



Australian Government

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

Helping Children with Autism Package

Early Intervention Service Provider Panel

Operational Guidelines

Part B FOFMS Guidelines

19 October 2009

Together, the Operational Guidelines, Program Guidelines, Terms and Conditions and Schedule all form the FaHCSIA Deed of Agreement for the Autism Early Intervention Service Provider Panel – October 2009

Preface

The *Early Intervention Service Provider Panel: Operational Guidelines* for the Helping Children with Autism package provides the basis for the business relationship between the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the providers on the Early Intervention Service Provider panel (the Panel). It provides the framework for the operation of the Panel.

The Operational Guidelines (Part A and Part B), together with the Letter of Offer, Schedule and Annexure 1, Terms and Conditions, and Program Guidelines form the entire Deed of Agreement relating to membership of the Panel. The Operational Guidelines need to be read in conjunction with each of these documents.

The Operational Guidelines consist of:

- Part A: Policy Guidelines
- Part B: FOFMS Guidelines

As detailed in Item P8.1 of the Schedule, FaHCSIA reserves the right to vary any aspect of, or replace the Operational Guidelines Part A and Part B from time to time by whatever means it may determine in its absolute discretion provided the changes are not inconsistent with the Deed of Agreement.

Amendments made to the Operational Guidelines will be notified by email to the contact person named in the Deed of Agreement within 20 business days of any variation to the Operational Guidelines.

FaHCSIA will ensure that the most current version of the Operational Guidelines is located within the Literature Tab of the FaHCSIA Online Funding Management System (FOFMS).

It is the responsibility of each provider on the Early Intervention Service Provider Panel to ensure that they are familiar with the content and requirements of the Operational Guidelines Part A and Part B as detailed in the current version maintained in FOFMS.

Acronyms and abbreviations

Panel	Early Intervention Service Provider Panel
ARIA+	Accessibility Remoteness Index of Australia +
ASD	Autism Spectrum Disorders
CBF	Case Based Funding
AA	Autism Advisor
FOFMS	FaHCSIA Online Funding Management System
PS	Panel Service
R&R	Outer Regional and Remote Payment
IT	Information Technology
CCB	Child Care Benefit

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Section 1 - FaHCSIA's Online Funding Management System (FOFMS)

1.1 What is FOFMS?

The FaHCSIA Online Funding Management System (FOFMS) is a web based system that assists in the management of FaHCSIA funding agreements. FOFMS will be used to support the delivery of the early intervention component of the Helping Children with Autism package.

This system is used to enter information about clients and the services they receive, and to claim payments from FaHCSIA. Given the very sensitive nature of the data contained in FOFMS, the connection is secured and security, privacy and confidentiality of information and data are essential.

FOFMS is accessed by a portal that interacts with FaHCSIA IT systems. When entering the portal providers will need to use a FaHCSIA generated logon and password. For more information, please refer to **Section 2**.

1.2 Who Will Have Authority to Use FOFMS?

At least two people within the organisation must be nominated (and preferably an additional two back-up people) to use FOFMS. Each person will be a registered user with FaHCSIA. One person will have a creation role, which will allow Client, Case, Claim and Assessment Records to be created. The role of the second user will be to review and authorise Claims and Assessments. **The same user cannot create and authorise the same record** as a segregation of duties must be maintained.

After completing and returning the Deed of Agreement, service providers will be sent a FOFMS Access Pack. The Access Pack will provide information on accessing the FOFMS portal, and a FOFMS System Access Request Form. This form must be completed for each staff member who requires access to FOFMS and returned to FaHCSIA to enable logon and access to the system.

1.3 What Tasks Will Be Performed in FOFMS?

The following tasks will be performed in FOFMS:

- Create a Client Record or Link an existing Client Record to your service;
- Update Client Records;
- Create and update Case Records;
- Create a claim for payment from FaHCSIA;
- Submit a claim for payment to FaHCSIA; and
- Reconcile payments made to you by FaHCSIA.

1.4 Minimum IT Requirements

To access FOFMS as a member of the Panel, providers must have a computer that, as a minimum, has:

- a secure operating system (for example Windows 2000 or Windows XP);
- internet browser software - Netscape 7.02 or Internet Explorer 5.01* (*5.5 if using Microsoft Windows ME operating system);
- Adobe Flash Player7 or above to view FaHCSIA training materials

- a high-speed network connection (for example, ISDN, ADSL). A suggested minimum of 56kbps network bandwidth per active work-station is recommended;
- an internet service provider;
- an internet email account;
- audio capability on your machine (optional);
- minimum of 128MB of RAM;
- Intel® Pentium® II 450MHz or faster processor (or equivalent); and
- a screen resolution of 1024x768dpi.

1.5 Training in the Use of FOFMS

FaHCSIA has developed a series of short FOFMS training videos that will be made available to all new FOFMS users. The training videos will cover processes such as logging into FOFMS, basic navigation, creating a client and case, submitting a claim and reconciling payments. FaHCSIA will distribute the links to the videos to each user so that they can access and view the videos at their workstations.

The videos can be played and paused to allow users to view the video, complete activities in FOFMS then restart the video. The videos provide a step by step guide to each business process. Users will require Adobe Flash Player 7 (this software is standard issue for Windows systems and can be downloaded from the internet free of charge) or above to view FaHCSIA training materials.

FaHCSIA has also developed a number of step by step task cards (iHelp files) which are located in FOFMS to assist users completing processes in FOFMS. The training videos show users how to access iHelp files.

FOFMS also has a Literature tab that will have useful documents and information. The Literature tab will contain copies of the Program Guidelines, Operational Guidelines and FaHCSIA's Letter of Introduction, Client Consent Form, Family Activity Statement and ASD Diagnosis Tool.

Section 2 - User Access

All FOFMS users have a responsibility to ensure that passwords are confidential and not shared.

2.1 Confidentiality of Passwords

Personal passwords are regarded as sensitive and must be protected from disclosure and compromise. Logons and passwords are not transferable between staff due to the sensitive information on the system and the different roles that users may have on the system.

Passwords must be a minimum of 6 characters and must be changed by the user immediately following a Password Reset. Users will be prompted to change their password every three months. If the password is not updated, the user account will be suspended.

New employees requiring access to FOFMS will need to contact FOFMS support on:

 FOFMS@fahcsia.gov.au

 **1800 020 283**

If a user leaves the organisation the FOFMS Support Helpdesk must be notified so that the former employee's access can be terminated.

2.2 Sharing Logons

Each FOFMS user must have their own FOFMS logon. A user must not logon to FOFMS using another user's password.

2.3 Reporting Lapses of Security

Any known or suspected attempts to obtain unauthorised access to FaHCSIA computing facilities or other attempts to bypass or defeat security must be reported immediately to the FOFMS Support Helpdesk. Please refer to **Section 2.1** for FOFMS Support contact information.

2.4 User Roles

There are two access levels in FOFMS for providers on the Early Intervention Service Provider Panel (Panel). One is a *Write Access* 'AEI Case Manager' for staff in the organisation who will be responsible for creating Client, Case and Claim Records and authorising and submitting claims. The second is *Read Only* access for the person who is not responsible for creating records but needs to view information in FOFMS (for example a finance person who will reconcile payments).

Note: Organisations require a minimum of two staff to process actions in FOFMS. One will act as the 'AEI Case Manager' to create records; the second will act as an authorising officer to review and authorise records. This separation of duties must be maintained. It is recommended that a back up person also have access to cover any staff absences.

2.5 Responsibilities and Accountabilities under the Panel

The Deed of Agreement and the Operational Guidelines Part A outline the specific responsibilities, obligations and accountabilities associated with delivering the Activities to clients. In addition, members of the Panel should also work collaboratively with FaHCSIA and Autism Advisors to deliver the early intervention component of the Helping Children with Autism package.

2.6 Service Provider Panel Obligations

To provide services to a child who is in receipt of funding under the Helping Children with Autism package, service providers must:

- Confirm a client's deemed school attendance date has not been surpassed and the client is still eligible to receive services and is not attending school. This will apply where the client may have reached the deemed school attendance date between confirmation of eligibility by the Autism Advisor and accessing a service provider;
- Proof of identity of primary contact;
- Allow a client to cease receiving services at anytime;
- Only submit a claim to FaHCSIA which relates to the provision of an approved service;
- Only submit a claim after services approved under the package have been delivered to the eligible child. You should not submit a claim to FaHCSIA before an approved service has been delivered.
- Capture the family's consent using the Client Consent Form when a client first requests services, or before the client details are entered into FOFMS and before each time a claim is submitted for payment to FaHCSIA. FaHCSIA's Client Consent Form is available from the Literature tab on FOFMS;

- Submit claims for payment to FaHCSIA through FOFMS. FaHCSIA will only make payments for claims submitted via FOFMS. **Note:** In the event that FOFMS is not operational for an extended period of time, manual payments will be made to service providers. In the case of a Consortium, the manual payment will be made to the Lead Agency. Payments will only be made via direct credit into the nominated bank account;
- Submit claims for payment at or below the prices advised to FaHCSIA and published on the FaHCSIA website:
- Monitor the client's available funding in FOFMS to ensure that sufficient funds are available before delivering a service and submitting a claim. FaHCSIA has no liability to pay claims that are submitted for clients who have acquitted all of their available early intervention funding; and
- Ensure that the authorising officer certifies that the information provided by the organisation is true, accurate, complete and not misleading in respect to all material, and as required by the Deed of Agreement.

In addition, the service provider must notify FaHCSIA if the primary contact person named in the Letter of Offer to the Schedule changes, or their contact details change.

Non Compliance with the Deed of Agreement

FaHCSIA may, in its absolute discretion, determine that the organisation has not complied with any aspect of, or not met their performance requirements under the Deed of Agreement, including their response to any written notices, directions or questions from FaHCSIA.

FaHCSIA may take any or all of the following actions:

- State the Department's concerns to the provider in writing and ask a series of questions about their performance. The provider must answer the questions in writing within 10 business days, outlining the reasons for not meeting their performance;
- Issue a written directive to the provider that they take certain specific actions or measures to improve their performance, aimed at addressing any non-compliance, within a specified period of time;
- Direct the provider not to start providing services to any new clients;
- Exit a client by notice to the provider, or direct the provider to Exit a client;
- Suspend a client by notice to the provider, or direct them to Suspend a client;
- Direct the provider to cease their relationship with and/or replace one or more members of their consortium at FaHCSIA's discretion;
- Not provide any further payments to the provider, or certain further payments, under the Deed of Agreement, until FaHCSIA considers that the provider has complied with the Deed of Agreement;
- Issue the provider with a written directive specifying that all or a proportion of their payments under the Deed of Agreement are a debt due to FaHCSIA, and be treated as a "Recoverable Amount" for the purposes of the **Terms and Conditions Clause 9** of the Deed of Agreement and **Part B, Section 5.2**; and/or
- Terminate the Deed of Agreement in accordance with the **Terms and Conditions Clauses 18 and 19**.

2.7 Ethical use of IT Resources

Use of Commonwealth computing facilities for unauthorised purposes including illegally accessing a computing service, downloading or distribution of material may result in court prosecution.

When using a laptop computer or a computer in a public place, the provider must ensure that they use a secure network and maintain the privacy of all records including access to records displayed in public.

Section 3 - Funding

3.1 Payment Model

Payments are made by FaHCSIA on behalf of an eligible family to the provider when the provider submits a claim for payment. Under the Deed of Agreement between the provider and FaHCSIA, a claim for payment can only be submitted after services approved under the package have been delivered to the eligible child.

Families and carers will be able to determine the proportion of their funding package they would like to allocate toward the cost of each service. There is a maximum claims limit field on the Case tab. This is used to enable families to choose the 'Maximum Claims Limit' they want to spend with each provider. This also allows families to divide their funding into portions for multiple service providers.

3.2 Brief Summary of How the Early Intervention Model Works

The following table provides a summary of the early intervention model. It is for guidance purposes only and is not intended to replace or amend any provisions in the Deed of Agreement.

Summary

A child aged zero to six years who has been diagnosed with an ASD accesses and has an interview with an Autism Advisor.

The Autism Advisor confirms the client is eligible to receive services and captures the family's consent to enter their information onto FOFMS and to claim the Rural & Remote payment on their behalf (if applicable)

If the client is eligible to receive services a Client and Case record will be established by the Autism Advisor on FOFMS.

The Autism Advisor will then print a Letter of Introduction, as confirmation of the client's eligibility, for the client's family to provide to services on the Panel.

A Rural & Remote payment is available from Autism Advisors for families who live in an outer regional or remote location (according to ARIA+) to assist with the cost of accessing early intervention services. If the client is assessed as eligible to receive the Rural and Remote payment it will be processed by the Autism Advisor.

The Autism Advisor will discuss service options with the client's family and provide a list of options and service providers which is given to the Client's family who may then select and access the services of their choice. The Autism Advisor will then Suspend the Case record.

Once the client's family has decided on their preferred intervention they will access a service provided on the Panel to receive intervention services.

Following the client's consent to access records, the provider will search for the Client Record using details from the Letter of Introduction and create a Case Record in FOFMS.

Once an approved intervention service has been delivered to a client, the provider will capture the family's consent to claim for a payment on their behalf.

The provider will then electronically submit a Claim to FaHCSIA using FOFMS. FaHCSIA will provide funding for a client of up to \$6,000 per financial year and a maximum overall limit of \$12,000 per client.

A Monthly Activity Statement will be sent to families who have received services in the previous month, detailing the payments FaHCSIA has made to service providers on their behalf.

Once a client is no longer receiving services or has started compulsory formal education, their Case Record must be Exited on FOFMS.

Tasks to be completed in FOFMS by Panel Services

Service providers will:

- Create a Case Record - providers must create a Case Record for all clients eligible under this package for which the provider intends to deliver an approved service.
- Submit a Claim for Payment – the provider may submit a claim for payment after an approved service has been delivered to an eligible client. The provider cannot submit a claim to FaHCSIA for a service that has not been provided or when the client's family, carer or guardian has not authorised the claim. This includes any fees for cancellation or non attendance by the client to pre-booked services.

3.3 Monthly Activity Statements

FaHCSIA will provide a monthly Activity Statement to families detailing the payments FaHCSIA has made to service providers on their behalf. If there is a discrepancy in the Activity Statement relating to payments the client's family, guardian or carer will contact the Panel provider in the first instance.

FaHCSIA will send the Activity Statement to the email address recorded on the Contacts view on the client record. FaHCSIA will not provide a monthly Activity Statement to suspended clients or clients that have not received any services in the previous month. A copy of the monthly Activity Statement is in the Literature Tab in FOFMS.

Section 4 – Using FOFMS

Once a provider has logged onto FOFMS the homepage will appear. Alerts issued by FOFMS reminding providers about issues that are relevant to all FOFMS users including security and access will be displayed. The homepage is where providers gain access to information and clients relevant to their organisation.

4.1 Client Tab

A client is confirmed as eligible for the early intervention funding package by the provider if they have provided the Letter of Introduction issued by the Autism Advisor. A copy of this letter is at **Attachment C**. Further information on confirming the eligibility of a Client can be found in **Part A, Section 8.2**.

If the client is assessed as eligible the Autism Advisor will create a Client Record in FOFMS. Using the information in the Letter of Introduction the provider will identify the Client Record in FOFMS and create a Case Record to record their association with the client. Proof of eligibility and the Diagnosis Tool were recorded by the Autism Advisor in the *Autism More Info* tab. A list of diagnosis that may be used for reference and to determine the tool that has been used to diagnose the client is in the Literature Tab in FOFMS.

The *Disabilities* tab is used to record the diagnosis a client has on the autism spectrum. Autism Advisors select *Autism* (incl Aspergers) from the *Type* then the disability *Subtype* from the drop down options:

- Aspergers Disorder;
- Autistic Disorder;
- Childhood Disintegrative Disorder;
- PDD-NOS (Pervasive Development Disorder – Not Otherwise Specified); and
- Retts Disorder.

If a client changes their address, the provider may change their details in FOFMS by using the *Address Details* field. If the provider has activated a change of address they must then complete a Change of Address Assessment in FOFMS. This checklist verifies that the provider has seen proof of a change of address (for example a utilities bill or a tenancy agreement) and that, if the Rural & Remote eligible flag has been checked, they have informed the family of this change to their record.

The *Contacts* tab is used to capture a change in email address or contact person. The email address listed in the *Contacts* tab is the one FaHCSIA uses to send the family their Monthly Activity Statement. Further information about the Monthly Activity Statement is at **Section 3.3**.

4.2 Querying and Saving Information

When entering data into FOFMS the provider must manually save each completed area as the portal will not automatically save the information. To see any new information in the system such as a change in a payment status, providers will need to query for the information using the *Query* button and adding the field relevant to data that needs to be accessed. For example, querying for a Client Id.

4.3 Capturing the Client's Consent

Providers must capture the consent of a parent, guardian or carer using the FaHCSIA Client Consent Form. Providers must also capture the consent of a family before submitting a claim in FOFMS to FaHCSIA for payment

In addition, providers must ensure that an officer of their organisation has explained to the client's parent, carer or guardian that the personal information is collected for the purpose of:

- Determining access to the funding package and early intervention services; and
- The organisation passing some or all of their personal information to the Commonwealth Government, or to another organisation as directed by the Commonwealth Government.

Providers must also capture the consent of the client's parent, guardian or carer each time the provider submits a Claim on the client's behalf to FaHCSIA for payment.

Information on Privacy is at **Part A Section 8.2.3**.

4.4 Creating a Case Record

Service providers must create a Case Record in FOFMS for every eligible client they provide approved services to.

Service providers cannot create or submit a Claim Record to FaHCSIA without first creating a Case Record. Refer to the training video or iHelp for how to create a Case Record.

4.5 Submitting a claim to FaHCSIA - Conditions for Payment

Claims can only be submitted to FaHCSIA through FOFMS for approved services which have been performed in arrears. You must not submit a claim to FaHCSIA before an approved service has been delivered.

FaHCSIA will only make payments to the nominated bank account. If the banking details submitted by a provider to FaHCSIA are incorrect, the provider will need to call their Contract Manager to request a form for changing their banking details.

In the event that FOFMS is not operational for an extended period of time, manual payments will be made to providers. In the case of a consortium, the manual payment will be made to the Lead Agency. Payments will only be made via direct credit into the nominated bank account.

Providers must include the following details in the claim for payment submitted to FaHCSIA:

- Service Provided - details of the approved service for which the provider intends to submit a claim;
- Unit of Measurement - whether this claim is for an hour, session, or term;
- Amount Charged - the total amount that the client was charged for the service, including the amount claimed; and

- Amount Claimed - amount of the payment claimed from FaHCSIA (this may be a portion of the amount charged e.g. amount charged; \$100, amount claimed; \$50 - the family pays half of the service provided).

In the Claim a provider must:

- Capture the family's consent for each individual claim for payment prior to submitting a claim to FaHCSIA using the FaHCSIA Client Consent Form provided in the Literature tab; and
- Submit a separate payment claim for each instance where an approved service has been delivered to a client.

Regarding Payments and Claims:

- Where it is identified an incorrect payment has been made, FaHCSIA will use FOFMS to recover those payments from future payments.
- FaHCSIA will only deposit payments into the nominated bank account of the lead agency or sole provider. It is the lead agency's responsibility to ensure that payments are distributed to their consortium members for services rendered.
- More than one organisation can receive payments from FaHCSIA for providing early intervention services to a particular client.
- FaHCSIA will provide payments to service providers on the Panel for a client up to a maximum value of \$12,000 with no more than \$6,000 in payments in a single financial year. There are no yearly minimum spending limits for a client.
- To ensure that client Monthly Activity Statements detail payments as accurately as possible, providers should submit claims in FOFMS within 5 working days on the date of delivery of each intervention service.

FaHCSIA will not:

- Process any claims for an approved service which Medicare has subsidised all or part of the fee.
- Pay the difference if it is greater than the families out of pocket expenses if they are also claiming the service with a private health fund provider i.e. the amount claimed must be equal to or less than *Amount Charged* minus any third party contributions.
- Pay any claim for payment that is submitted to FaHCSIA more than three months after the service was provided.
- Pay any fees levied by the provider for cancellation or non attendance by the client to pre booked services.

4.6 Suspending Cases

Cases may be suspended for many reasons in FOFMS. For example:

- The provider must suspend a client immediately if instructed to by FaHCSIA.
- The provider must suspend a client if, in their reasonable opinion, the client is temporarily unable to receive services for a minimum period of 2 months and up to a maximum period of 12 months. It is not necessary to suspend a client that is unable to receive services for less than 2 months.

- The provider must suspend a client if the client has reached the total annual amount claimable in a financial year. The provider may then return a client from suspension if they make a further claim in the next financial year.
- FaHCSIA may suspend a Client or Case Record for breaches to the Deed of Agreement or complaints against their organisation. FaHCSIA may terminate the Deed of Agreement at anytime if they breach the Agreement with FaHCSIA.

The provider must update the client's Case Record on FOFMS immediately once the conditions of a suspension have been met.

The provider must record an accurate suspension reason when suspending a client's Case on FOFMS.

If a client is suspended or an error is received when linking a client to their organisation, or making a claim, please contact your Contract Manager.

4.7 Exiting a Client or Case

The provider must Exit a client if:

- The client or their family no longer requires services from the provider.
- They determine that in their reasonable opinion, the client is unable to continue receiving services because of medical reasons or reasons related to the client's disability.
- They have failed to resolve a dispute between them and the client's family.
- FaHCSIA instructs them to Exit the client.

Note:

- If requested, the provider must change the client's case status to 'Exited' on FOFMS. FaHCSIA may terminate the Deed of Agreement if a provider fails to Exit a Client's Case immediately.
- Where a dispute between the provider and a client's family, guardian or carer arises, the provider must use their best endeavors to resolve the dispute in accordance with their complaints resolution procedures and policies.

If the client has exited the system for a particular reason and the provider believes this is an error, please contact your Contract Manager.

4.8 Outer Regional & Remote Payment

The Outer Regional and Remote (R&R) payment is provided by FaHCSIA to assist clients living in outer regional or remote areas with the costs of accessing early intervention services. FaHCSIA may provide the R&R payment if the client's residential address is located in an area deemed eligible by FaHCSIA, using the Accessibility Remoteness Index of Australia+ (ARIA+). Further information is available at **Part A Section 7.4**.

When updating a client's address, providers may notice that the *Eligible for R&R* flag has been checked. Providers are unable to claim for the R&R payment on behalf of families. Families must go to their Autism Advisor to verify their change of address. The Autism Advisor will make the claim on their behalf. **The provider must inform the family if the R&R flag is checked.** Once the *Eligible for R&R* flag is checked, it will continue to be checked for the entire time the client is eligible for the early intervention component of the package, or until the family moves to an area that is not classified as outer regional or remote. For further information on changing the client's information on FOFMS refer to **Section 4.1**.

4.9 Centrelink

FOFMS receives information from Centrelink to create client records in some instances. If the detail on these client records which have been created from Centrelink data is incorrect the client's family will need to update that detail with Centrelink in the first instance; not FaHCSIA. Once the update has been triggered in Centrelink this will flow into FOFMS automatically.

Section 5 – Audit and Compliance

5.1 Audit and Compliance Strategy

Consistent with Clause 7 of the Terms and Conditions, the Audit and Compliance Strategy allows FaHCSIA to manage fraud and compliance risks as well as facilitate continuous quality improvements.

There are certain documents the provider must keep for FaHCSIA's auditing purposes. These are:

- A copy of the signed Client Consent Form and a subsequent copy for each claim that is submitted;
- Custody Papers (if applicable);
- Copies of the invoice for services rendered for which the provider has submitted a Claim to FaHCSIA;
- Copies of any eligibility documents and the Letter of Introduction; and
- Proof of residential address (if a change of address has occurred) – a utilities bill or tenancy agreement is acceptable.

5.2 Debt Recovery

Any overpayments that arise through the delivery of early intervention services by the provider may be treated as a "Recoverable Amount" for the purpose of the Terms and Conditions, Clause 9 of the Deed of Agreement. Where it is expected that payments will continue to be paid to the organisation the debt will be offset using FOFMS against future payments due to the provider under this Agreement, or any other arrangement or agreement between the provider and FaHCSIA.

Where it is not expected that payments will continue to be made to the organisation using FOFMS, the debt will be forwarded to the Collector of Public Monies and the organisation will be invoiced for the Recoverable Amount to be paid in full within 20 business days.

5.3 Privacy and Confidentiality

The provider must also ensure that:

- Any correspondence provided by electronic mail to FaHCSIA contains no identifying client information, such as names or CRN; and
- Only the Client Id, Case Id or Case Claim on FOFMS, as advised by FaHCSIA, are used in electronic mail correspondence with FaHCSIA.

Information on Privacy is available in **Part A, Section 8.2.3**.

5.4 Complaints

Further information on complaints and FaHCSIA's complaints mechanism is in **Part A Section 9.4** and **Section 10.3**.

Section 6 – Contract Managers


6.1 What is a Contract Manager?

Contract Managers assist both Autism Advisors and service providers. They will help answer questions regarding payments, system issues and policy questions. You should contact your contract manager in the first instance for all your queries.

Questions relating to security or logon assistance can be directed to the FOFMS Support Helpdesk (please refer to **Section 2.1 for further information**).

6.2 Contacting your Contract Manager

Your contract manager's details are in your Deed of Agreement. If you are unable to contact them please email:

 ASD.support@fahcsia.gov.au

6.3 What questions will the Contract Manager ask me?

Before contacting your contract manager the first point of reference for a provider should be the training videos and iHelp functions (refer to **Section 1.5**). If the provider still requires further assistance, they should contact their contract manager.

The first questions asked by the contract manager will be to verify the identity of the provider to ensure that the provider is an eligible member of the Panel with a current logon.

The provider will need to be clear and concise when explaining their issue as the contract manager is unable to view the portal seen by the provider.