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**Disbursement of funds from the Lady Bowen Trust**

**– Eligible items and reporting requirements**

1. **Purpose**

This document outlines the items eligible for funding by the Lady Bowen Trust and the reporting requirements and timelines required of service providers receiving funds from the Trust.

**2. Service Delivery Summary**

The Lady Bowen Trust is an independent charity dedicated to assisting Queenslanders who are homeless, who have complex individual needs and who are in necessitous circumstances to achieve safe and secure shelter and build a better future.

The Lady Bowen Trust partners with charitable organisations (service providers) to provide practical assistance to support people who are experiencing, or at risk of homelessness, to stabilise their lives and achieve sustainable housing.

The extent and nature of the assistance required will vary between clients, with a key determinant being their accommodation options.

To ensure its effectiveness, financial assistance from the Lady Bowen Trust will be based on the individual client assessments, performed by the service provider for each client, and will form part of their case management plan.

The Trust may provide funds only to organisations who have current Designated Gift Recipient status from the Australian Taxation Office. The Trust is not able to provide funds directly to individuals.

**3. Service Delivery Principles**

All people, regardless of background or circumstance, have the right to belong to a safe and stable home, with equal opportunity to participate in and contribute to community life.

On this basis, the principles upon which assistance should be provided are:

* The Trust is focussed on breaking the cycle of homelessness for people most at risk.
* Trust funds will be used for items or expenses that assist a person who is homeless, and in necessitous circumstances, to transition to more stable housing and to sustain their tenancy.
* Funds can only be used when linked to achieving desired, and potentially sustainable housing outcomes, identified by a service provider in a client’s case management plan.
* Items/services will be purchased or procured on clients’ behalf by the selected service provider. Cash will not be given to clients. Where store cards are purchased, these must be limited to ensure appropriate use.
* Clients can be assisted more than once in recognition that some may not successfully transition to longer term housing the first or even subsequent times.
* Trust funds should not be used to duplicate products or services available from other sources.
* As Trust funds are limited, the selected service provider will ensure value for money on expenses and balance this with achieving the desired outcomes for clients.
* Assistance must be tightly targeted to ensure it supports clients.
* When choosing the type of assistance to provide, the service provider must ensure that no perceived or actual conflict of interest arises by choosing products delivered by its own agency.

As available funds are limited, the Trust may occasionally identify priorities for the distribution of funds.

**4. Use of Funds of the Lady Bowen Trust**

Eligible persons are persons who are experiencing chronic homelessness, or who are at risk of homelessness and are in necessitous circumstances, and for whom the service provider has developed a case plan where items/expenses have been identified that will assist them to move into more stable accommodation.

Items/expenses eligible for Lady Bowen Trust funds must relate to:

* What people who have been homeless and in necessitous circumstances need to get into accommodation and establish themselves (as might be detailed in a “move-in plan”)
* What people who have been homeless and in necessitous circumstances need to sustain their tenancy (eg. Tenancy support issues to prevent tenancy breakdown)
* What people who have been homeless and in necessitous circumstances need to achieve a transition from short-term accommodation to long-term accommodation.
* As the Trust is created to assist people with high and complex needs, there is no funding limit set per client or per type of assistance (except in identified specific cases).

4.1 Ineligible Items

To sustain the Trust funding, purchasing of personal care services for individuals (e.g. To pay for carers or domestic help) is not permitted. Trust funds cannot be used to reimburse expenses already incurred, or for costs incurred in traffic accidents or traffic or parking infringements.

4.2 Eligible Items

Funds will only be used for purposes in accordance with the Trust’s service delivery principles and listed eligible items. Appropriate reporting and accountability mechanisms must ensure that Trust funds are spent effectively and equitably.

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| Funds may be used to meet the following needs: |
| Clothing, footwear and personal hygiene items |
| Housing establishment costs when these cannot be met through mainstream programs, such as assistance with:* Moving expenses
* Utilities connection
* Essential furniture and white goods where the provision of such is a prerequisite to housing the client and no other acceptable option is available
* Home modifications not funded through existing programs.
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| To access life skills training and development that assists in achieving a sustainable housing outcome. For example, budgeting or cooking skills, or driving lessons for young people, where these lessons will assist with sustaining employment or training. |
| Health needs that can’t be met through mainstream programs or from health agencies. This may include:* Medication
* Minor medical equipment
* Therapeutic interventions
* Dentistry
* Podiatry.
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| Transport costs for a limited time period (for example, to access essential services). Such costs are more likely to be a one-off need. |
| Storage costs for a limited time period. |
| Relocation costs to ‘go home’ (particularly in the context of Indigenous clients). |
| Social inclusion activities to enable clients to participate in social and economic life upon initial arrival in a new location/home including: * Assisting clients to identify with their new local community, reintegrate into social networks, and participate in community life. This maximises the chances of a client succeeding in stable accommodation.
* Linking a client with local support services or community networks.
* Funds should not be used for ongoing activities.

A maximum of $500 can be used for this purpose. |
| Time limited specialist support:Purchasing counselling sessions for issues preventing a person from addressing their housing needsChild care (short-term) – that is linked to housing outcomes for the client. |

**5. Future Development**

The above list is by no means expected to cover every possible client need in the future. It is anticipated that occasionally, other options may be identified for the use of Lady Bowen Trust funds.

The selected service provider is expected to make daily decisions regarding the appropriate application of Trust funds to meet clients‘ needs, based on the above service delivery principles, and the list of eligible items. If it is unclear if an item meets the requirements for the use of trust funds, the selected service provider must submit a request to the Board of Advice requesting a determination. This form is available from the Secretariat of the Lady Bowen Trust.

The Board of Advice of the Lady Bowen Trust will base decisions regarding additional eligible items on meeting the objectives of the Trust, and The Trust’s service delivery principles.

**6. Reporting Requirements**

6.1 Requirements of Service Providers

The Board of Advice of the Lady Bowen Trust is required to report to the Public Trustee of Queensland regarding the use of Trust funds.

As a result, service providers must report to the Board of Advice of the Trust regarding the expenditure of funds in the format specified.

Reports must be provided, at least quarterly, prior to each meeting of the Board of Advice. Failing to report as required may be cause for the Board to recommend that the service provider no longer be considered eligible for funding.

Reports from the service provider will be an important focus of Board of Advice meetings. The report provides an opportunity to affirm to the Board of Advice that the Trust funds are making a difference in assisting Queenslanders who have been experiencing homelessness to transition to more stable housing arrangements. The report also provides the service provider with an opportunity to present issues and draw the attention of the Board of Advice to possible unmet needs.

Providing the report, with appropriate details of funds expenditure, to the Board of Advice, together with acceptance of the report by the Board of Advice, is considered adequate acquittal by the Trustee. The Board will advise the service provider within fourteen (14) days of a Board of Advice meeting if the Board has any queries regarding the report or requires any further information. A copy of the submitted report may be forwarded to the Public Trustee’s Office with the minutes of each Board meeting.

The Board of Advice reserves the right to amend the details required to acquit the disbursement of funds. The Board of Advice will provide fourteen (14) days notice to the service provider of any amendments to the reporting requirements.

6.2. Timing of Reports regarding use/disbursement of funds

Reports detailing disbursement of funds must be received no later than fourteen (14) days prior to the scheduled meeting of the Board. Final acquittal reports, including detailed demographic information, must be received no later than 12 months after the funds are provided to the organisation, unless agreed to by the Board of Advice.

Organisations that have received Lady Bowen Trust funds will be advised of the dates reports are required by the Board of Advice at the start of each calendar year.

Should dates of meetings change, or if the Board of Advice requires additional information, the Secretariat will advise service providers, with a minimum of 14 days notice, to provide the requested information.

6.3 Report content

Quarterly reports from the service provider to the Board of Advice must include:

* Number of people receiving assistance with funds from the Lady Bowen Trust
* Criteria for determining prioritisation in allocating funds
* Total amount of funds spent in the quarter
* Copies of receipts for items over $100
* List of the number of clients and kinds of assistance for items/expenses under $100
* Intended use of any unspent funds and any funds that have been carried over from the previous quarter
* Where possible, case studies detailing how the assistance provided has assisted individual recipients is desirable.

For each person receiving assistance:

* Type of assistance provided
* Amount of funds spent (identified by type of assistance) as specified in the Service Delivery Principles, Use of Trust Funds and Eligible Items
* Multiple instances of assistance (where the same client receives repeat assistance)
* Demographics – gender, age, household type, Indigenous status, ethnicity, disability, dependencies.
* Outcomes for clients:
* Qualitative feedback where possible
* Identification of any unmet needs that the Trust may be able to address
* Issues or comments.

Information included in the report must comply with applicable privacy legislation and must not contain data that could identify recipients.

The report must be signed as accurate by an appropriate delegate, as identified by the service provider, and notified by the service provider to the Lady Bowen Trust.

A suggested report format appears as **Attachment A** to this document.

**7. Further information**

For further information please contact:

Lady Bowen Trust

Email: enquiries@ladybowentrust.org.au

If you have any questions regarding you application, or cannot submit electronically please email enquiries@ladybowentrust.org.au to discuss with the Secretariat.

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Attachment A: Suggested report format

Report to the Board of Advice, Lady Bowen Trust by (name of service provider) regarding disbursement of funds as at (date of report)

1. **Background**

Date of receipt of funds

Amount received

1. **Details regarding expenditure**

Number of people receiving assistance with funds from the Lady Bowen Trust

Criteria for determining prioritisation in allocation of funds

Copies of receipts for items over $100

List of number of clients and kinds of assistance for items/expenses under $100

Total amount of funds spent in the quarter

Intended use of any unspent funds and any funds carried-over

**3. Profile of those assisted**

Type of assistance provided

Amount of trust funds spent (identified by type of assistance) as specified in the Service Delivery Principles, Use of Trust Funds and Eligible Items.

Multiple instances of assistance (e.g. Where the same client receives repeated assistance)

Demographics – gender, age, household type, Indigenous status, ethnicity, disability, dependencies.

(Note: Information included in the report must comply with applicable privacy legislation and must not contain data that could identify fund recipients.)

1. **Outcomes for clients**

Qualitative feedback where possible

1. **Identification of any unmet needs that the Lady Bowen Trust may be able to address.**
2. **Issues or comments**
3. **Service provider contact for queries or further information**

**8. Signed by:**

Authorised delegate

Service Provider

Date