



CARANUA

support for survivors of institutional abuse

Applying for Services

Everything you need to know about
applying for support from Caranua



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Everything you need to know about applying for support from Caranua

This booklet will explain the following:

- Criteria, terms and conditions
- Making an application
- How we make decisions
- How you can appeal against a decision not to give you something
- How payments are made and conditions of payment.



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August 2018

The first section of this leaflet explains the criteria and the second explains how to make an application. You can fill in the application form yourself or you can wait for an Advisor to help you. The application form is provided in your application pack.

We will do everything that we can to make your experience of applying for services as simple and satisfying as it can be. We won't always get everything right, though. If you are dissatisfied, or if you have ideas for how we can improve our services, please let us know. Our customer charter explains how to do this and is provided in your application pack.

For additional information, please contact our website www.caranua.ie or call our freephone number on 1800 212 477 (from Ireland), 0808 242 1303 (from the UK), or +353 1 8742277 (from outside Ireland and the UK - not a freephone number).



Criteria, terms and conditions

The following criteria, terms and conditions apply to every application and payment.

From 1st August 2018, Caranua will no longer be accepting new or repeat applications. Please check our website www.caranua.ie or telephone us if you would like more information.

Eligibility

Only people who have been verified as eligible to apply to Caranua for services can make an application. If you have not received a letter stating this, please do not use *Application Form Part 2* because we will not be able to process it.

Needs and services

- We aim to address your needs and can do this by helping you to access public services and paying for services that are not readily available from a public provider
- To consider paying for services, we require evidence of need from a professional like a public health nurse, occupational therapist or engineer.
- We are only able to pay for those things listed in *Application Form Part 2* and that we have approved in advance.

Values and limits

- The value of services approved cannot exceed

€15,000 or £12,000 per applicant. This cannot be exceeded. If you reapply to Caranua the total amount of funding support you received in your first application will be taken into account.

- There is flexibility around the guide limits set out in the *Application Form Part 2*.
- Guide limits are set out in euro and sterling rates. For those living outside Ireland and the UK, these rates will be converted to your local currency. You can discuss this further with your Application Advisor.

Providers and suppliers

- From time to time Caranua will have arrangements with 'preferred suppliers' and these are the only suppliers we will approve
- All providers and suppliers must be qualified, registered with the relevant professional or accrediting body, compliant with tax and other laws and regulations and approved by Caranua
- A provider can never be a relative or a friend
- The contract for services is between the applicant and the service provider. Caranua's role is to provide payment and Caranua is not liable for any issues that may arise, for example regarding the quality of service provided.

Quotations, invoices and receipts

Where there is a Caranua 'preferred supplier' we do not need quotes. We need quotes for all other applications.

- Where the cost is less than €1,000/£800 or other currency equivalent, we need one quote
- Where the cost is between €1,000/£800 and €5,000/£4,000, we need two quotes. For amounts above this, we need three quotes.

We require receipts for all services that we pay for. This can be in the form of a receipt or an invoice marked paid. If we do not receive receipts from you, you will be subject to audit by Caranua.

Quotes, invoices and receipts must be typed on official paper and contain:

- Your name, address and telephone number
- The supplier's name, address, contact details, VAT registration number, membership of relevant trade or professional organisation
- An itemised description of the work to be undertaken
- Information on the materials to be used
- A statement as to why the work is necessary

We must receive these within three months of the date they were issued.

For work being carried out on your home

Evidence of tenancy or ownership

We need evidence that you are the legal tenant or owner of the property the proposed work is to be carried out on and that this is your sole residence. This can be in the form of property deeds, an official letter from a landlord, rent receipts or rent book, or evidence of property tax or rates payment.

Permission from landlord

- If you are renting, you must have written permission from your landlord (council, housing association) to carry out repairs or improvements
- We cannot pay for structural repairs if you are renting from a private landlord.

Costs and tax relief

- Prices must be reasonable and within the limits set by Caranua
- Where public grants, social insurance payments or tax relief is available you must apply for these and they will be deducted from the payments we make.

Payment can be used only for purpose and supplier approved

- Once we have agreed to make a payment, the payment can only be used for that purpose. We can only issue payments to the supplier we have approved
- Caranua will carry out regular follow-up checks that money has been spent on the services and suppliers that were approved.

Fraud or false information

- We will investigate any suspected instances of fraud or false or misleading information
- Any cases of fraud will be reported to the police and criminal proceedings may follow. You will be disqualified from making further applications and Caranua may reclaim any payments already made to you.

Confidentiality

- Any information that you give to Caranua, for any purpose, will be treated in the strictest of confidence. Your information will never be shared with another person without your permission
- If we need to share information about you

with another body, we will ask you to sign our *Permission to Share Form*

- There is no need for you to tell a supplier or any one else that you are receiving assistance from Caranua
- We cannot protect your confidentiality where you indicate an intention to commit crime or cause harm to yourself or another, where there is evidence that you have supplied false or fraudulent information or where Caranua is ordered by a court to provide evidence.



Making an application

Making an application for services

We aim to ensure that making an application is as easy as possible and that your application is successful. There are two ways to make an application.

Option 1: Do not send us back the *Application Form Part 2*, and once you are assigned an Advisor, they will contact you by phone to talk through your application.

Option 2: Complete the *Application Form Part 2* yourself and send it back to us, once you are assigned an Advisor they will telephone you to discuss your completed form.

Making an application with a Caranua Advisor

If you make your application by talking to your Advisor, you don't need to do anything with this form.

What will the Advisor do?

Your Advisor will contact you, as described in the letter you received with the Application Pack. They will then:

Get to know what you need by listening to you and ensuring that all your needs are considered

Look at ways of meeting needs that Caranua is unable to help you with, such as linking you to other services where you live and by advocating on your behalf with public services so you get your entitlements

Help you complete your application by dealing with public bodies on your behalf, for example we could deal with the council if you need housing support. We can work with you to get all the information needed. We can make arrangements for professional assessments, so that you don't have to do this yourself

Write to you to let you know what has been approved and when and how you will get payment.

What happens when we receive your application?

We'll write to you and let you know that we have received your application within 10 working days of receiving it. Where possible, we will also give you an indication of when your application will be reviewed.

How is it reviewed?

First it will be checked to see if you have included all the information that we need. If there is information missing, your application will be put into a queue and an Advisor will contact you.

What will the Advisor do?

The Advisor will talk to you about your application and help you with any information that is missing from it. Once we receive this information, the application will be assessed and a decision made.

How is an application assessed?

Whether you send your application directly yourself or you make an application through an Advisor, it will be assessed by an Advisor using the following checklist.

Services

- Are the services included in the *Application Form Part 2*?
- Are the services relevant and appropriate to your needs, taking account of your age, health and other circumstances, and likely impact on your quality of life and wellbeing?
- Do the professional recommendations clearly support the application – do they clearly set out what the need is and how the proposed service will address that need?
- Are the treatment plans reasonable given your needs?

Costs

- Are quoted costs reasonable and in keeping with guide rates used by public bodies such as health services and local authorities?
- Is the service already available through a public provider such as a local authority, public education body or health service?
- Are the service providers qualified and approved by Caranua?
- In the case of housing works, is there evidence of ownership or tenancy and permission from a landlord for the proposed work?
- Are the costs within the guide limits?

How is your application decided?

- When the Advisor has completed the assessment of your application, he or she will make a recommendation to the Deciding Officer on what should and should not be supported
- The Deciding Officer will consider the recommendation and approve or not approve payments accordingly.

How will you know what has been decided?

- Your Advisor will let you know what the decision is. At the same time, he or she will discuss payment options and agree the most appropriate arrangement with you
- We will then write to you to confirm what has been approved and what the arrangements are for payment
- If any of the items that you have applied for are not approved, you will also receive information on this, together with information on how to appeal against the decision.

Completing your application

- When an Advisor has processed all payments in relation to your application, it will be complete
- This means that your needs have been assessed and met or that you have reached your allocation of €15,000 or £12,000. We will write to you to confirm this
- Once your application is complete, it will not be possible to make any further applications.

How payments are made

- We can pay by cheque or bank transfer to your bank account or that of the supplier
- To make a payment, we need the name, address and bank account number of the person we are to pay to
- Cheques are issued by a third party. No one need know that you received assistance from Caranua
- Payments are quicker using bank transfer. If you wish to receive payment by bank transfer, we will need your bank details.

How can you make an appeal?

The appeals process is completely independent of Caranua and an information leaflet on the process will be sent to you if we refuse to support something that you have applied for. We will also send you an extra copy of the letter so that you can send this to the Appeals Officer.

The address for the Appeals Officer is
caranuaappeals@education.gov.ie
and:

**Department of Education and Skills,
Cornamaddy,
Athlone,
Co Westmeath,
Ireland.**



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How to contact us

• PO Box 12477 Dublin 1

• Freephone 1800 212477 (from Ireland)

Freephone 0808 234 1303 (from UK)

Charges may apply from some mobile networks

• From anywhere +353 1 8742277

Please note that we are unable to provide a freephone number outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

• Email: apply@caranua.ie

For more information

See our website www.caranua.ie