

Family Violence Flexible Support Package Application Info Sheet



Step 1: Please read the FVFSP Guidelines and ensure eligibility criteria in Section 5 (Page 1 - 2) is met.

Step 2: Complete FVFSP Application form, ensuring entire application form is completely correctly filled out. FV FSP Application form & Guidelines can be requested via email to FSP@whwest.org.au.

Step 3: Send application form with related quotes/invoices to FSP@whwest.org.au. For further details around quotes and invoices, please refer to page 5 of the Guidelines. **Applications will not be accepted without quotes or invoices.**

Step 4: If needed, WHW's FSP Coordinator will be available to discuss applications Monday to Friday 9am – 2pm via phone or via email.

Step 5: WHW will inform case managers when application is approved or not approved by email. Further information may be requested in order to make an assessment.

Step 6: Once applications are approved, the FSP team will submit payments to our finance team on Tuesdays, to be processed on WEDNESDAYS. It is the responsibility of the case manager to inform the businesses / suppliers of this process.

- If you are sending through a quote, it is expected that you will be sending the invoice within a month of application being approved to FSPaccounts@whwest.org.au. If applying for vouchers, a screen shot of items from corresponding store will need to be provided with the application. Please refer to table of examples in Guidelines and Voucher Guidelines.
- We are able to support the following payment methods: Electronic Funds Transfer (EFT), Cheque, Vouchers and in some cases Credit Card. Please note we CANNOT make BPay payments.

For a list of vendors that WHW can provide vouchers for or have accounts with, please see page 4 of guidelines.

Things to keep in mind

- All Clients must have a Case manager to access FVFSP and remain open for the duration of the Flexible support package.
- All communication relating to FSP application will be made with the Case Manager, please do not recommend clients to contact WHW directly.
- FSP are not crisis payments and applications can take 2-6 weeks from date of application approval to finalise all items.
- Please read FSP Guidelines before making an application. Questions can be directed to FSP Coordinator.
- Reception Staff are not expected to answer any FSP queries.