

Steps to make a claim for a Foster Carer Health Care Card

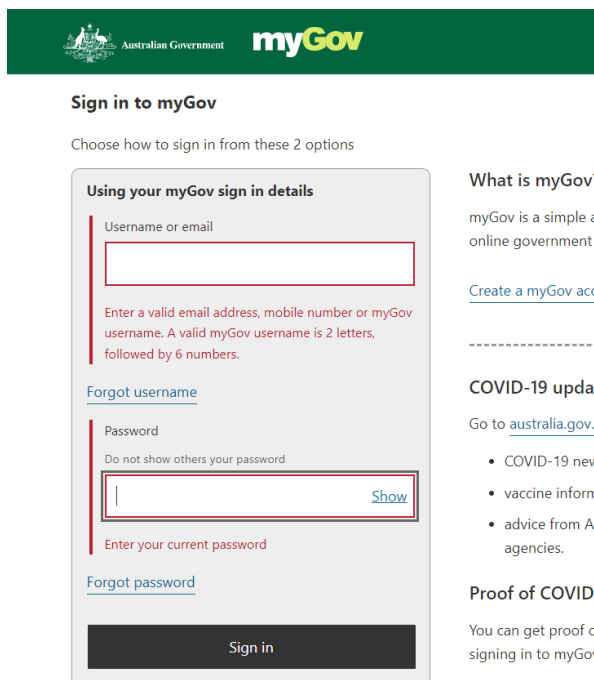
This is a request that Child Safety cannot action.

The postal address on the FA012 Form will be PO BOX 158, Burnie 7320. This is Child Safety's postal address.

If you have any issues, you can contact the Foster Care Advice line on 1800 245 965

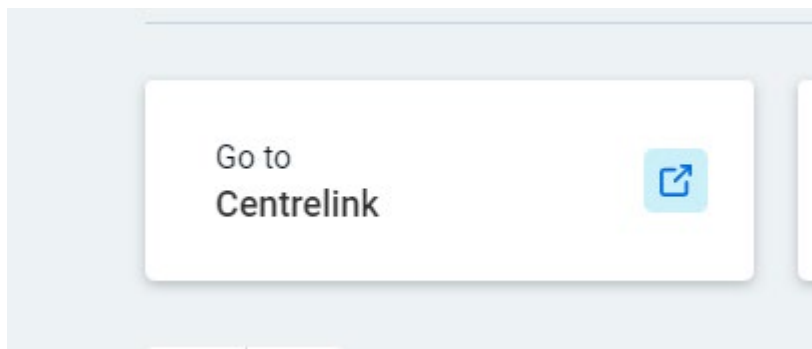
1. Log in to Mygov

www.my.gov.au



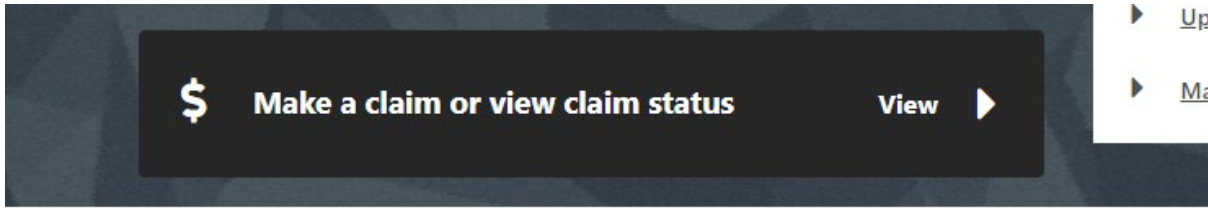
The screenshot shows the myGov sign-in interface. At the top, there is a green header with the Australian Government logo and the myGov text. Below the header, the page is titled "Sign in to myGov" and instructs users to "Choose how to sign in from these 2 options". The main sign-in area is divided into two sections: "Using your myGov sign in details" and "What is myGov?". The "Using your myGov sign in details" section contains a "Username or email" field with a red border and a "Password" field with a "Show" button. Below the password field is a "Forgot password" link. To the right of the sign-in area, there is a "What is myGov?" section with a brief description, a "Create a myGov account" link, a "COVID-19 updates" section with a "Go to australia.gov.au" link and a list of links for "COVID-19 new", "vaccine information", and "advice from Australian agencies", and a "Proof of COVID-19" section with the text "You can get proof of signing in to myGov". At the bottom of the sign-in area is a black "Sign in" button.

2. Select Centrelink



The screenshot shows a button with the text "Go to Centrelink" and a blue icon of a document with an arrow pointing out, indicating a link to the Centrelink website.

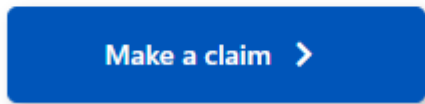
3. Select make a claim or view claim status



4. Select the make a claim button.

[Home](#) > My online claims

My online claims



5. Select the get started button in the confession cards box.

[Back](#)

Make a Claim
Apply online for payments and concession cards.
If you're unsure what to apply for, use [Payment and Service Finder](#) to see what payments and services you may be eligible for.

<p>Affected by coronavirus (COVID-19)</p> <p>Payments if you or your family are affected by the Coronavirus pandemic.</p> <p>Get started</p>	<p>Students, Trainees and Apprentices</p> <p>For students, trainees or apprentices to assist with the costs associated with studying.</p> <p>Get started</p>	<p>Concession Cards</p> <p>Concession cards give you cheaper access to services and medicines.</p> <p>Get started</p>
<p>Carers</p> <p>You can claim Carer Payment and/or Carer Allowance if you provide daily care to someone with a severe disability, medical condition or is frail aged.</p> <p>Get started</p>	<p>Job Seekers</p> <p>Financial support whilst you are looking for a job.</p> <p>Get started</p>	<p>Older Australians</p> <p>Retired, planning for retirement or working past Age Pension age.</p> <p>Get started</p>

6. Select the apply for a concession card button.

Read more about the [kinds of government and private concessions](#) you may be eligible for.

Concession cards that can be claimed online

Commonwealth Seniors Health Card – a card for self-funded people of [pension age](#). Read more about [eligibility](#).

Low Income Health Care Card – a card for low income earners and their dependants. Read more about [eligibility](#). If you have a partner, and you both want to claim the Low Income Health Care Card now, you can complete separate claims using this service, or complete one combined [paper claim for the Health Care Card](#).

Foster Child Health Care Card – a health care card for foster carers with children in formal and informal care arrangements. Read more about [eligibility](#).

Ex Carer Allowance (Child) Health Care Card – for students between 16 and 25 whose carer received Carer Allowance (Child). Read more about [eligibility](#).

[Apply for a Concession card](#)


7. Follow the questions when you get to the Foster Child question answer yes.

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Do you have a foster child currently in your care?

Yes No

[Next](#)

 A child is considered to be in foster care if:

- the child is a dependent of the adult
- the child is not the natural or adopted child of the adult, and
- the adult is responsible for the day-to-day care, health and development of the child.

8. Continue to answer the questions, it will then take you to the page where you can select what type of concession card you would like to apply for. You need to select Foster Child Health Care Card.

Low Income Health Card

To get a Low Income Health Care Card your [income must be under the limit](#).

[Apply for Low Income Health Card](#)

Foster Child Health Care Card

This card is for foster carers with children in formal and informal care arrangements.

You don't need to be a formal foster carer to be eligible. You may be eligible if you care for a child who is not your natural or adopted child.

[The card](#) isn't subject to an income or assets test.


We issue the card to you, as the foster carer, but the card will only cover the foster child.

[Apply for Foster Child Health Care Card](#)

Ex Carer Allowance (Child) Health Care Card

This card is for students between 16 and 25 whose carer received Carer Allowance (Child).

A concession card to get cheaper health care and some discounts [if you're a student and had a Carer Allowance Health Care Card when you turned 16](#).

 You are not eligible to claim an Ex Carer Allowance (Child) Health Care Card.

9. You will then need to answer questions regarding your personal details, update any information as required. You will not need to add a nominee or authorise someone to act.

10. The next section will be the child details, select the begin button.

Child details

Provide details of the foster children in your care to assist us in working out your correct entitlement.

You must answer all questions unless they are marked optional.

Begin

11. Do you have any foster children that you don't receive a health care card for? Answer yes/

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Do you have any foster children that you don't receive a Health Care Card for?

For purposes of your Foster Child Health Care Card claim, a child in your care is:

- Wholly or substantially dependent on you, and
- In your care (having the legal responsibility for the day-to-day care, welfare and development of the child) and
- Resides in Australia

Yes No

Next

 This can be any child you care for daily who isn't your natural or adopted child.

Launch the digital assistant

12. Select the add button to add the details for the children in your care.

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Provide details of the children in your care.

No items have been added yet

Add

Next



These are the details of all the children in your care. Please make sure that you only include children that are still in your care. These details help us work out your correct payment

Launch the digital assistant

13. Add in the child's name, date of birth and sex. When it asks the relationship to the child select Foster Carer (Formal) unless any other options apply.

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What is your relationship to this child?

Foster carer (formal)

Next



We need to know if you're the parent, or another relative of the child.

Launch the digital assistant

14.

Answer yes or no if this child is getting any Centrelink payments other than Family Tax Benefit

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Is this child getting any Centrelink payment (other than Family Tax Benefit) or any other government department payment?

Yes No

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For example you may get payments from the Department of Veterans' Affairs on behalf of the child.

Launch the digital assistant

15. Select the Add button again for any additional children in your care and answer the same questions.


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Provide details of the children in your care.

Child's name	Child's date of birth	Actions
Jane Smith	1/1/2019	Edit Delete

[+ Add](#)

[Next](#)

 These are the details of all the children in your care. Please make sure that you only include children that are still in your care. These details help us work out your correct payment

Launch the digital assistant

16. Once you have added all children in your care select the next button.


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Provide details of the children in your care.

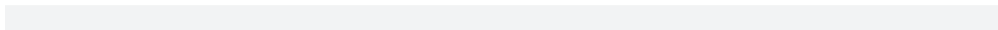
Child's name	Child's date of birth	Actions
Jane Smith	1/1/2019	Edit Delete

[+ Add](#)

[Next](#)

 These are the details of all the children in your care. Please make sure that you only include children that are still in your care. These details help us work out your correct payment

Launch the digital assistant



17. Review all the information provided and confirm all the information provided. Once you have completed that select the next steps button.

Your Foster Child Health Care Card claim has been started.

Each of the steps below will guide you through the process of completing your claim.
Submit your claim as soon as possible for your concession card to be issued from the earliest date.

Step 1	Your personal details	Completed
Step 2	Review and confirm	Completed View
Step 3	Next steps	Start About 5 minutes

[Legal Notices](#) | [Your Rights](#) | [Contact us](#)

18. You will now be required to upload documents which will include the Legal Order, Birth certificate, a letter from Child Safety, and a FA012 form. All this information can be provided by the Child Safety Officer.

[Home](#) > [My online claims](#) > [Foster Child Health Care Card](#) > Next Steps

we need you to provide documents and complete tasks.

Use the upload button to submit your documents. You can also take photos of your documents and submit them using your [Express Plus Centrelink mobile app](#). If you can't upload your documents, you can [mail them](#) or return them to a [service centre](#).

Check local COVID-19 restrictions before you visit a service centre.
[Call us](#) if you are submitting a claim and are unable to complete your required tasks.

Required	For you - FA012 – Details of Jane Smith's care arrangements for your claim	Get Form	Upload
Required	For your child - Proof of birth for Jane Smith (e.g. birth certificate, passport, Centrelink record) or a letter from the relevant State or Territory agency, clearly stating the child's name and date of birth. These must be original document(s).		Upload
Required	For you - Legal or other documents to show that you have day-to-day care of Jane		Upload

19. You will need to review the information on the FA012 form sign and upload all the documents, Once you have done this you can submit the claim.