMENTATION.

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**Children with Disability Registration**

**Do you require interpreter or translation services?**
- Yes, which language do you speak?

**Is the child from a culturally and linguistically diverse background?**
- Yes, what is the child's background?

**Where did you hear about the Better Start program?**
- Carers Association
- Medical Practitioner (GP, paediatrician etc.)
- Internet
- Local Government service
- Allied health professional
- Disability organisation
- Newspaper
- Other

Where did you hear about the Better Start program?

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**Privacy Information**
I have read the Privacy Statement and understand that my information will be recorded in DSS's Online Financial Management system.

(Please sign below to indicate that you consent to your information being collected by DSS and the Carers Association)

Signature: ____________________________
Date: ____________________________

**Application Checklist**
- Have you completed: Yes / No
- Have you provided copies of: Yes / No
  - Application form?
  - Proof of child's age?
  - Client Consent form? (DSS Consent form sent with this pack)
  - Proof of address?
  - Child's Diagnosis?
  - Child's CRN?
  - Proof of residency? (where applicable)

APPLICATIONS CANNOT BE PROCESSED WITHOUT ALL SUPPORTING DOCUMENTATION.
Parent/Guardian Consent Information

To provide access for your child to the early intervention funding we are required to collect personal information about you and your child and share these details with the Australian Government Department of Social Services (DSS).

What information is shared?

All the information on this application form is shared with DSS. This includes your child’s name, date of birth, address, gender, Centrelink Reference Number, diagnosis and parent/guardian contact details.

Protection of information

The Better Start program is obliged to observe the Information Privacy Principles contained in the Commonwealth Privacy Act 1988. The information that is forwarded to DSS is stored in a secure manner and only a limited number of DSS staff have access to your personal information.

From time to time DSS may provide information about individuals who are accessing Australian Government funded services to other government departments and researchers. If this happens limited and de identified information is made available.

The Federal Privacy Commissioner can investigate complaints of improper collection, use and disclosure of personal information by federal government agencies and the Carers Associations.
Contacts for State and Territory Carers Associations

CARERS ACT
80 Beaurepaire Crescent
Holt  ACT  2615
Ph (02) 6296 9900
carers@carersact.org.au
www.carersact.org.au

CARERS NT
59 Bayview Boulevard
Bayview NT  0820
Ph (08) 8944 4888
carersnt@carersnt.asn.au
www.carersnt.asn.au

CARERS SA
66 Greenhill Road
Wayville SA  5034
Ph 1800 242 636
info@carers-sa.asn.au
www.carers-sa.asn.au

CARERS VICTORIA
Level 1, 37 Albert Street
Footscray VIC  3011
Ph 1800 242 636
betterstart@carersvictoria.org.au
www.carersvictoria.org.au

CARERS QUEENSLAND
15 Abbott Street
Camp Hill QLD  4152
Ph (07) 3900 8100
betterstart@carersqld.asn.au
www.carersqld.asn.au

CARERS TASMANIA
64 Burnett Street
North Hobart TAS  7000
Ph (03) 6231 5507
betterstart@carerstas.org
www.carerstas.org

CARERS WA
182 Lord Street
Perth WA  6000
Ph (08) 9228 7400
betterstart@carerswa.asn.au
www.carerswa.asn.au

CARERS NSW
Level 10, 213 Miller Street,
North Sydney NSW  2060
PO Box 785,
North Sydney NSW  2059
Ph (02) 9280 4744
betterstart@carersnsw.org.au
www.carersnsw.org.au

To contact and register for Better Start call
1800 242 636
For more information go to
www.betterstart.net.au

National Disability Insurance Scheme
Better Start will transition to the NDIS and gradually close. Children with disability can already access early intervention services in the NDIS trial sites. The NDIS website has more details about where the NDIS is currently operating.
www.ndis.gov.au
Client Consent for Collection of Personal Information

Dear Parent, Carer or Guardian, you are required to read this document to ensure you understand your rights and responsibilities regarding the collection of personal information for the purposes of accessing early intervention services under the Helping Children with Autism and Better Start for Children with Disability programmes before signing the Client Consent on the next page.

Helping Children with Autism (HCWA) and Better Start for Children with Disability (Better Start) programmes

These two programmes aim to assist eligible children with autism or developmental disabilities to access funding for early intervention services.

As part of these programmes the Department of Social Services (DSS) will provide funds to service providers to assist eligible children and their families or carers. Payments for the services provided to you and/or your child will be made to the service provider on your behalf when they submit a claim for payment (pending the balance of available funding for your child). Therefore, information about you and your child is collected from you by the service providers for the purposes of assisting and providing you with services under the HCWA/Better Start programme.

If you do not provide the requested information, your child’s eligibility to receive funding under the Helping Children with Autism or Better Start for Children with Disability programme cannot be determined.

Some of the information collected will assist DSS to plan and deliver services for people with disabilities.

HCWA and Better Start transitioning to the National Disability Insurance Scheme (NDIS)

Both the HCWA and Better Start programmes are transitioning to the NDIS as the NDIS is rolled out in accordance with phasing arrangements determined by the National Disability Insurance Agency (NDIA).

Some information collected by DSS may be passed on to NDIA to assist NDIA to plan and deliver services for people with disabilities.

What information is collected?

The information listed below is collected from you by your service provider. By signing this form you are giving permission for your service provider to give this information to DSS.

- Your child’s name;
- Your child’s date of birth, sex, address, and if you are an Australian citizen or permanent resident;
- Your child’s Centrelink Customer Reference Number (CRN); and
- Your contact information, address, phone number and email address.

You can ask your service provider to give you a written copy of the information that they have shared with DSS or for more information, you can ask them for a copy of their APP Privacy Policy.

Protection of information

Your service provider is obliged to observe strict privacy rules called the Australian Privacy Principles (APPs) which are contained in the Privacy Act 1988 (Cth). This means that they must:

- Tell you why they need to collect your information (i.e. to assess your eligibility for funding);
- Tell you what they do with your information and who they will give it to (e.g. DSS and any other parties DSS chooses);
- Store the information securely;
- Only use the information for the purposes they obtained it; and
- Only pass your information on when the law allows, when you have consented and when you have been advised of the other parties to whom your information may be given.

The information that is forwarded to DSS is stored in a secure manner and only a limited number of DSS staff have access to your personal information. Your information may also be provided for the following purposes to the following groups:

1. For the administration of the programmes, specific information may be provided to –
   a. contracted service providers; and/or
   b. other Australian Government departments/organisations, particularly the NDIA (due to transitioning arrangements).
2. For the purposes of research and evaluating the programmes, de-identified information may be provided to –
   a. contracted service providers; and/or
   b. other Australian Government departments/organisations.

Your child’s CRN is protected information as defined by the Social Security Act 1991. Your CRN is protected by the Social Security (Administration) Act 1999 and will only be provided to DSS with your consent.

DSS sometimes provides information about people who are accessing Australian Government funded services to other Australian Government departments and researchers. When this happens, only limited information is made available and DSS removes all details that could identify you, e.g. your name. This is so no one will be able to identify the information as belonging to you.

The other government departments and researchers who are given access to your personal information must also observe the Australian Privacy Principles when handling the information. The Federal Privacy Commissioner can investigate allegations of improper collection, use and disclosure of personal information by government departments.


**General enquiries and requests to access or correct personal information**

If you wish to:

- query how your personal information is collected, held, used or disclosed;
- ask questions about this Privacy Policy;
- obtain access to or seek correction of your personal information;

Please contact the DSS Early Intervention Helpdesk using the following contact details:

**Email**: early.intervention@dss.gov.au

**Telephone**: 1800 778 581

**Contact details for privacy complaints**

If you wish to make a complaint about a breach of your privacy, please contact the DSS Complaints team using the following contact details:

**Telephone**: 1800 634 035

**Fax**: (02) 6133 8442

**Email**: complaints@dss.gov.au

**Post**: DSS Complaints Team, PO Box 7576, Canberra Business Centre, 2610.
Client Consent Form

Client Consent for Collection of Personal Information

The personal information as listed above is collected from you by the service provider for the purposes of determining your child’s eligibility to receive funding under either the Helping Children with Autism or Better Start for Children with Disability programme and future research and evaluation of these programmes. The service provider is required to pass this information to DSS. DSS may then provide your information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes.

I (name of parent, carer or guardian)

Of (address)

have read this document and hereby give consent for the service provider to disclose, as required, my information to DSS. I understand that DSS may then provide my information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes. I acknowledge that the disclosure of some or all of my information will occur for the purpose of assisting the Australian Government to manage its responsibilities.

Parent, Carer or Guardian signature

/ / 

Compliance with Australian Privacy Principles

I (name of Authorised Officer)

Of (outlet name)

(Program Schedule ID)

have read and explained to the child’s parent, carer or guardian. I believe they understand that:

- the personal information they are asked to provide is collected for the purpose of determining access to and delivery of funding under either the Helping Children with Autism or Better Start for Children with Disability programmes; and
- this service outlet is required, to pass some or all of this information to DSS. DSS may then provide this information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes.

Outlet’s signature (Authorised officer)

/ /