

## Communication about DHHS funded Family Violence Flexible Support Packages in Hume Moreland Catchment

### Guidelines for Professionals



#### Background

Kildonan UnitingCare has secured funding from DHHS to deliver individualised packages for single women and women with children living in Hume and Moreland local municipalities whom have experienced family violence and are seeking to rebuild their lives.

#### Available Funds

For the current financial year, seventy seven (77) packages of up to \$7000 are available, with an average of \$3000, until the end of June 2016. Seventy seven (77) packages will also be available each year in the subsequent two year period, from July 2016-June 2018.

#### Purpose

Post crisis Family Violence Flexible Support packages is one of three inter-related components of DHHS's High Risk Family Violence Service. The High Risk Family Violence Service provides case management to single women and women with children experiencing family violence to access a range of services to support them to live free from violence and rebuild their lives. These three components include:

- Case management support, for up to 13 weeks on average, to single women & women with children at high risk from family violence to enable them to achieve safe and secure long-term housing and assistance. This may involve a referral to the multi-agency risk assessment and management panel (RAMP).
- The RAMP brings together Victoria Police, corrections, health, child protection, Child FIRST/Integrated Family Services, housing and family violence, to share information and plan for the safety of women and children, who have fled a family violence situation, especially those at high risk of serious injury or death, and to increase the accountability of perpetrators.
- Post Crisis Family Violence Flexible Support Packages provide brokerage funding to assist single women & women with children who are being supported to leave/or have already fled a high risk family violence situation & who may have been referred to RAMP. The packages seek to provide an individualised response for the payment of specific services/items identified in the client's case management/support plan.

#### Target Group

Packages are targeted to single women & women with children living in Hume Moreland catchment whom:

- Are escaping and /or have recently experienced family violence & where a RAMP referral may have been made because of high risk and /or
- Are planning to leave an abusive situation or have the perpetrator removed from the family home with appropriate legal sanctions in place.



## A Staged Implementation of the Family Violence Flexible Support Packages

In the current financial year, the Packages will be implemented in two stages:

**Stage 1, until 12 Feb 2016,** applications will be received from Partner Agencies in the Hume Moreland Integrated Family Services Alliance, who are also members of the Hume Moreland Services Connect Partnership, and from other organisations with RAMP clients, on behalf of single women and women with children who fit the target group and where the application meets the eligibility/suitability criteria.

**Stage 2, from 15 Feb 2016,** applications will also be received from a broader range of organisations, on behalf of single women or women with children who fit the target group and where the application meets the eligibility/suitability criteria.

### Priority Access

- Single women and women with children who are at highest risk from family violence, including those at serious and imminent risk of death or injury from family violence & whom may have been/will be referred to RAMP.
- Women with children whose safety and security needs and independent living goals can reasonably be met through the provision of a flexible support package.
- Single women & women with children experiencing significant financial hardship.
- Aboriginal women and their children (given the high rates of violence in Aboriginal families and the impact that this has on the safety and wellbeing of Aboriginal women and their children; family violence is the single largest driver of child protection removals for Aboriginal families in Victoria).

### Suitability/Eligibility Criteria:

**(1)** The provision of the flexible package must represent the most cost effective, timely and appropriate response to meet the outcomes identified in the case management/support plan.

**(2)** The package is applied for and provided **in conjunction with a case manager** who has developed a comprehensive case management/support plan with the client, which outlines goals and support needing to be purchased & which is regularly reviewed, including risk and safety planning.

**(3)** The flexible funds will be used in conjunction with other agencies' support, to achieve medium and longer term outcomes that promote: safety and freedom from violence, access to safe, stable housing, financial stability, family health and wellbeing, economic, social and community participation and independence. This includes addressing children's needs and providing linkages to appropriate services.

**(4)** Flexible funds can only purchase services and goods nominated in the client's case management/support plan, including:

- Financial stability: basic material needs including food, clothing, care packs, bills for utilities and phone, and utility debts;
- Technological safety support CCTV, mobile phone, personal/property alarm; security doors or lighting;



- Health and wellbeing: medical or pharmaceutical costs not covered by Medicare or PBS, counselling or specialist services;
- Safe, stable housing – public or private housing debt, rent in advance, rent arrears, relocations costs, travel costs, furnishings and whitegoods in newly established housing;
- Economic social and community participation – school, education costs, workforce readiness (e.g. CAE/Vocational courses); &
- Independence – clothing, care or placement of pets, outings, wellbeing courses.

### Application Process

An application form (Part A) is to be completed & lodged by the case manager on behalf of their client. Completed Application Forms are to be lodged with Valerie Ayres-Wearne at [vayres-wearne@kildonan.org.au](mailto:vayres-wearne@kildonan.org.au).

Applications will be assessed in accordance with priority access guidelines and eligibility and suitability criteria.

The case manager will be informed in writing of the outcome of the application.

An Approved Application Code will be provided in the email when the application is approved.

The Approved Application Code will include:

- Initials of the case manager (eg AV)
- Agency Identification (eg Crossroads)
- Description of the package (FVFSP)
- Number allocated for the package at the time of approval

### Payment Arrangements

#### **Preferred Option: Reimbursement model**

- When lodging an application form, while the case manager needs to provide a clear outline of the amount of money being requested and who the anticipated supplier(s) will be, the case manager can seek and be granted approval for a specified amount without the provision of specific invoices at this point.
- Written approval for an application to purchase goods and services to a specified amount will be provided by Val Ayres-Wearne via email to the case manager in a timely manner (generally 2-3 days).
- Following receipt of approval for the Family Violence Flexible Support package, the case manager needs to obtain an invoice(s) from the supplier(s) for specified items. These then need to be lodged with their Supervisor/Team Leader/Manager for sign off. Internal agency payment requisition processes would be followed.
- When the goods/services are paid for, the receipt(s) of payment of goods/services will be provided to the agency.
- An Agency Invoice for reimbursement of the payment(s) then needs to be organised by the case manager in consultation with their Team Leader/Manager, in accordance with internal agency guidelines. It is vital that the receipt(s) detail what has been purchased and the amount. Supplier invoices may also be attached as needed.



- The Agency Invoice for reimbursement with receipt(s) then needs to be sent via email to Val Ayres-Wearne. The Agency Invoice needs to reference the Approved Application code.
- On receipt of these documents, Val Ayres-Wearne will arrange reimbursement to the agency. This can be done by Electronic Transfer, within a timely manner. Please provide your bank details when you send over the Agency Invoice with receipts.

The Approved application Code will include:

- Initials of the caseworker/practitioner (eg AV)
- Initials for the IFS agency (eg SCH)
- Description of the package (eg FV FSP)
- Number allocated for the package (eg 005)

**Alternative payment option:**

- The case manager would seek invoice(s) from specific supplier(s) to the approved amount.
- The case manager would then need to organise an Agency Invoice, requesting payment for attached goods and services (with individual supplier invoices provided). These need to be lodged with Val Ayres-Wearne via her email [vayres-wearnekildonan.org.au](mailto:vayres-wearnekildonan.org.au) for payment.
- A Kildonan payment request(s) would then be prepared by Val Ayres-Wearne/admin support and actioned by Kildonan Business admin team. Val Ayres-Wearne will then let the case manager know when payments have been organised. When receipt(s) are received by Kildonan, evidencing payment for goods/services, Val Ayres-Wearne will send an email to the case manager confirming receipt of this documentation.
- The case manager will then be able to arrange delivery of the goods/services for their client.

**Please note for Kildonan staff:**

- Following approval of the application, the case manager seeks invoices from specific supplier(s) to the approved amount.
- The case manager would then prepare a Kildonan Payment requisition form and get it signed by their Team leader/Senior Manager. This payment requisition then needs to be sent to Val Ayres-Wearne via email on [vayres-wearne@kildonan.org.au](mailto:vayres-wearne@kildonan.org.au), with invoices attached & it will be lodged with Business admin team for payment.
- Receipts will be provided to case manager following payment.
- The case manager will then be able to arrange delivery of the goods/services to the client.

**Impacts of the financial support on the children, young people and their parents**

The case manager will also need to provide feedback on the impacts of the financial support made available in order to measure impacts/outcomes. The paperwork required to be completed for a successful application (Part B) will be sent through to the case manager when the package is approved.

### Availability of Packages

The packages are available now. Secondary consultations are available prior to an application being lodged.

### Contact Details

Please contact Valerie Ayres-Wearne on mobile 0414 507 734 or via reception on (03) 9302 6100 or via email on [vayres-wearne@kildonan.org.au](mailto:vayres-wearne@kildonan.org.au), if a secondary consultation is required. Application Forms can be obtained by emailing [vayres-wearne@kildonan.org.au](mailto:vayres-wearne@kildonan.org.au).

