

YHARS After Care Brokerage Handbook

A TOOL FOR APPLYING FOR AFTER CARE BROKERAGE

Table of Contents

YHARS After Care Brokerage	2
What is it?	2
Guidelines for Brokerage	3
Eligibility:	3
Brokerage Model:	3
Brokered Goods and Services:	4
Appropriate uses of Brokerage:	4
Examples of when brokerage funds may be used include:	4
Enquiries	4
Principles for use of Brokerage Funds	5
1. Case Management	5
2. Flexibility	5
3. Client Focus	5
4. Avoid duplication of service provision	5
5. Value for Money	5
How to apply	6
Invoicing -	7
Example of invoice from agency raised to YHARS and written quotes from external Suppliers ...	7
First Time Invoicing- Supplier Request Form	8
Complimentary Documentation	8
Appendices	9
Appendix A- YHARS After Care Brokerage Application Form [front page only]- Supplied on request	9
APPENDIX B - Acknowledgement of Receipt and Distribution	10
APPENDIX C- Supplier request form	11
APPENDIX D- Letter to Supplier	12
Appendix E - Example Case/ Goal Plan	13
FAQ's	14
NOTES:	16

YHARS After Care Brokerage

What is it?

YHARS After Care brokerage service provides individualised financial support through brokerage funds (and case management support where eligible) focused on supporting those transitioning from a child protection order and are finding themselves homeless or at risk of homelessness.

YHARS After Care brokerage is defined as the purchase of goods or services by the service provider to support a client to meet their goals as specified in a case management plan.

Brokerage funding of up to \$3,500 *GST EXCLUSIVE* may be available to assist in meeting the assessed needs of a client included in their case management plan.

\$3,850.00 including GST available per eligible client

YHARS After Care brokerage funds are not able to be paid directly to young people or be obtained as cash. After Care funds are able to be utilized for goods and services that will contribute to reducing homelessness and assist in the transition to independence.

YHARS along with external case managers must manage expectations to ensure clients do not become reliant on brokerage funds for the ongoing costs of living. YHARS will work with agencies to aim for minimum ongoing dependency on brokerage support is achieved.

Brokerage may be required by some, but not all, clients and may be used when other options to meet the client's identified needs are not available. There is no requirement for the service to allocate brokerage funds to individual clients during the funding period. It is not anticipated that all YHARS clients will need to access brokerage and this should be assessed on a case-by-case basis and supported by a case management plan.

YHARS After Care is funded specifically to address homelessness and housing vulnerabilities under the National Housing and Homelessness Agreement (NHHA) and therefore some applications may be declined if adequate evidence of high housing risk is not provided.

In this booklet you will find the guidelines and relevant information around this process.

Guidelines for Brokerage

Eligibility:

- **Aged 17- 21 years of age, and**
- **Homeless, or at risk of homelessness, and**
- **Transitioning or exited from Child Safety statutory interventions ¹**

Brokerage Model:

The Wesley Mission Queensland YHARS After Care service will assist young people aged 17-21 years at the time of referral who have exited from care or are exiting from care after being subject of a child protection order in the below ABN Statistical Areas level 4;

- Brisbane –East
- Brisbane – North
- Brisbane – South
- Brisbane – West
- Brisbane – Inner City
- Gold Coast
- Ipswich
- Logan – Beaudesert
- Moreton Bay – North
- Moreton Bay – South
- Sunshine Coast
- Wide Bay

Those young people residing outside of the above catchment areas may find themselves falling into another catchment within QLD. <https://www.qld.gov.au/youth/family-social-support/yhars-youth-housing/> - please check at yhars@wmq.org.au

¹ Referrals for young people from New Zealand who are not eligible for other government services may be considered for support. Referrals may also be accepted from young people who are cared for under the Unaccompanied Humanitarian Minor (UHM) program however these cases require a Departmental Approval based on substantial additional case rational

Brokered Goods and Services:

Service providers, on behalf of eligible young people, can apply to YHARS After Care Service for goods and services within an approved case plan. Goods and Services should not be duplicated i.e. Transition to Independent Living Allowance (TILA) and Transition from Care (TFC) packages.

Appropriate uses of Brokerage:

- Access new accommodation
- Maintain existing accommodation arrangements
- Access specialist support to stabilise the young person
- Meet a client's immediate needs where no other options are immediately available.
- Participate in education, training and employment

Examples of when brokerage funds may be used include:

- Payment of utility bills or rent arrears
- Contribution to bond and/or rental guarantee
- Purchase of material aid such as food, white goods, cutlery, crockery, furnishings, or medication and hygiene consumables
- Payments for essential documents such as birth certificate
- Purchase of specialist services including psychological, psychiatric or other mental health services, family mediation, therapy or counseling, medical and dental services
- Enrolment or course fees at an educational or training institution
- Payment for the cost of employment-related licenses, eg. Forklift ticket
- Payment for occasional child care
- Travel costs for clients to access specialized support or affordable housing
- Purchase of up to 10 driving lessons where obtaining a driver's license has been identified as a goal in the young person's case plan
- Removal costs to access affordable housing.

Enquiries

Enquires can be made to YHARS After Care Brokerage Distributor via YHARS@wmq.org.au.
Some common reasons to enquire are;

- If you have clients whom you think might be eligible but need confirmation
- Would like to check the value of remaining funds the young person you support could apply for.
- To confirm that the young person you support has accessed YHARS before
- If you need any further information

Principles for use of Brokerage Funds

For the young person you support to be eligible for YHARS After Care, you must address and adhere to the principles for the use of brokerage:

1. Case Management

Brokerage funds are administered in the context of case management, which should be undertaken on a collaborative basis. When a case management plan provides for the purchase of services and resources which are essential to achieving client outcomes, it should ensure that:

- Interventions purchased with brokerage funds are assessed and negotiated in collaboration with the client
- Responses are tailored to the needs of clients
- Some level of assessment and planning is put in place prior to, or concurrent with the use of brokerage funds
- Brokerage is not the first or only service provided to the clients

2. Flexibility

The use of brokerage is driven by choice and flexibility in service delivery and can be applied at any point across the service delivery continuum.

3. Client Focus

Brokerage support is responsive to and driven by the expressed need of the client, and is respectful of the rights, dignity and confidentiality of the client.

4. Avoid duplication of service provision

Brokerage funds are not intended to duplicate the provision of one-off financial and material assistance available from other sources; eg. Transition to Independent Living Allowance (TILA) and the Transition from Care (TFC) package from Department of Communities, Child Safety and youth & Women.

5. Value for Money

Interventions purchased with brokerage funds are to be as cost effective as possible. When deciding to commit brokerage funds, consideration should be given as to whether the intended expenditure is the best use of resources to meet identified client needs or goals.

(Ref: Guidelines for Service Delivery: Youth Housing and Reintegration Service including After Care Service – Revised October 2017)

How to apply

The application process is outlined below. The process should be completed by a Caseworker on behalf of the eligible young person in line with their Transition to Independence Plan or Case Plan²

Brokerage Application Process for External Organisations



² Where there may be significant barriers to agencies or departments raising an invoice. There may be alternative processes that can be arranged through the YHARS After Care team. This process will be put through for consideration based on appropriate rationale.

Invoicing -

Example of invoice from agency raised to YHARS and written quotes from external Suppliers

A- Agency

100 Hundred Street Brisbane
Qld 4000 P O
Box 0000
Phone: 07 3000 3000
A.B.N. 00 000 000 000

Tax Invoice

Tax Invoice #: **1000**
Date: 01/01/2020

A-AGENCY
LOGO

Bill To:

Wesley Mission Queensland
930 Gympie Road,
Chermside QLD 4032

Description	Amount	Code
YHARS After Care Application for Harry Arlow	\$1,345.00	GST
Course Fees and books.	\$893.50	GST
Item purchased household set up	\$156.00	GST
2 x 1hr manual car lessons/MR full day course (6hrs training)		

Your Order #:

Bank account details:
BSB: 000-000 Account number: 00-0000
Account name : A-Agency

Customer ABN:

Amount Ex GST : \$2127.73
GST: \$212.77
Total Inc GST: \$2340.50

Amount Applied: \$0.00
Balance Due: \$2340.50

Please refer the above invoice number for deposit and payments relating to this invoice

Thank you

Addressed to Wesley Mission Queensland
930 Gympie Rd,
Chermside, QLD 4032

Young person's name as reference in description

ABN

Bank Account Details

Contact Details

Reference Number or Invoice number

GST Inclusive

First Time Invoicing- Supplier Request Form

If your agency has never completed an Application with YHARS you will need to complete a Supplier request form. This form will allow Wesley Mission Queensland to obtain and record your payment details for making payments directly to your agency for reimbursements. You will find the Supplier request form below as *Appendix A*

Complimentary Documentation


At the end of this handbook you will find examples of the YHARS After Care Document Suite as appendices. Below is a list of what you will find and its purpose.


Please note: The Application Form and consent form can be found on the YHARS Webpage <http://community.wmb.org.au/youth-families/22-youth-families/158-yhars> and be emailed to you as individual documents. Any additional documentation you require can be made available on request.

LOCATION	NAME OF DOCUMENTATION	PURPOSE
APPENDIX A	YHARS After Care Brokerage Application Form	Used to apply for After Care Brokerage
APPENDIX B	Acknowledgment of Receipt and Distribution (AOR)	Used for agencies to obtain the young person's verification they have received the goods and/or services.
APPENDIX C	Supplier request form	For agencies to complete so Wesley Mission Queensland has all relevant payment details in order to processes invoices.
APPENDIX D	Letter to Supplier	The Letter to Supplier can be provided to an independent Young Person purchasing without case worker support. Provide to sales person to encourage responsible & efficient selling practice.
APPENDIX E	Example Case/ Goal Plan	An example of what it is the YHARS After Care Distributor is looking at to assess the planning and needs to financial barriers the young person faces.

Appendices

Appendix A- YHARS After Care Brokerage Application Form [front page only]- Supplied on request





YHARS After Care Brokerage Application Form

Youth Housing and Reintegration Service (YHARS) After Care brokerage is available for young people aged 17-21 years old who are homeless or at risk of homelessness and are leaving or have recently left the care of Child Safety. YHARS will undertake an assessment process to ensure that the young person meets the eligibility criteria. YHARS will make a decision about whether to accept the young person's application and provide confirmation to the referring agency within two business days. Please complete and send the YHARS After Care Application Form along with all supporting documentation to yhars@wmq.org.au.

Who can submit an application to the YHARS Program?

In accordance with the Guidelines for Service Delivery, a young person can be referred by the following services:

- Child Safety Officers
- Youth Justice Services
- Youth Detention Centres
- Government and Non-Government Organisations
- Applications may also be accepted for young people who are cared for under the Unaccompanied Humanitarian Minor (UHM) Program.

With the consent of the young person, the following information will be required to process the Application. Note: All boxes must apply

- The young person is aged 17-21 years.
- The young person is transitioning or have transitioned to independence out of the care of Child Safety OR has been subject to a past or present Child Protection Order OR is cared for under the Unaccompanied Humanitarian Minor Program.
- The young person is homeless or at risk of homelessness (*see definition below)
- All other options have been explored before an application is made to the YHARS After Care Program.
- A rationale for the goods or services requested is included below to support the application, including the outcome to be achieved through the use of the After Care Service brokerage.
- The young person has provided written or verbal consent for the After Care Application to occur.
- An itemized quote or invoice for the goods or services has been attached to the application.
- A Case Plan showing why this brokerage is required, including how it will assist to achieve the goals of the case plan has been attached to this application.
- Expenditure demonstrates value for money and is the best use of resources to meet case goals.
- To your knowledge, your client has not received a similar service from another agency.
- This purchase would withstand public scrutiny.

YHARS Guidelines can be found at:
<https://www.csw.qld.gov.au/resources/dcsyw/youth/youth-housing-reintegration/youth-housing-reintegration-service-guidelines.pdf>

***Definitions**

Homeless: A person is considered to be homeless if their current living arrangement:

- Is in a dwelling that is inadequate; or
- Has no tenure, or if their initial tenure is short and not extendable; or
- Does not allow them to have control of, and access to space for social relations

Reference: Australian Bureau of Statistics (ABS)

At Risk of Homelessness: A person is at risk of homelessness if they are at risk of losing their accommodation due to risk factors such as;

- Transitions from custodial and care arrangements, including out-of-home care, independent living arrangements for children aged under 18, health and mental health facilities/programs, juvenile/youth justice and correctional facilities.
- Mental health issues and other health problems.
- Domestic/family violence.

1
www.wmq.org.au

APPENDIX B - Acknowledgement of Receipt and Distribution



WMQ Form

**YHARS After Care Brokerage
Acknowledgement of Receipt and Distribution**

ACKNOWLEDGEMENT OF RECEIPT (Consumer to complete)

I acknowledge that I have received the goods and/ or services as applied for in my YHARS After Care Brokerage Application in accordance with my transition into adulthood.

Signature: _____

Consumer Name: _____ Date: ____ / ____ / ____

VERBAL ACKNOWLEDGEMENT GAINED VIA THE PHONE (Referring Agency to complete)

The above components of the acknowledgement form have been discussed with the consumer over the phone and the consumer has confirmed that they have received the goods and/ or services applied for in the YHARS After Care Brokerage Application.

Staff signature: _____ Name _____

Consumer Name: _____ Date: ____ / ____ / ____

CONFIRMATION OF DISTRIBUTION (Referring Agency to complete)

I confirm that the goods and/ or services stated below have been distributed to the consumer as specified in the YHARS After Care Brokerage Application Form.

Staff signature: _____ Name _____

Consumer Name: _____ Date: ____ / ____ / ____

PLEASE LIST THE GOODS AND/OR SERVICES DISTRIBUTED	TOTAL
	TOTAL BROKERAGE SPENT

PRIVACY STATEMENT: Any personal information is collected, used and disclosed by Wesley Mission Queensland in accordance with our Privacy Policy available at www.wmq.org.au/privacy-policy


WMQ Form

Title: New Supplier Request

Section 1: New Supplier Details			
Supplier name:			
ABN:			
Address:			
Suburb:	State:	Postcode:	
Phone:	Fax:		
Contact Name:	Mobile:		
Business email:			
Section 2: Suppliers Accounts Receivable details			
Are you registered for GST? (please select)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Payment term days (please select)	<input type="checkbox"/> 7 <input type="checkbox"/> 14 <input type="checkbox"/> 30
Accounts phone:			
Email for remittance:			
Accounts contact name:			
Section 3: Bank details			
Account name:	Bank:		
Account number:	BSB:		
Section 4: New Supplier to complete			
Name:	Position:		
New Supplier signature:	I declare all information supplied on this form is correct		
	Sign.....		Date.....
Section 5: Internal Use Only - WMQ workforce member to complete			
New Supplier Check list completed? (please select)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ongoing or One-off payment? (please select)	<input type="checkbox"/> Ongoing <input type="checkbox"/> One Off
Products/services being supplied:			
Reason for request:			
Requested by:	Direct phone:		
Section 6: WMQ Manager to complete			
Print name:			
Signature:	Sign.....		Date.....

PRIVACY STATEMENT: Any personal information is collected, used and disclosed by Wesley Mission Queensland in accordance with our Privacy Policy available at www.wmq.org.au/privacy-policy

APPENDIX D- Letter to Supplier

To whom it may concern,

I may be eligible for an amount of funds to help me achieve my goals. Your service or goods are a part of my goals which therefore may be paid for by a third party.

I have this letter to briefly explain some of this process to help you assist me most efficiently.

The guidelines around my purchase are below;

- **Value for money**- items and services must be deemed value for money.
- **Negotiated**- all goods/services will need to be negotiated with a 2nd & 3rd party. Therefore any goods I obtain quotes for may need to be revised.
- **Reasonable and Fair**- The goods/services that I obtain a quote for will need to be assessed as reasonable and fair. Any lavish or unnecessary items will likely be declined.

Please include a delivery price for those items that would be difficult for one person to pick up from store.

Due to the nature of this payment process, there may be a longer than usual delay on payment. I understand that this will mean items cannot be picked up until payment has been made. We thank you for your patience in advance.

If you can assist me with a quote for your service/goods, from here I will take the quote to my support worker who will submit the quote with an application for funds. If this application is approved then you will receive payment in line with a process.

Thank you for your time and assistance.

Appendix E - Example Case/ Goal Plan

CASE PLAN TEMPLATE

Area Working on	Goal (what's the ideal?)	Barrier (what's in the way?)	Action (what are we going to do to fix it?)	More details If necessary
<i>i.e. housing, education</i>	<i>i.e. Stable accommodation with friend, completion of qualification</i>	<i>i.e. bond, cost of qualification</i>	<i>i.e. apply for YHARS, complete Dept of Housing application</i>	<i>Maybe</i> <ul style="list-style-type: none"> - <i>Rationale of excessive cost</i> - <i>Details around payment options</i> - <i>How it's been assessed that this is the best option if its unclear</i>

SAMPLE ONLY

FAQ's

1. How do I know if the person I support is eligible for YHARS After Care Brokerage funds?

To be eligible, a young person must identify with **all four** of the below criteria;

CRITERIA	CONFIRMATION
Aged 17-21 years of age	Date of Birth.
Reside in the below ABS Regions. <ul style="list-style-type: none"> • Brisbane –East • Brisbane – North • Brisbane – South • Brisbane – West • Brisbane – Inner City • Gold Coast • Ipswich • Logan – Beaudesert • Moreton Bay – North • Moreton Bay – South • Sunshine Coast • Wide Bay 	Current Address or location they reside at night. For those young people with no fixed address we will accept the address of referral.
Be currently homeless or at risk of homelessness	<p>Primary homelessness is experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings);</p> <p>Secondary homelessness is experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing");</p> <p>Tertiary homelessness is experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding housing and caravan parks).</p> <p>A person is at risk of homelessness if they are at risk of losing their accommodation due to risk factors such as; Transitions from custodial and care arrangements, including out-of-home care, independent living arrangements for children aged under 18, health and mental health facilities/programs, juvenile/youth justice and correctional facilities. Mental health issues and other health problems. Domestic/family violence. As referenced in http://www.homelessnessaustralia.org.au/index.php/about-homelessness/what-is-homelessness</p>
Be transitioning or transitioned from a Child Safety order	Child Safety Officer details and the Service Centre.

2. How do I know if the young person I support has any YHARS Brokerage available?

You can email or phone through to the YHARS office. The YHARS team member can look up the records to find if the young person has accessed YHARS brokerage before and if they have how much left they may be able to apply for.

Email: YHARS@wmq.org.au Phone: 07 3151 6666

3. How often can the person I support access money?

Eligible young people can apply for \$3850 -GST inclusive. In the case that young people remain eligible 12 months after they spent an amount they may be able to re-apply for that amount for something else. It can be explained like the demerit point system.

Example; Joe is approved to spend \$1000 on an IT course on the 1st July 2020. Then Joe was approved for \$2850 towards household furniture in December 2020. Joe will not be able to apply for \$1000 until the 1st of July 2021 and a further \$2850 until December 2021.

We strongly encourage that Case Workers consider whether the young person's capacity is being built with the access to brokerage or weather dependency is being established. YHARS looks for these elements in case plans. Any young people reapplying will be assessed closely on reasons they require additional applications.

4. What can YHARS After Care funds be used for?

Please see examples of when brokerage funds may be used on page 4

5. Do I have to raise an invoice to Wesley Mission Queensland?

Yes- If you are an agency outside of Child Safety. If you work within Child Safety or Youth Justice you will need to obtain invoices from suppliers that are raised addressed to Wesley Mission Queensland.

6. How does GST work?

YHARS aftercare brokerage funding is provided to WMQ under contact from the department of communities. On applying for aftercare funding from WMQ on behalf of your YPs we are approving for your organization to receive a portion of our funding. WMQ is a GST registered organization and Aftercare funding received by WMQ attracts GST therefore any funding forwarded to a third party also attracts GST.

All applications for aftercare funding should list item values as GST exclusive (i.e. without any GST included in the price). This is because each YP is allowed up to a limit of \$3,500 GST exclusive per year in funding (per our contract with the department of communities). However when raising an invoice to WMQ for reimbursement of your approved funding you must include GST on top.

Example 1

Your organization applies for funding for some items of furniture. The quote of the items comes to \$1,100. Looking at the quote you can see that the items costs \$1,000 and the GST is \$100. The YP is therefore receiving \$1,000 in goods and this is how much should be included in application. On WMQ approval of the application your organization raises an invoice to WMQ for \$1,100 GST inclusive (the value of the application plus applicable GST).

