

Contents

Purpose of this document	1
Background	1
Purpose of Hubs brokerage	2
Value.....	2
Target group and eligibility	3
Hubs brokerage used for perpetrators.....	3
Exclusions	3
Roles and responsibilities	4
Administration.....	5
Review and evaluation.....	5
Recording, monitoring and acquittal	5

Purpose of this document

The purpose of this document is to provide mandatory program requirements for Hub services regarding the implementation of hubs brokerage for people and families who receive a response from the Support and Safety Hubs (hubs).

This document:

- explains the background, purpose, monetary value, monitoring and reporting requirements of hubs brokerage
- provides advice for hub practitioners about:
 - how to determine which clients receive hubs brokerage
 - the type of goods or services which could be purchased as part of the brokerage
 - the acquittal required
- is intended to ensure consistency in how hub brokerage funding is distributed by the five launch sites.

Background

The 2017-18 State Budget provides \$15.0 million over four years for hubs brokerage, which will promote the safety and wellbeing of people and families accessing hubs statewide. Hubs brokerage is designed to provide people with flexible support to respond to individuals and families at risk of or experiencing or who have experienced family violence (including children) and children and families who access services via hubs to support their children’s care, development and wellbeing. Hubs brokerage will be used to improve the safety of victim survivors which can include use by perpetrators of family violence.

Purpose of Hubs brokerage

Hubs brokerage is notionally divided into two categories (crisis and non-crisis). Approximately half of Hubs brokerage should **be** allocated to crisis and half to non-crisis.

- **Crisis** – brokerage funding to help people stabilise.
- **Non-crisis** – which includes the following three groups:
 - supporting people to avoid crisis or an escalation in need and risk
 - supporting people and families to engage with the service system
 - supporting those who can coordinate their support without a need for ongoing coordination or service involvement.

Hubs brokerage will provide people with quick and flexible support. It does not preclude people from accessing existing flexible funding packages but priority must be given to people who are not likely to access flexible funding packages linked to case management.

Hubs brokerage may be used to purchase goods and services such as:

- housing and accommodation, such as crisis accommodation, private rental assistance, relocation costs and furniture needs
- ensure the home is safely secured. **The Personal Safety Initiative (PSI) should be explored for all other security upgrades and technology related interventions. Talk to your local PSI coordinator located in RAMP agencies for further advice. Their contact details are list in appendix 1.**
- health and wellbeing supports, such as counselling and medical costs that are not covered by Medicare or other government funds
- child development and safety requirements, including education items, school uniforms or books, therapeutic supports
- independence support such as education and training courses, care for dependents (including pets) and outings
- material aid such as food and clothing
- financial planning
- legal advice (excluding perpetrators of family violence).

Hubs brokerage will be:

- strengths based where possible
- enhance rather than supplant a person or family's natural supports such as those provided by family and community
- culturally appropriate
- consider particular needs of individuals, children and families from diverse backgrounds.

Value

There is no minimum amount for a Hubs brokerage package. The maximum amount of a single package is expected to be no more than \$5,000.

Hubs brokerage is not ongoing so must be distributed with consideration of the ongoing costs of any item and the impact on the person/family when the funding ceases.

Target group and eligibility

Hubs brokerage is available to clients accessing hub organisations which are defined as any services funded by the state to provide hub services. Hubs brokerage is not available to clients of organisations that are not funded to provide hub services. It is available to clients who access hub organisations irrespective of the access method and can be utilised by the hub organisations in relation to any client who is provided with hub services. Only hub practitioners can recommend that a hub client receives Hubs brokerage. All Hub practitioners are able to recommend that a client receives hub brokerage in line with these program requirements, including Hub practitioners based at alternative access points if this aligns with local process and procedures for that Hub.

The target group for hubs brokerage is women, children and families and may be provided for a support or service for a child in their own right. Hubs brokerage may be used for perpetrators if it improves the safety of their victims but must align with the guidelines below – Hubs brokerage for perpetrators.

Hubs brokerage must be prioritised based on an assessment of need, anticipated outcomes and positive impact on people's safety, stability and development. Additionally:

- Practitioners may use their professional judgement to determine if a family or person may receive brokerage on more than one occasion. Hubs practitioners must consider that if a client accesses hubs brokerage for the same product or service on more than one occasion then the intervention has not worked. A rationale must be documented in the Client Record Management (CRM) system.
- People or families who have received brokerage from other programs are not precluded from receiving hubs brokerage. Previous brokerage must be taken into consideration in respect to the amount provided and how it was utilised.

Hubs brokerage used for perpetrators

Where Hubs brokerage is used for perpetrators, the purpose **must be to reduce the risk to, or enhance the safety of victim survivors** through purchasing products or services that engage perpetrators to stabilise and link them into programs to address their use of violence. The Integrated Practice Leader must approve hubs brokerage used for perpetrators. Examples of hubs brokerage used for perpetrators include, but are not limited to, the following:

- short term accommodation – including motel accommodation immediately after a family violence incident to keep the perpetrator away from the family home and in view
- physical and mental health – medical or pharmaceutical costs not covered by Medicare or Pharmaceutical Benefits Scheme, physical aides, counselling or specialist services, including mental health, and drug and alcohol services.
- participation in employment or education
- transport to and from appointments scheduled as part of the initial plan because of incapacity to attend without this support
- material needs. For example, material needs may be provided to prevent the perpetrator returning to the family home to improve victim's safety.

Exclusions

- Hubs brokerage must not be used for the following purposes:
 - illegal activity
 - gambling or alcohol
 - other free or low-cost services readily available within the community.
 - **to replace or duplicate supports available through other funding sources**, including other Local, State and Commonwealth Government programs.
- Brokerage funding **must not** be used for cash payments.

Roles and responsibilities

The administration of Hubs brokerage is required to be flexible and quick. The Integrated Practice Leader will be entrusted to make consistent decisions about Hubs brokerage based on recommendations from Hub practitioners across all access points. Team leaders will discuss Hubs brokerage as part of their usual supervision of staff and expect practitioners to make recommendations for Hubs brokerage to the Integrated Practice Leader.

Hub practitioners will also undertake the following:

- given the limited funds available, it is incumbent upon the practitioner administering brokerage to their client to undertake a careful eligibility assessment of need, explore alternative sources of financial support before issuing any funds
- determine suitability, eligibility and priority for Hubs brokerage
- procure the item or service in a way that avoids conflict of interest and represents good value for money
- document in the CRM and clearly communicate with the people receiving the Hubs brokerage, the purpose of the Hubs brokerage, its timing (over what time frame it will be used) and expected outcome.
- any victim survivor receiving brokerage where family violence is present must have a safety plan
- retain receipts for each procured item
- enter all Hubs brokerage into a consistent spreadsheet as described in table 1 and provide this to the FSV staff member reporting to the Hubs Manager on a weekly basis for collation.

Lead agency that auspices the IPL

The lead agency that holds the funds will be responsible for administering payment processes.

Integrated Practice Leaders

Integrated Practice Leaders will undertake the following activities:

- ensure the hub practitioners monitor and record all Hubs brokerage and approve brokerage decisions
- ensure that brokerage provided to perpetrators of family violence improves the safety of women and children.

FSV staff reporting to the Hub Manager

FSV staff reporting to the Hub Manager will:

- collate all Hubs brokerage data into a consistent spreadsheet as described in table 1 based on information provided by Hub practitioners, enabling the Hubs brokerage budget to be managed and tracked to ensure funds are available for the full funding period
- track Hubs brokerage spending against budget and provide feedback to Hubs practitioners and the Hub Manager.

De-identified information about Hubs brokerage will be made available to all agencies accessing Hubs brokerage to promote good practice, value, consistency and fairness. Hubs Leadership Groups must consider including Hubs brokerage as a standing agenda item at the Operations and/or Executive meetings to learn about and refine the distribution of Hubs brokerage.

Administration

The funding will be provided to the Community Service Organisations responsible for employing the Integrated Practice Leader positions and will be provided to the agency through SAMS2 under its own activity, Support and Safety Hubs – Hubs Brokerage (38012): funding for immediate and flexible support for people accessing services through the Hubs. The minimum number of targets is noted with the funding provided. The hub organisation that employs the Integrated Practice Leader position may retain five per cent of hubs brokerage funding to contribute to administration and is required to put in place appropriate administrative procedures and processes to ensure timely and flexible access to brokerage and payment processes. While these organisations are responsible for the brokerage via service agreements, in practice will require an integrated effort by all hubs organisations.

The use of these funds is flexible and may be used to deliver a number of packages, provided the minimum number of packages are met as per the service agreement, and funds are distributed evenly over the financial year.

To pay for goods or services, the funds must be allocated directly to an Australian Taxation Office (ATO) registered third party with an Australian Business Number (ABN) who has provided the goods or service required.

Review and evaluation

For agencies receiving Hubs brokerage, the initial performance measure will be the number of clients receiving immediate and flexible support during the reporting period. This will be a cumulative measure based on a count of each client that receives a support package. The monitoring frequency will be monthly.

Family Safety Victoria is working with the sector to develop an appropriate outcomes framework and will continue to update this document as the work evolves.

Workers, agencies and client feedback will be sought as part of the evaluation of Hubs brokerage.

Recording, monitoring and acquittal

The following information must be recorded for clients receiving hubs brokerage. A hubs brokerage excel spreadsheet has been provided for this purpose. Hub practitioners complete the spreadsheet when brokerage is approved and provide it weekly to FSV staff who report to the Hub Manager. The Hub Manager will monitor the Hubs brokerage budget. Payments are made by the agency that auspices the Integrated Practice Leader.

Table 1: Summary of data required for clients receiving hubs brokerage

Data required	Reported as
Value of Hubs brokerage per client in an episode of support <i>This data is gathered to measure the average, median and range of value of hubs brokerage across the state and by DHHS area.</i>	Amount in dollars including GST
Demographic description of people receiving the brokerage reported as numbers of clients <i>This information is gathered to determine if hubs brokerage is:</i> <ul style="list-style-type: none"> provided to a diverse range of people provided as part of a response to both family services and family violence services. 	Gender (male, female or other) Estimated age (0-5, 6-11, 12 – 18, 19 – 25, 26- 40, 41-60, over 60) years Is the person Aboriginal or Torres Strait Islander? Yes or No Does the person identify as LGBTI? Yes or No Is the person from a Culturally and Linguistically Diverse background? Yes or No Does the person have a disability? Yes or No Is Family Violence present? Yes - At risk, current or previous? Or No

Data required	Reported as
<p>We want to learn how brokerage is used for perpetrators.</p> <p>The spreadsheet does not include 'unknown'. Make the best judgement you can.</p>	<p>Is the person receiving Hubs brokerage a perpetrator of Family Violence? Yes or No</p> <p>Is the person receiving hubs brokerage a victim survivor of Family Violence? Yes – current, previous or at risk - or No</p> <p>Is the hubs brokerage provided to address the wellbeing of a child or young person (under 21)? Yes or No</p> <p>Did other family members receive hub brokerage at the same time? Yes or No</p>
<p>Categorisation of goods and services purchased</p> <p>This information is gathered to determine what goods and services are purchased using hubs brokerage.</p>	<p>(categorise under the following categories: physical health, mental health (includes counselling), accommodation, employment, education, transport, cultural support, white goods, food, clothing, telecommunications, legal services or other)</p>
<p>Multiple Hubs brokerage received</p> <p>This information is gathered to determine if people are accessing more than one episode of hubs brokerage and other packages as well.</p>	<p>Report if the person received more than one episode of Hubs brokerage a quarter</p> <p>Report if the person has received a Family Violence Flexible Support Package or a Child FIRST and Family Services Support Package in the past year</p>
<p>What is the aim of the intervention?</p> <p>This information is gathered to determine if brokerage is used for crisis as well as non-crisis responses?</p>	<p>Categorise the intention of the Hubs brokerage into one of four categories below:</p> <ul style="list-style-type: none"> • crisis support • avoid crisis or escalation in need and risk • engagement • self-management
<p>By what channel did the person access hubs brokerage?</p> <p>This information is gathered to determine if hubs brokerage is generating self referrals.</p>	<p>Categorise as:</p> <ul style="list-style-type: none"> • L17 • Child and family services referral • Other professional referral • Self-referral
<p>Did the person have a safety plan?</p> <p>This is to determine if people experiencing family violence have a safety plan</p>	<p>Yes or No</p>
<p>Postcode of the person receiving brokerage</p> <p>To determine if brokerage is targeted to people from more disadvantaged areas.</p>	<p>Enter four digit postcode of where they usually reside</p>
<p>Was the brokerage provided on the same day as the decision was made to provide brokerage?</p> <p>To determine if brokerage at intake is responsive and quick</p>	<p>Yes or No</p>

Appendix 1

Local Personal Safety Initiative coordinators

Area	Agency	Local Coordinator
Mallee	Mallee Domestic Violence Service	Janica Boord janicab@msau-mdvs.org.au
North Eastern Melbourne	Berry Street	Sarah Ellwood sellwood@berrystreet.org.au
Barwon	Bethany	Fiona Terrill fterrill@bethany.org.au
Inner Gippsland	Quantum	Tania Hancock Tania.Hancock@quantum.org.au
Bayside Peninsula	Good Shepherd	Tom Hornsby Tom.Hornsby@goodshep.org.au