

# 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 .....	7
Complimentary Documentation .....	8
Appendices .....	9
APPENDIX A- YHARS After Care Brokerage Application Form .....	9
APPENDIX B - Acknowledgement of Receipt and Distribution .....	10
APPENDIX C- Supplier request form .....	11
APPENDIX D- Letter to Supplier - Supplied on request .....	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 as a component of grant funding. It is 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 **\$3,850 GST inclusive** may be available to meet the assessed needs of a client included in a case management plan.

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 adulthood.

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 <sup>1</sup>**
- **An assessment and case plan outlining the need for brokerage funding must be developed and provided to YHARS**

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](mailto:yhars@wmq.org.au)*

---

<sup>1</sup> 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 can apply to YHARS After Care Service (on behalf of eligible young people) for goods and services within an approved case plan. Goods and services should not be duplicated, this means either:

- 1) applying for items that the young person has been previously approved for; or
  - 2) applying for items where available funding already exists (bond loans and rental grants).
- If there are extenuation circumstances related to a duplicate request, YHARS will review any additional supporting information provided as part of the assessment.

## Appropriate uses of Brokerage:

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

## 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 100 hours (equivalent) of driving lessons with a registered driving school (when a driving supervisor is not available/accessible) where obtaining a drivers 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 via [yhars@wmq.org.au](mailto:yhars@wmq.org.au). Some common reasons to enquire are

- You would like to check the amount of remaining funds for the young person you support. (a WMQ consent is needed for YHARS to release client information).
- To confirm if the young person you support has accessed YHARS After Care in the past.
- If you need any further information on After Care.

## 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 Plan  
<sup>2</sup> **Brokerage Application Process for External Organisations**



<sup>2</sup> 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 invoice for Wesley Mission Queensland you will need to complete a Supplier Request Form (*Appendix C*). This allows Wesley Mission Queensland to obtain and record your payment details for making payments directly to your agency for reimbursements. This form will be sent to the referring case worker as required.

## Complimentary Documentation

Below you will find examples of the YHARS After Care document suite as appendices along with their purposes.

Please note: All forms can be emailed to you as individual documents.

LOCATION	NAME OF DOCUMENTATION	PURPOSE
<b>APPENDIX A</b>	<b>YHARS After Care Brokerage Application Form</b>	This application must be completed and sent to <a href="mailto:yhars@wmq.org">yhars@wmq.org</a> along with supporting documents to apply for YHARS After Care brokerage.
<b>APPENDIX B</b>	<b>Acknowledgment of Receipt and Distribution (AOR)</b>	This form confirms the brokerage has been used for the purpose it was intended, as per the guidelines and approval.
<b>APPENDIX C</b>	<b>Supplier request form</b>	For agencies to complete so Wesley Mission Queensland has all relevant payment details to processes invoices.
<b>APPENDIX D</b>	<b>Letter to Supplier</b>	The letter to supplier can be given to an independent young person retrieving quotes without case worker support. It is to be provided to salesperson to encourage responsible & efficient selling practice.
<b>APPENDIX E</b>	<b>Example Case/ Goal Plan</b>	This is an example of a good case/goal plan including what YHARS needs to see when assessing the planning and needs to financial barriers the young person is facing.

APPENDIX A- YHARS After Care Brokerage Application Form



## 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](mailto: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 leaving or has recently left the care of Child Safety OR is cared for under the Unaccompanied Humanitarian Minor Program.
- The young person is homeless or at risk of homelessness (\*see definition below)
- Attached is a Wesley Mission Queensland consent form
- Attached is a case plan and the application includes a detailed rationale explaining why YHARS After Care brokerage is required and how this will assist the young person in achieving their case plan goals
- Attached is an itemized quote or invoice for the goods or services being requested in this application
- All other options for funds have been explored and YHARS After Care funds are not duplicating existing services, or services provided by other providers
- Expenditure demonstrates value for money and is the best use of resources to meet identified client needs or goals
- The goods or services applied for would withstand public scrutiny

YHARS Guidelines can be found at:

<https://www.csyw.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.



**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
	<b><u>TOTAL BROKERAGE SPENT</u></b>

**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](http://www.wmq.org.au/privacy-policy)

Page 1 of 1                      Electronic documents are controlled documents.                      Printed versions are uncontrolled and valid only at time of printing                      Date last saved: 11-Nov-19



WMQ Form

Title: New Supplier Request

<b>Section 1: New Supplier Details</b>			
Supplier name:			
ABN:			
Address:			
Suburb:	State:	Postcode:	
Phone:	Fax:		
Contact Name:	Mobile:		
Business email:			
<b>Section 2: Suppliers Accounts Receivable details</b>			
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:			
<b>Section 3: Bank details</b>			
Account name:	Bank:		
Account number:	BSB:		
<b>Section 4: New Supplier to complete</b>			
Name:	Position:		
New Supplier signature:	I declare all information supplied on this form is correct		
	Sign.....Date.....		
<b>Section 5: Internal Use Only - WMQ workforce member to complete</b>			
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:		
<b>Section 6: WMQ Manager to complete</b>			
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](http://www.wmq.org.au/privacy-policy)

Hi There,

I may be eligible for an amount of funding to help me achieve my goals. Your service or goods are a part of my goal 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 best value for money.
- **Negotiated-** all goods/services will need to be negotiated with a 2<sup>nd</sup> & 3<sup>rd</sup> 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 all items that would be difficult for one person to pick up from the store.

Due to the nature of the 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 funding. If this application is approved then you will receive payment in line with a process.

Thank you for your time and assistance.

SAMPLE ONLY

## APPENDIX E - Example Case/ Goal Plan

### GOOD 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>	<ul style="list-style-type: none"> <li>• Rationale of excessive cost</li> <li>• Details around payment options</li> <li>• How it's been assessed that this is the best option if its unclear</li> </ul>
Housing	Maintain current accommodation	Rent arrears costs	<ul style="list-style-type: none"> <li>-Reduce household conflict</li> <li>-Reduce financial stress by exploring alternative options to purchase household options, for example YHARS and TILA</li> <li>-Create a budget and savings goals, as well as enabling opportunities for increased financial literacy</li> <li>-Increase financial stability through exploration of more sustainable employment or the disability support pension</li> <li>-Begin to explore independent living for the future</li> </ul>	Applied for .... But was not approved due to ....
Employment and education	Complete course in ...	Fee price	<ul style="list-style-type: none"> <li>-Explore interest, strengths, and barriers in relation to employment</li> <li>-Building soft employment skills. For example, increased confidence, time management, problem solving etc.</li> <li>-Support to engage in education</li> <li>-Employed related counselling</li> </ul>	
Increase Independence	Gain provisional licence by participating in 20 driving lessons	Cost of driving lessons	<ul style="list-style-type: none"> <li>-Work on goals with case worker as to why I need my licence</li> <li>-Source quote from driving school</li> <li>-Apply for YHARS After Care brokerage</li> <li>-Book in lessons if approved</li> </ul>	

## 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** 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"> <li>• Brisbane –East</li> <li>• Brisbane – North</li> <li>• Brisbane – South</li> <li>• Brisbane – West</li> <li>• Brisbane – Inner City</li> <li>• Gold Coast</li> <li>• Ipswich</li> <li>• Logan – Beaudesert</li> <li>• Moreton Bay – North</li> <li>• Moreton Bay – South</li> <li>• Sunshine Coast</li> <li>• Wide Bay</li> </ul>	Current address or location they reside at night.  For those young people with no fixed address we will accept the address of referral.
Be homeless or at risk of homelessness	<p><i>Definitions</i></p> <p><b>Homeless:</b> A person is considered to be homeless if their current living arrangement:</p> <ul style="list-style-type: none"> <li>• Is in a dwelling that is inadequate; or</li> <li>• Has no tenure, or if their initial tenure is short and not extendable; or</li> <li>• Does not allow them to have control of, and access to space for social relations</li> </ul> <p><i>Reference: Australian Bureau of Statistics (ABS)</i></p> <p><b>At Risk of Homelessness:</b> A person is at risk of homelessness if they are at risk of losing their accommodation due to risk factors such as;</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Mental health issues and other health problems.</li> <li>• Domestic/family violence.</li> </ul>
Be transitioning or transitioned from a Child Safety order	Child Safety Officer details and the Service Centre.
Must have a current case management plan	An assessment and case plan outlining the need for brokerage funding must be developed and provided to YHARS

## **2. How do I know if the young person I support has any YHARS After Care Brokerage available/ left?**

Please send through an email to [yhars@wmq.org.au](mailto:yhars@wmq.org.au) along with a Wesley Mission Queensland Consent Form (supplied on request). A YHARS project worker will then reply with all relevant details.

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

Eligible young people can apply for brokerage funding of up to \$3850 *GST inclusive* per year. In the case that the young person remains eligible 12 months after they've accessed an amount they may re-apply for that amount again. **However**, YHARS must manage expectations to ensure clients do not become reliant on brokerage funds for the ongoing costs of living. We strongly encourage that case workers assess whether the young person's capacity is being built with the repeated access to brokerage or whether dependency is being established in replacement of budgeting. With repeated access YHARS looks for strong assessment on need and how they are reducing reliance in case plans.

Re- applying can be explained like the demerit point system e.g. Joe is approved to spend \$1000 on a course on the 1<sup>st</sup> July 2022. Then Joe was approved for \$2850 towards household furniture in December 2022. Joe will not be able to apply for \$1000 until the 1<sup>st</sup> of July 2023 and a further \$2850 until December 2023.

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

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

## **5. Why do we need to send the Acknowledgment of receipt and distribution (AOR) form?**

It is a funding requirement that the referring agency send through the AOR form as soon as the goods/ services are received and distributed. This confirms that brokerage has been used for the purpose it was intended, as per the guidelines and approval. Without this form YHARS is unable to approve any future applications until the outstanding AOR is received.

## **6. 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 where possible you will need to obtain invoices from suppliers raised to Wesley Mission Queensland. If not possible YHARS will do online etc. purchasing.

