

BAYSIDE PENINSULA FSP NEWSLETTER

2018 / ISSUE 3

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.

CONTENTS

END OF FINANCIAL YEAR

GOOD FEEDBACK?

APPROVAL & DISPUTE PROCESS

ADMIN TIPS

END OF FINANCIAL YEAR ~ PACKAGE CLOSURES

Please be advised that FSP will be closed from the 15th of June until the 1st of July for end of financial year acquittals.

No new FSP applications will be considered during this period (with the exception of RAMP applications).

Please note the following time frames for packages:

- If your package was approved before the 30th of March then the typical 3 month guideline still applies (the package must be completed within 3 months of approval).
- If your package was / is approved after 30th of March then the package must be closed by no later than the 30th of June. As such, packages received from now until the EOFY will have less than 3 months to be completed.

We apologise for any inconvenience that this may cause, and we will endeavor to send regular reminders for outstanding invoices.

From the 1st of July we will return to business as usual.

GOOD NEWS STORY?

Do you have a positive FSP client story?

Family Safety Victoria have asked for some case studies that demonstrate holistic packages, good outcomes, and recovery from family violence.

If your client is interested in sending some feedback or their story please send it in an email to

FSPapplications@aus.salvationarmy.org

All case studies will be de-identified.

APPROVAL PROCESS

Due to the growth and success of the Bayside Peninsula Flexible Support Packages, the approval process has been changed. As of 26th February the FSP Panel has been dissolved and the Brokerage Coordinators have taken on the role of the approval process. This allows for 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.

ADMIN TIPS

1. When sending through your application, please ensure that each supporting document is uploaded separately (e.g. separately your FSP application, quotes, and case plan).
2. In your subject line, please always include the client's name & FSP number.
3. We are happy to consult with you by phone regarding new applications, however post approval please email us. This ensures a solid paper trail for both parties.