

Information for Gap Funding Agencies: Money Held in Trust (MHIT) Frequently Asked Questions



[To use an interpreter over the telephone - Phone 131 450](tel:131450)

State-wide Equipment Program

What is MHIT?

MHIT is a trust account managed by Ballarat Health Services (BHS) to hold funds that third parties contribute to the cost of Assistive Technology (AT) items.

BHS will invoice the Agency contributing 'gap funding' (when the gap funding has an expiry date) allowing for funds to be deposited and held in a trust account for SWEP consumers, for instances where SWEP is unable to order the AT item within the gap funding expiry timeframe.

What is the MHIT account?

The MHIT account is a non-profit account where the funds are held by BHS. Neither BHS nor SWEP receives any interest on monies deposited into this account.

How do I apply for MHIT?

The gap funding Agency contacts SWEP via email or phone call to discuss the reasons why their contribution should be lodged in the BHS MHIT account.

SWEP will arrange for BHS to generate an invoice to the gap funding Agency so that the gap funding can be paid into our MHIT account.

How do I know that BHS have received the funds?

BHS Finance Department will issue a receipt to the gap funding Agency as confirmation that the funds have been received.

What happens when SWEP purchase my AT items?

The supplier will be in contact with you to arrange fitting/delivery.

What happens if Re-issue AT items are supplied or the application is cancelled and the AT item is no longer required?

BHS arranges reimbursement back to the gap funding Agency.

What happens if the price of AT item changes before it gets ordered?

If the price of the item decreases, SWEP will arrange a refund to the gap funding Agency for the amount of the price decrease.

If the price of the item increases, SWEP will contact the third party contributor and advise the amount of additional gap funding required.

How does the supplier get paid?

When the AT item has been supplied and confirmed suitable, the invoice for the total amount (SWEP subsidy and gap funding) is sent to BHS.

BHS Finance Department arranges supplier payment from the SWEP and MHIT accounts.

How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP, you should contact SWEP and speak to the relevant Program Manager.

If the matter cannot be resolved you may wish to pursue the issue by following the SWEP grievance and complaint procedure on our [website](#).