

|  |
| --- |
| Home Stretch change request form |
| User guide |
| OFFICIAL |

# Before you start

You should be familiar with the Home Stretch Change in Circumstances practice advice and the Home Stretch program requirements. [Home Stretch Change in Circumstances practice advice](https://providers.dffh.vic.gov.au/home-stretch%20%20) <https://providers.dffh.vic.gov.au/home-stretch>.

# Overview

The Home Stretch Change Request Form has been developed to document and support changes to living arrangements post order in compliance with Home Stretch program requirements.

The Change Request Form is completed by the allocated Better Futures worker.

Throughout the Home Stretch change request form there are questions that require the user enter a response or to delete pre-entered text not required. Data entry is required in relevant sections to inform the request outcome decision.

## Form structure

The Form is divided in to seven separate sections titled:

1. Young person’s Details
2. Home Stretch Funding Overview (allocated and expended to date in the current financial year)
3. Section Completion Checklist
4. Change Request Details
5. Approval Checklist
6. Form Completed by
7. Proposal Outcome

Sections 1-5 is populated by the Better Futures worker. Note, Section 3 is a checklist that outlines proposed changes and the corresponding sub-sections to be completed in Section 4*.*

Section 4 is separated in to three sub-sections, users are required ONLY to complete the relevant sections related to the proposed change:

1. **Transfer of Better Futures supports to a new provider** – reflecting details of transfer arrangements and the new Better Futures provider
2. **Accommodation change** – capturing the details proposed accommodation change
3. **Accommodation allowance contribution change** – reflecting changes to previously approved contribution amounts and/or expenditure items.

Section 5 contains an approver checklist – listing the program area/department authorised to consider and process the Form.

Section 6 captures the details of the worker that completed the Form.

Section 7 is to be completed by the Approver - capturing the outcome of the request.

# Change request workflow

## Completing the form

The Better Futures worker

* confirms proposed changes with the young person (and carer, if relevant)
* completes the form and confirms the approver pathway for the proposed change
* emails it the relevant approver for actioning

## Approving the form

The approver (Better Futures program manager or DFFH divisional representative)

1. confirms receipt of request
2. reviews and assesses request in compliance with Home Stretch program requirements and contacts the worker if more information/clarification is needed
3. ensures change request outcome is captured and returns processed Form to the requestor (Better Futures worker)

Where there are funding changes the DFFH divisional representative

1. confirms changes to funding arrangements and documents Service Agreement funding variations in the approval section of the Form
2. informs the relevant stakeholders of approved funding changes

## Actioning the approved form

The Better Futures worker

1. confirms request outcome and saves processed form in the young person’s CRISSP case file
2. captures new or changes to accommodation and/or funding arrangements in the young person’s CRISSP case file (via Client Expenditure and Accommodation & Respite components)
3. actions approved changes
4. documents all approved expenditures in the young person’s CRISSP case file (via Client Expenditure component)

Where there are funding changes the DFFH divisional representative

1. allocates approved funding to the relevant Better Futures provider (via Service Agreement Management System)

## Approval arrangements

Changes to approved Home Stretch accommodation arrangements post order requires formal approval by an authorised person in compliance with Home Stretch program requirements.

Depending on the proposed change there are two separate pathways to secure formal approval via:

* the department (by established divisional financial approval arrangements); or
* Better Futures (by the program manager)

### Better Futures:

Home Stretch contributions should be formally reviewed every six months in consultation with the young person - supporting a planned gradual reduction of Home Stretch contributions.

Better Futures providers can consider a change request, where Home Stretch funding has already been allocated and there are no changes to current Service Agreement funding arrangements.

These change/s can be considered by the Better Futures program manager in compliance with Home Stretch Program requirements.

|  |
| --- |
| Examples of proposed changes |
| Young person is moving from an approved independent living arrangement to a new accommodation arrangement. |
| When there is a change to the approved Home Stretch Accommodation Allowance contribution amounts and identified items. |

### Department:

Responsibility rests with the relevant DFFH Division to consider change requests where the proposed change warrants a Service Agreement variation, requiring:

* new or additional funding
* the cessation/recoupment of funding; or
* suspension of funding.

|  |
| --- |
| Examples of proposed changes |
| Young person is moving to a new area/division and/or a new Better Futures provider.  This change requires the pro-rata funding to be recouped from current Better Futures provider, a budget transfer to the new division, funding re-allocated to the new Better Futures provider. |
| Young person is moving from an approved Home Stretch HBC arrangement to Independent Living. This change requires the accommodation allowance funding to be transferred from the division to Better Futures, the casework support funding to be increased to reflect the Independent Living rate. |
| Young person’s circumstances change, and they are no longer in scope of receiving a Home Stretch response. In this instance Home Stretch funding will be put on hold. |

Change Request Forms requiring divisional approval must be submitted to the Home Stretch/Better Futures Senior Project Officer for processing.

|  |  |
| --- | --- |
| Division | Contact email |
| East Division | [betterfutureseast@dffh.vic.gov.au](mailto:betterfutureseast@dffh.vic.gov.au) <betterfutureseast@dffh.vic.gov.au> |
| North Division | [betterfuturesnorth@dffh.vic.gov.au](mailto:betterfuturesnorth@dffh.vic.gov.au) <betterfuturesnorth@dffh.vic.gov.au> |
| South Division | [betterfuturessouth@dffh.vic.gov.au](mailto:betterfuturessouth@dffh.vic.gov.au) <betterfuturessouth@dffh.vic.gov.au> |
| West Division | [betterfutureswest@dffh.vic.gov.au](mailto:betterfutureswest@dffh.vic.gov.au) <betterfutureswest@dffh.vic.gov.au> |

The Senior Home Stretch/Better Futures Project Officers have been appointed in each division to provide operational support and coordination of Better Futures and Home Stretch.

# Document history and control

| **Subject** | **Details** |
| --- | --- |
| Guide author | Transitions from Care Team, Care Services  Children, Families, Communities and Disability Division  Department of Families Fairness and Housing |
| Authorised by | Transitions from Care Team, Care Services  Children, Families, Communities and Disability Division |
| Guide created/last reviewed | December 2021 |
| Version number | V1 |

|  |
| --- |
| To receive this document in another format, email [Children and Families Policy Branch](mailto:ChildrenYouthFamilies@dffhs.vic.gov.au) <ChildrenYouthFamilies@dffhs.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, December 2021  Available at [providers.dffh.vic.gov.au/home-stretch](https://providers.dffh.vic.gov.au/home-stretch) <https://providers.dffh.vic.gov.au/home-stretch> |