

BAYSIDE PENINSULA FSP NEWSLETTER

2018 / ISSUE 2

Welcome to the FSP newsletter. Each issue of the newsletter contains 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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IMPORTANT ANNOUNCEMENT ~ CHANGES TO APPROVAL PROCESS

Due to the growth and success of the Bayside Peninsula Flexible Support Packages, the approval process has been changed. As at 26th February the FSP Panel has been dissolved and the Brokerage Coordinators have taken on the role of the approval process. This will mean faster processing and delivery of packages for FSP clients. Typically the response to a new application will run as follows:

1. Brokerage Coordinators receive application via email and conduct preliminary assessment of application.
2. If required, Brokerage Coordinators will provide feedback and recommendations to Case Managers to improve the application to meet FSP requirements prior to an approval or rejection outcome being provided.
3. Brokerage Coordinators will assess the application (or amended application) against DHHS FSP guidelines and provide outcome to Case Manager via email.
4. Case Managers are required to provide all invoices within 3 months of approval.

DISPUTE PROCESS

Should Case Managers disagree with the outcome provided by the Brokerage Coordinators the following steps can be taken:

1. Case Managers to discuss their concerns with the Brokerage Coordinators, including suggested resolution via email.
2. If Case Manager is still not satisfied with the outcome, the matter will be referred to Salvation Army Family Violence Services Management team and an external representative for secondary assessment.

BRAND SUBSTITUTION

Whilst FSP aims to provide clients with the exact housing establishment / electronic items that they have ordered, this is not always possible. Please ensure that clients are made aware of this in advance. Brokerage Coordinators reserve the right to brand / product substitute in consultation with providers in instances such as certain products being out of stock / to ensure the quickest delivery. Whilst the Brokerage Coordinators are constantly working to speed up processes to ensure clients receive their items in a timely manner, the following delivery times are not uncommon:

JB Hi Fi: up to 10 business days

Fantastic Furniture: up to 10 weeks

Please hold off contacting FSP unless delivery is outside of these timeframes.

THANKS 😊

A big thank you to Case Managers for providing invoices quickly and ensuring that all invoice criteria are being met by providers! This has meant payments have been made quickly for our clients! If you are having issues getting an invoice from a provider feel free to provide them with our invoice template available here: <https://southsafe.com.au/baysid-e-peninsula-flexible-support-packages/> alternatively, you can get in touch and we can provide a purchase order.

FRIENDLY REMINDERS

1. Please ensure that client names and FSP numbers are included in all correspondence with FSP.
2. Once a package is approved it cannot be amended.
3. 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.