Fact Sheet

Expense claims

Pre-requisites for submitting a request

☐ Registered for Carer Connect and downloaded the app.

- Want to register? Go to www.qld.gov.au/carerconnect and follow the link to register.

☐ Discussed the expense with a Child Safety staff member at the relevant Child Safety Service Centre **or** it has been approved as part of the Case Plan / Placement Agreement.

☐ The Child or Young Person who the expense claim is for is still in your care.

☐ Have not submitted or received payment for the request already.

Navigating to Child Related Cost Reimbursements

☐ After logging in, Navigate to "Expenses", and then choose "Submit expense claim"

Information to be provided in the request

☐ The name of the Child Safety staff member spoken to about the request

☐ A general, overall rationale for the request which covers all the items being claimed

- For example: *Cindy is representing QLD at the State Netball Championships and requires uniforms and accommodation with the team*

☐ A category from one of the supplied options

☐ A small description of each item on the receipt where a reimbursements is sought. If there are multiple items on the one receipt, add a "new item" for each.

- For example: *netball uniform for Met North Rep; Asics netball shoes*

☐ The cost of each item on the receipt where a reimbursement is sought.

☐ A photo/s of the receipt for the relevant request (multiple photos can be uploaded).

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Submitting the request

When "Submit Expense Claim" is selected, the claim form will appear on the screen.

Only one child can be selected per claim.

Multiple items for the same child can be added per request. For example, if there are three receipts from different providers, and there is one item on each receipt being claimed – these can be done in one request.

Tap the "Add expense item" and complete the required information. The "Add item" button will become active when all fields are completed. To add additional items, tap the "Add expense item" again and complete the same process.

A photo of the receipt must be added to the claim. (On a desktop computer, a PDF document can be attached.)

Once all information and receipts have been added, tap "Review claim" and ensure all information is accurate.

The information and photo/s provided, as well as the reference number, are attached to an email and sent to the CSSC who holds Case Management of the Child or Young Person the request was for.

At the relevant CSSC the email will be received by Administration staff who will then commence the required steps for obtaining financial approval.

Resources and support

For more information and detailed user guide visit www.qld.gov.au/carerconnect.

For technical support, email carerconnect@cyjma.qld.gov.au