
WELCOME

Welcome brokerage users to the FSP Newsletter. Please extend a warm welcome to our new Brokerage Programs team member, Alex Callinan (she/her). Alex began working with FSP in September in a part-time practitioner role. We are currently recruiting for an additional part-time Brokerage role, please get in touch if you would like more information. We are finding ourselves more in the everyday space of managing applications after a long period of portal development and education. COVID has impacted requests, with loss of employment, debt, and the struggle for affordable housing alongside family violence. This has led to considerations on setting funding caps on some requests to increase longevity of our funding. Any changes will be represented in our guidelines. If you want to discuss limits prior to submission, please get in touch.

SOUTHSAFE

SouthSafe is a joint initiative of both the Family Violence Partnership and the Child and Family Services alliance across the Bayside Peninsula region to support integrated and collaborative practice.

Southsafe is your "go to" place for all information on Bayside Peninsula FSP, containing all the tools and guidelines to support the application process.

www.southsafe.com.au - all practitioners will benefit from bookmarking it! We encourage you to read the Guidelines (check guidelines prior to applying as these are updated regularly) as this information will help you to understand how we operationalize FSP in Bayside Peninsula.

FSP CLOSURE DATES

Brokerage will not be processing new applications or invoices between Thursday 22nd December and 3rd January. PSI suppliers and other businesses will likely be closed over this time and brokerage will be operating with minimal staff. Please note, FSP is not a crisis response, alternate emergency funding must be sought over this time such as FV Crisis Brokerage for specialist agencies. At any time, if an urgent response/quick turnaround for an application is required to manage risk, please notify brokerage by email to bring this application to our attention.



TOP TIPS:

One request item per line. Please do not "bundle" requests together e.g. children's swimming lessons and counselling. Often items have differing GST requirements and outcomes.

Investigate whether there are delivery costs for your request and include this in the overall cost.

FSP vouchers (JB HiFi, Fantastic Furniture, Kmart, etc.) do not have GST. Indicate zero "\$0.00" in the GST box if requesting FSP vouchers.

Invoices to be added to the portal **Payment Request Invoice Upload form link** only. Brokerage use a search function in the portal that recognizes the **Payment Request Invoice Upload form link**. We can use this function to locate tax invoices for processing. If you add the tax invoices to other links, we may not be able to recognize that these are for payment.

The Application and Variation form should only have quotes attached.

Where dependents are listed in an application, most often they will be an "indirect beneficiary" of financial support, such as a request for housing establishment items. It is only when the request is specifically for the dependent (such as counselling for the child etc.) that the child(ren) need to be listed as recipients of supports under the package.



FSP is **not** a crisis response. Payment of approved items will be made in accordance with The Salvation Army FSP Operational Guidelines (which can be read on SouthSafe). Although we always work proactively to ensure timely payments occur, it is important to note the supplier terms of payment and if a new supplier setup is required, you need to allow a minimum of ten working days. If your client is requiring a quick turnaround, consider other funding available to your agency, such as FV Crisis Brokerage for specialist agencies.

FSP SKILLS SESSIONS:

We are mindful that practitioners need to be supported to confidently manage their Portal applications, and we are more than happy to provide support to teams via a skills session. You may find a session useful when inducting new team members, and we encourage everyone to take advantage of the sessions - even for the purpose of a FSP re-fresher.

The session is run for approx. one hour and is broken down to address the FSP Program Guidelines and the Portal.

We provide an overview and highlight the key changes to the FSP Guidelines. We'll share what we look for when assessing an application, the key information, and specific detail linking requests to client goals, risk and safety and family violence experience. We then delve into the Portal to help practitioners understand the system interfaces and how they link together, and we'll walk you through all the forms within a submission. We even explain the GST component, and how to calculate it! Contact us to make a booking.