



**The Salvation Army
Southern Family Violence Programs
and Services**

**Flexible Support Package
Program Guidelines**

December 2022

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About

Flexible Support Packages (FSP) aim to deliver personalised and holistic responses to assist adult and child victim survivors experiencing family violence to transition from crisis and establish long-term sustainable arrangements to improve their safety, wellbeing, and independence in recovery from family violence.

Individualised packages provide flexible brokerage to victim survivors to purchase a range of tailored and practical supports based on their case management/support plan. This may include counselling, wellbeing costs, education, employment related costs, financial counselling, transport, housing stability and establishment costs, and other practical or material needs.

Eligibility

FSP are targeted to victim-survivors who are:

- Escaping and/or have experienced family violence
- Planning to leave an abusive situation or have the perpetrator removed from the home with appropriate legal sanctions in place, and
- Adolescents who use family violence.

Priority will be given to victim-survivors who are

- At highest risk of ongoing family violence
- Are going to have their safety needs and independent living goals met through an FSP
- Are experiencing significant financial hardship linked to family violence.

The Salvation Army is funded to provide FSP to victim-survivors who are

- Currently residing in the Bayside Peninsula region, OR
- Relocating to the Bayside Peninsula region due to family violence, OR
- Supported by a Case Manager based in the Bayside Peninsula region.

FSP is not accessible to victim-survivors who wish to continue their domestic living arrangements with the perpetrator of abuse. If a victim-survivor returns to a living arrangement with the perpetrator, access to the FSP funding will cease and the package will be closed.

Exceptions include:

- Victim survivors who live with adolescents who use family violence
- Aboriginal victim survivors who choose to remain with a perpetrator of family violence
 - ACCOs may approve applications that do not meet the standard eligibility criteria in accordance with a culturally safe assessment of the package as outlined by Family Safety Victoria's Guidelines.

Package Outcomes

All requests must;

- Be linked to goals and support needs identified by the victim-survivor and Case Manager
- Represent the most cost-effective, timely, and appropriate response
- Reflect a culturally appropriate service response for victim-survivors of all backgrounds, including victim- survivors who identify as Aboriginal or Torres Strait Islander, have disabilities, are from culturally and linguistically diverse backgrounds, identify as LGBTQ+, and who are from any age group
- Be clearly linked to one of the following 4 outcome areas:

1. Safety and Security

- Freedom from abuse and violence (e.g., security measures, personal safety devices, locks – via a PSI response)
- Suitable and stable housing (e.g., property repairs, relocation costs, whitegoods, housing establishment and utility costs)
- Rental payment, rental arrears, mortgage costs (PRAP funding to be explored first).

2. Capabilities to Participate

- Participation in learning and education for adult / child (e.g., course fees, TAFE, books, equipment, kinder/childcare, school/education, English lessons)
- Participation in the workforce (e.g., travel costs, uniforms, tools, training)
- Financial security and independence (e.g., payment of utility bills, phone)
- Legal and court costs.

3. Health and Wellbeing

- Support for physical and mental health and wellbeing for adult and/or children (e.g., medical, and pharmaceutical costs not covered by Medicare or PBS, disability aids, counselling).

4. Connection to Culture and Community

- Support for social engagement (e.g., car repairs, driving lessons, travel cards)
- Connection with culture and identity for adults and/or children (e.g., participation in social /cultural / community / sporting activities).

Conditions of an FSP Application

- Individualised packages of up to \$10,000 are available to victim survivors of family violence, with the average package being \$3,400. A \$10,000 package will only be considered in extreme circumstances (e.g., RAMP, multiple dependents, etc).
- Referring agency must provide ongoing support, perform risk assessment in line with MARAM, and safety planning for the duration of the FSP provision.
- A child victim survivor may receive an individual FSP where the child is the primary applicant and if there are no other support needs identified for the family. The child victim survivor must have their own case plan. In all other cases, an FSP must apply a family unit lens and address the needs of any dependent children where the parent/caregiver is the primary applicant.
- FSP cannot be used for illegal activity, gambling, free or subsidised services readily available in the community, or products or services not identified in the case plan.
- FSP should not be used to replace or duplicate supports that are readily available through other funding sources, including other Local, State and Commonwealth programs.
- If the victim survivor has significant debts, evidence is required to demonstrate that support has been provided and debts have been consolidated by a Financial Counsellor. The payment of debts will not be considered if they are not held in the victim-survivor's name.
- FSP has no responsibility nor liability for the ongoing costs associated with goods or services. After approval of an FSP, the victim-survivor is responsible for all ongoing costs associated with goods and services.
- One FSP is available for victim-survivors per support period. This does not preclude victim-survivors from receiving a subsequent package for future presentations, provided the FSP application demonstrates a change in family violence circumstances.
- FSP cannot reimburse victim-survivors under any circumstance.
- For approved housing establishment items, FSP issue digital and physical gift cards. It is the responsibility of the case manager/ victim survivor to manage and complete the purchase.
- For professional counselling and wellbeing support, brokerage will approve up to a maximum of 12 sessions per person.
- For social and sporting activities, brokerage will approve a maximum of one school term in advance.
- For a basic gym membership, brokerage will approve up to 12 months in advance.

The Application Process

Application

- Case Manager completes an online application via the FSP Portal and uploads supporting documentation to evidence the cost of each item.
- Case Manager shares the online application with their Team Leader, who reviews and submits the application via the FSP Portal.
- Additional information may be requested to support asks in the application.

Assessment

- Brokerage team screens the online application for completeness, and request missing and or additional information deemed necessary to commence formal assessment.
- Secondary consultation will be undertaken if necessary to understand the clients' situation for the purpose of eligibility and assessment. Confidential client information will not be shared during secondary consultations unless client consent has been provided.
- Approval or decline of each item in the application is based on whether the request meets the FSP state-wide guidelines.

Outcome

- Brokerage team will generate and send an automated application Outcome, inclusive of actions to source compliant tax invoices.
- Case Manager is to complete all actions within a one month (non-PSI requests) or 6 weeks (maximum) for PSI requests. Brokerage is to be kept informed of any
- Delays.

Refunds

- In no circumstances, are funds to be returned to the applicant. Unused funds are to be returned to The Salvation Army. In cases where the supplier can no longer provide the goods and services paid for by The Salvation Army, the applicant agency can contact FSP for bank details to support a refund. If the refund is within the same financial year as the application, an alternative supplier can be discussed.
- Under no circumstances will refunds be considered outside of the financial year the approval occurred within.

Appeal

- Team Leader who submitted the FSP application must also submit the appeal (with a rationale) to fspapplications@salvationarmy.org.au. Brokerage will not accept an appeal from a Case Manager or victim-survivor.

- All appeals will be independently assessed by an external Manager from a partner agency.
- Appeals must be received within one month of issued outcome.
- In cases where an applicant wishes to dispute the outcome of a closed application, the applicant agency who provided the initial support, must facilitate any communications. Brokerage programs will not enter any disputes with clients directly.

Completion

- Brokerage team will generate and send an automated Completion to the Case Manager before officially closing the brokerage support period.

Personal Safety Initiative (PSI)

- A consult with the Personal Safety Initiative Coordinator must occur if Flexible Support Package funding is being sought for any home security measures (other than immediate measures to secure the home, such as lock changes and repairs to broken windows/doors).
- For PSI information refer to [Personal Safety Initiative](#).

Vehicles

Vehicles will only be approved in exceptional circumstances. Assessment will be based on level of risk, vulnerability, and capability to sustain for the long term. A request for a vehicle is assessed in accordance with FSP state-wide guidelines and attracts additional checks and terms and conditions.

To support the assessment the Case Manager must:

- Upload a copy of the victim survivor's current and valid Driver's licence
- Must disclose outstanding penalties or warrants which may impact driving and ownership of a vehicle
- Provide full disclosure of debt
- Upload a letter from a Financial Counsellor addressing ability to afford and sustain the cost of the vehicle.

Other obligations and conditions:

- The vehicle must be purchased through a licenced second-hand car dealer with an active ABN. FSP will not consider private sale purchases
- The make, model, year, and odometer reading of the vehicle must be provided
- RACV check must be performed
- The contract of sale must include a statutory warranty, where applicable
- Provide a compliant tax invoice for the sale price, with stamp duty component itemised
- Vehicle registration is to be in the applicant's name

- Minimum of three months comprehensive vehicle insurance must be evidenced
- FSP will not consider a request to upgrade a vehicle due to change of mind.

Tax Invoice Obligations

Brokerage team (and TSA Accounts Payable) will not facilitate a payment to a supplier unless the following compliancy requirements are met. **The document must include all the following:**

- The words "Tax Invoice" plus an invoice date and an invoice number
- Supplier Australian Business Number (ABN)
- Business full address, phone number, and email
- Bank account name, BSB, and account number
- Itemised cost of goods and services (stamp duty shown separately)
- GST amount, where applicable
- **Tax invoices must be made out to The Salvation Army, 30 Punt Road, WINDSOR, VIC, 3181**

Payment of Goods and Services

- Payment of a tax invoice is made by EFT in accordance with supplier terms.
 - Invoice payment terms are included on all accounts that small businesses send to clients (or to FSP) outlining how quickly they expect payment for their services (7 days up to 30 days from date of invoice).
- If a first-time supplier needs to be verified and set up by The Salvation Army Finance Team, processing time will be longer. Ensure invoices meet TSA compliance for the timeliest turnaround.

Refunds

- All refunds relating to paid goods and services will be made to The Salvation Army, not the victim survivor.

Housing Establishment Items

- Brokerage suppliers of housing establishment items are:
 - JB HI FI
 - Fantastic Furniture
 - Direct Link Furniture
 - Coles Group
 - Woolworths/ Big W
- Brokerage Programs reserves the right to change and use alternate suppliers where supply is negatively impacted.

- For all suppliers except for Fantastic Furniture & Coles Myer, we issue digital gift cards by email to Case Managers. For Fantastic Furniture & Coles Myer, physical gift cards are sent direct to Case Managers by Registered Post.
- Direct Link Furniture operate on a tax invoice model. See [Direct Link Furniture on South Safe](#) for more information.
- It is the responsibility of the Case Manager to check suppliers' terms and conditions before ordering a gift card, such as where and how the gift card can be used (i.e., Fantastic Furniture vouchers can only be used for instore purchases, etc.).
- You must submit a copy of the online shopping cart inclusive of delivery to support furniture, white goods, electrical, and all other housing establishment items in the application.

Recommended costs for commonly requested items (based on family size) below:

	Family Composition	Size	Price Range (approx.)
Fridge	1-2 people	250-380L	\$1200
	3-4 people	350-500L	\$1400
	5+ people	440-550L	\$2000
Washing Machine	1-2 people	4kg - 6.5kg	\$600
	3-4 people	7kg - 8.5kg	\$700
	5+ people	9kg+	\$900
Sofa	1-2 people	2-3-seater	\$550
	3-4 people	3-5-seater	\$700
	5+ people	5-6-seater	\$1600
Dining Table & Chairs	1-2 people	Table & 2 chairs	\$600
	3-4 people	Table & 4 chairs	\$800
	5+ people	Table & 6 chairs	\$1000
Bed	Toddler	Single	\$350
	Child	Single/ King Single	\$350
	Young Adult	Single/ King Single	\$400
	Adult	Double/ Queen	\$500
Mattress	Toddler	Single	\$300
	Child	Single/ King Single	\$650
	Young Adult	Single/ King Single	\$750
	Adult	Double/ Queen	\$900
Tallboy			\$200
Bedside Table			\$150
TV Cabinet			\$200
Television			\$1000
Mobile Phone			\$1000
Laptop			\$1000

FSP Resources

- DFFH Flexible Support Packages (FSP) Program Guidelines click [here](#)
- South Safe website - resources for Bayside Peninsula Practitioners click [here](#)