

# BAYSIDE PENINSULA FSP NEWSLETTER

2018 / ISSUE 4

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, guidelines, and previous newsletters 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](mailto:fspapplications@aus.salvationarmy.org).

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### END OF FINANCIAL YEAR – That's a wrap!

Thank you to everyone for your hard work over the last month. We know it has been busy time all round. We acknowledge the high levels of advocacy and support that you have provided for your clients.

We are proud to say that this financial year we completed **260** flexible support packages across the Bayside Peninsula region, an **84.4%** increase in packages from the previous financial year. Keep an eye out for our next newsletter which will provide more detailed statistics about the packages completed over the 2017/18 financial year.

We are now accepting new applications; the first round of approvals will be on released on **Monday 9 July**. Please be patient with us as we respond to your emails and phone calls over the next couple of weeks.

### ADMIN TIPS

- Attach each document (e.g. FSP application, invoices, case plan) separately rather than as a single attachment in your application emails.
- Always include the client's name & FSP number in subject line of emails.
- We are happy to consult with you by phone regarding new applications, however once an application is approved we prefer correspondence via email, this ensures a solid paper trail for both parties.

## PHONE, INTERNET & INSURANCE REQUESTS – AGENCY REIMBURSEMENT MODEL

We recognise the importance of requests for mobile phones, internet connection, car insurance, etc., in increasing safety, enhancing connection to social networks, and enabling clients to participate in the community.

However, due to the increasing number of such requests and the complexity of setting up and paying these accounts on behalf of clients, we request that going forward all of these purchases be made using the **agency reimbursement model**. The process is as follows:

1. Case Manager provides a quote for the requested item with the FSP application.
2. If the item is approved, the referring agency will be responsible for setting up the account and making the payment with / on behalf of the client using the agency's preferred payment method.
3. Case Manager provides an invoice from their agency to FSP for direct reimbursement by EFT payment within 6 weeks of purchase\*. A receipt must be provided as proof of purchase.
4. FSP will reimburse the agency directly via EFT.

### Please note:

\*FSP cannot reimburse clients under any circumstances.

\*All payments and reimbursements must be completed within 3 months of package approval.

## PERSONAL SAFETY INITIATIVE

During the coming months the Personal Safety Initiative (PSI) will be implemented across the state through Family Safety Victoria to deliver on recommendation 17 of the Royal Commission into Family Violence. The PSI will enable victim/survivors to access a technology-based security response that is all encompassing, regulated and consistent across Victoria. 17 Local PSI Coordinators, located at RAMP agencies will manage the implementation and support the new model to deliver all PSI requests within their region. This will impact how home modification/technology security responses are requested and assessed.

A panel of preferred security providers will deliver safety and security audits State-wide, and a panel of preferred registered monitoring centres will implement the recommendations from the audit that adhere to the newly developed minimum standards. The PSI response will be assessed and funded as part of a clients allocated Flexible Support Package.

More information will be distributed as we move closer to the implementation of the State-wide PSI model.

If you have any inquiries please contact the Bayside Peninsula PSI Coordinator:

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