

Flexible Support Packages

The Tasmanian Government has provided funding to deliver Flexible Support Packages (FSP) to enhance the safety and wellbeing of people affected by family violence. FSP will be delivered through Safe at Home: the Tasmanian Government's Integrated Criminal Justice Response to Family Violence.

Objective

FSP are designed to contribute to a holistic response to victim-survivors and their children by providing practical supports to enhance safety and wellbeing when leaving a relationship and living situation, where there has been an experience of family violence.

Risk assessment and safety planning are key components of the program to support a holistic, individualised response to safety needs.

Eligibility criteria

To be eligible a victim-survivor must meet the following criteria:

- has experienced family violence as defined in the Family Violence Act 2004;
- has reported their family violence experience to Tasmania Police
- is planning to leave their current spouse or partner (the family violence perpetrator) or have left their spouse or partner within the last 12 months; and
- has no intention of reconciling with the perpetrator of the abuse.

Victim-survivors who have a nationally recognised order (may be called an intervention order, apprehended domestic violence order, domestic violence order or protection order), and have experienced

family and domestic violence from an intimate partner as defined in the Family Violence Act 2004, are eligible for FSP in consideration of the support and financial assistance they have received previously.

Support available

FSP are intended to complement practical resources and support offered by existing community, government and non-government service providers, and is not intended to replace them.

Packages to a maximum of \$6,000 can be applied for to support victims and their children to assist with essential items.

Applications should be tailored to the needs of the victim-survivor and their children. Essential items can include, but is not limited to, assistance with bond/rent, personal needs including medication and mental health support, housing items, travel costs and vehicle needs. These items must be reasonable, cost-effective and appropriate for meeting risk and safety needs of the victim-survivor and their children.

Transitional accommodation costs can be sought, however other avenues for support need to be exhausted prior to making such a request, such as shelter accommodation or the rapid rehousing scheme.

Requests for security upgrades to the applicant's property need to be submitted to the Keeping Women Safe in their Homes or Safer in the Home (Salvation Army) program.

Access to FSP

Government and non-government service providers who work with family violence victims can submit an application to Safe at Home on behalf of a client who is leaving a family violence situation after they have undertaken a family violence risk assessment and created a safety plan.

Applications will be assessed on a case-by-case basis by Integrated Case Coordination members. They may be approved in full, in part or declined, based on an assessment of risk and safety needs of the client to ensure that the objectives of FSP are achieved within the funding available.

An assessment and referral form is available by contacting the Safe at Home Coordination Unit (SAHCU) at safeathome@justice.tas.gov.au or by accessing the website [Flexible Support Packages | Safe at Home](#).

Finance

Once an application is approved, SAHCU will send the service provider email confirmation of the approved items.

Payment

Invoice model:

The service provider responsible for the application can submit an invoice to safeathome@justice.tas.gov.au for the FULL amount approved and the SAHCU will arrange payment. The service provider will

then make payment for each item on the application and obtain a receipt.

Re-imbusement model:

The Service Provider can purchase the approved items and invoice the SAHCU for total expenditure by providing receipts.

Service Providers must provide receipts for expenditure and return any unspent money to the FSP program. Reimbursement will not be provided for unapproved expenditure, or previous expenditure prior to an FSP application being submitted.

If the application submitted by the service provider relates to expenses recently incurred by a client as a direct result of the family violence incident, the client may be reimbursed directly.

Pricing guide

To assist with applications, a pricing guide is outlined below. The cost of some items will be dependent on the number of people in the household.

Item or service	Up to amount
Rent or bond	\$3000
Removalist	\$1500
Bills including utilities	\$1000
Food (voucher)	\$1000
Clothing	\$500
Bedding	\$100
Towels	\$75
Medical supplies (not covered by PBS)	\$200

Contact

Safe at Home Coordination Unit
Email: safeathome@justice.tas.gov.au
Visit: safeathome.tas.gov.au

Medication (not covered by PBS)	\$200
Medical appointment (gap fee)	\$1000
Fridge	\$800
Washing machine	\$650
Bed Frame	\$350
Mattress	\$400
Mobile phone and credit	\$500
Dining table & chairs	\$800
Lounge	\$1000
Bus pass (Metro Card)	\$200
Taxi / Uber voucher	\$200

The use of the FSP must represent the most cost-effective, timely and appropriate response to meet the risk and safety needs of the victim-survivor and their children.

For more information, please contact:
SAHCU on SafeatHome@justice.tas.gov.au
or visit the website [Flexible Support Packages | Safe at Home](#).

Contact

Safe at Home Coordination Unit
Email: safeathome@justice.tas.gov.au
Visit: safeathome.tas.gov.au

Seeking Help and Support

Family Violence Response and Referral Line – **1800 633 937**

Family Violence Counselling and Support Service – **1800 608 122**

Safe Choices - **1800 806 189**

Australian Childhood Foundation – **1300 381 581**

Engender Equality - **6278 9090**

Yemaya - **6334 0305**

RAIN (Relationship Abuse of an Intimate Nature) - **1800 243 232**

Huon Domestic Violence Service - **6264 2222**

1800 MYSUPPORT - **1800 697 877**

DAISY - Daisy is a free App which connects you to local and national specialist family violence and support services. Download Daisy from the App Store, Google Play or visit www.1800respect.org.au/daisy.

In an emergency always call 000

To report a family violence incident call Tasmania Police on 131 444 or attend your nearest police station.