

BAYSIDE PENINSULA FSP NEWSLETTER

2018 / ISSUE 1

Welcome to the FSP newsletter. Each issue of the newsletter will contain important updates and reminders for flexible support packages in the Bayside Peninsula region. For all current forms and guidelines, please visit

<https://southsafe.com.au/bayside-peninsula-flexible-support-packages/>. For additions of names to the newsletter distribution list or for any other enquires please email fspapplications@aus.salvationarmy.org.

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INAPPROPRIATE USE OF FUNDS:

Unfortunately, we have experienced some situations recently where FSP recipients have acted inappropriately in regards to FSP funds. We know that the majority of the families we work with are benefiting from the funds to make real change in their lives. Salvation Army Family Violence Services FSP reserve the right to terminate a package (complete or not) if we have evidence that a client / case manager has misappropriated the funds. If you have any concerns, please contact us to discuss.

PURCHASING CARS:

For any case manager who intends to assist their client with the purchase of a vehicle with FSP funds please note the following:

- Funding limits will still apply regardless of how expensive the car is, assessment is primarily made on client risk.
- Quotes for insurance and registration must also be provided.
- A support letter from a Financial Counsellor is also required, which outlines how the client will budget and manage the ongoing expenses of running and maintaining the vehicle.



INVOICES:

Due to ongoing issues with some suppliers providing invoices, a template has been made which can be provided directly to suppliers. The template can be downloaded at <https://southsafe.com.au/bayside-peninsula-flexible-support-packages/>. This template contains all the required information for a payment by The Salvation Army (business name, A.B.N, business address, phone number, email, and amount \$). Please provide this template to suppliers if and when needed. Invoices can be processed by FSP as quickly as 1 day where invoices are provided in the correct format.

HOUSING ESTABLISHMENT ITEMS:

All furniture for housing establishment must be selected from Fantastic Furniture online store. All white goods and electronics must be selected from the JB Hi Fi online store. Please refer to the Provider Information and Order form available here: <https://southsafe.com.au/bayside-peninsula-flexible-support-packages/> for price guides and order form (individual quotes/printouts from the website are not required). Pricing parameters have been set to ensure that the funds can support as many clients as possible. The only instances where an item outside the price guides or from an alternative supplier will be accepted is where the request is supported by a letter from a GP, large family units, or extenuating circumstances of imminent risk.

Under no circumstances are clients or case managers to attempt to contact JB Hi Fi in relation to their orders. We have worked hard to establish a commercial account with JB Hi Fi where discounts can be passed on to clients, and they have explicitly asked that case managers do not make contact. For any genuine issues relating to JB Hi Fi orders please inform us so that we can make contact on the client's behalf. JB Hi Fi generally take up to 1 month for delivery, anything longer than this please let us know.

FRIENDLY REMINDERS

1. Please ensure that client names and FSP numbers are included in all correspondence with FSP.
2. If an alternative source of funding is available, this option should be exhausted and evidenced before consideration can be given to allocating a package.
3. Once a package is approved it cannot be amended.
4. In order to closely manage the funds allocated to FSP, packages must be completed within 3 months from the date of approval. FSP reserve the right to close the package after 3 months and void outstanding items if case managers have not sufficiently communicated the need for extension during this period.