

# Individual Support Package handbook



*How to develop and manage your Individual Support Package*



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(for people who are deaf or have a hearing, speech or communication impairment)

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# Chapter 1—Introduction



## Who is this handbook for?

This handbook is for **you** if:

- you are a person with a disability
- or
- you are a nominated person or other supporter with responsibilities for developing and/or managing an Individual Support Package
- and
- you have an existing Individual Support Package that is due for review
- or
- you are planning for an Individual Support Package.

The handbook is also useful for other supporters who are helping you with your Individual Support Package.



## What is in this handbook?

The handbook has information about:

- Individual Support Packages
- what Individual Support Package funding can be used for
- service providers
- how funds can be managed
- your responsibilities if you receive an Individual Support Package

It has information and questions you can ask service providers before you decide what services you need.

It also tells you who you can talk to if you have a problem.



### For more information

The information in this Handbook is based on the Individual Support Package Guidelines that departmental staff and facilitators use.



### How can I find out about changes or updates to this Handbook?

The Disability Services website has a page dedicated to the Individual Support Package Handbook.

**All changes or updates will be posted on the Individual Support Package Handbook web page.**

[www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

You will be able to print a copy of the new documents for your records.

If you do not have access to the internet, ask a worker (for example, your facilitator, support co-ordinator or disability service provider) to tell you when there have been changes or updates.

This handbook will be reviewed each year in line with the Individual Support Package Guidelines.



## What is an Individual Support Package?

An Individual Support Package is funding paid by the department for a person to help pay for supports that will meet their disability support goals and needs.

An Individual Support Package lets the person be in control of working out what supports they need subject to the funding guidelines and departmental approval of a funding plan.

The person can also be in control of how those supports are provided. The person can decide who will provide the supports and, how and when the supports should be provided.

In some cases an Individual Support Package may buy supports for family or carers so they can continue caring for the person. An Individual Support Package can be used to buy a group support such as a place in a day service.

All of this means the person can choose the supports they need that will best help them to achieve their goals and live the way they want.

For children, a child and family centred approach is used to ensure supports are responsive to the needs of the child and their family and strengthen family wellbeing.

The supports that a person buys with their Individual Support Package should be things that are not already available from family and friends or from their community.

Supports can be flexible – this means that the person can change supports or service provider if they want to.

An Individual Support Package is 'attached' to the person. This means that the person can change the type of supports or service provider if their needs change.





## Process and timeline for an Individual Support Package

The following diagram describes the key steps and timeline of an Individual Support Package.

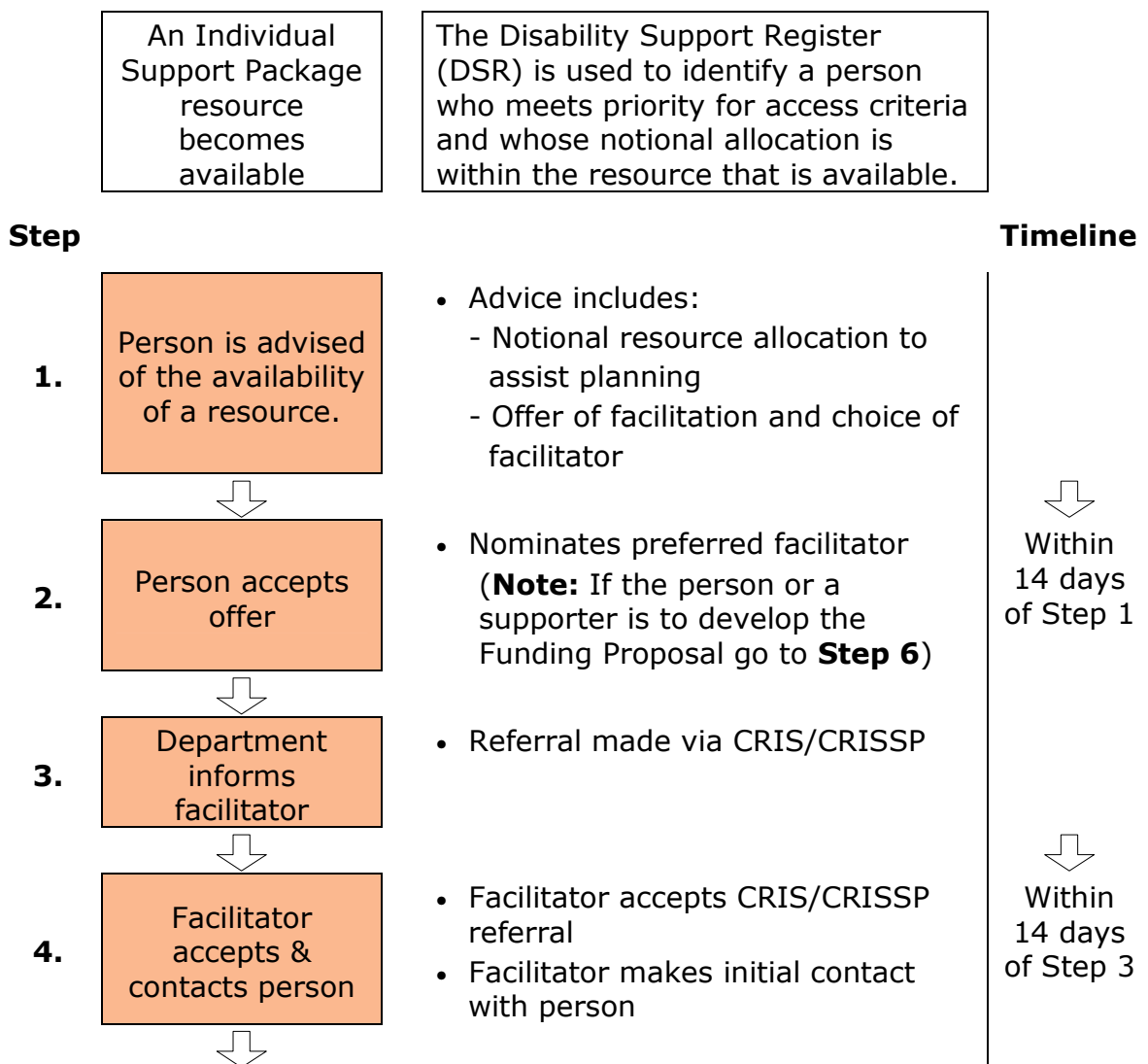
The timeline reflects the anticipated progress of a Funding Proposal that meets the Individual Support Package Funding Guidelines and is within notional allocation. If any changes are needed this may impact on the timeline.

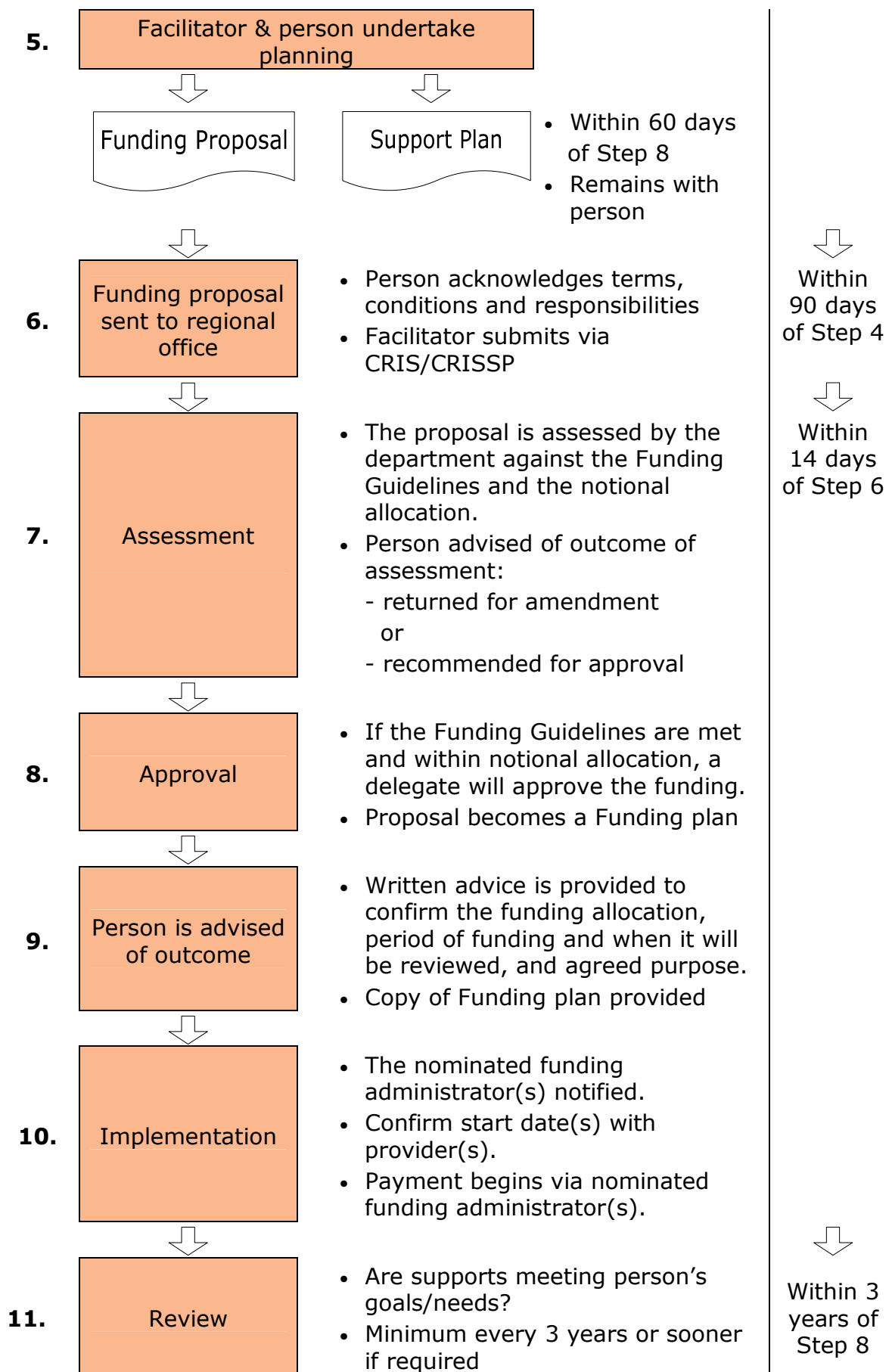


**For more information**

Go to Chapter 5 for more information about Funding Proposals.

### Process and timeline







## Chapter 2—Getting started



## Offer of an Individual Support Package

When an Individual Support Package becomes available, the Disability Support Register (DSR) is used to identify a person who meets priority for access criteria and whose notional allocation is within the resource that is available.

If you are the person that meets these criteria, the department will contact you to let you know. They will then send you a letter to confirm the offer of an Individual Support Package.

This letter will also tell you what organisations in your area can help you to do some detailed planning. The person who helps with this detailed planning is known as a facilitator.

The letter will also tell you that if you want to use a facilitator you will need to provide written consent for your personal information to be given to the facilitator. The facilitator will only get personal information about you that is necessary for them to help plan for your Individual Support Package.

You do not need to use a facilitator. There are others ways to do the planning:

- you can do it yourself
- you can ask a family member, friend or other supporter to help  
or
- you can ask your case manager (if you already have one).

Your family, friends or other supporters can help you make all of these decisions if you want them to.

## Accepting the offer

To accept the offer of an Individual Support Package, you must tell the department in writing. The department will give you an acceptance form to fill in, sign and return.

The letter of acceptance includes boxes you can tick to:

- accept (or decline) the offer
- ask for a facilitator

- name your preferred facilitator organisation or give permission for the department to choose one for you.

By signing the letter, you are providing consent for your relevant information to be given to the facilitator organisation if you have selected to use one.

Once you have sent the letter of acceptance back to the department, we will pass on your details to your preferred facilitator. The facilitator must get in touch with you within two weeks to start the detailed planning.

## Notional allocation

When you made your application to the DSR, the department will have allocated a DSR band level. Each DSR band level has a funding range linked to it. This range is the amount of Disability funding that was agreed you would require for your ongoing support needs.

This range is also called your notional allocation.

This information is given to you so that you and/or your facilitator know how much money you might be able to have allocated to you. This makes it easier for you to plan for supports.

For example, if your notional allocation is \$10,000 to \$15,000, you can work out the best supports for you within that amount.

If your needs have changed a lot since you put in your DSR application, you and/or your facilitator can ask the department to approve a higher amount of funding allocation. You will need to be able to provide evidence about what has changed and why you need more funding.

The department will tell you if the increased funding will be approved or they may ask you to do another Disability Support Register application.

## Interim Support

Planning for your Individual Support Package may take some time while you and/or your facilitator explore all the options and find the service providers.

Usually, supports cannot start until your Individual Support Package has been approved. You may, however, need some help in the short term.



This may include situations such as:

- your support arrangements are complex to set up
- services do not have immediate capacity to provide the actual support(s) you need
- support is required immediately
- your arrangements might need to change soon.

In the above situations the department may be able to allocate some funds to you for 'interim support'.

A request for interim support may be made by you, your family or carer(s), or facilitator.

A departmental delegate will consider your request for interim support against your notional allocation and the Individual Support Package funding guidelines.

Interim support is time limited with a specific purpose to ensure that you are able to receive the supports you might need in the short term.

## If you have an existing Individual Support Package

If you have an existing Individual Support Package and it is coming up for review, you will need to do some thinking about any changes you want to make.

In this situation, you will not receive a letter of offer (because you are not being allocated a new resource from the DSR).

A review means you can choose how to work out what supports you will need. You can:

- do the planning yourself or nominate someone else to help you
- ask an existing disability service provider (for example your day service provider) to help you
- or
- ask for a facilitator to help you.



You may not want to change anything about the supports you currently receive. If you do want to change things, you will need to follow this handbook.

You will need to plan for any new supports within the level of funding that you are getting at the moment.

If your needs have changed and you need more funding, you might need to make an application to the department through the Disability Support Register.



**For more information**

The existing package name (such as Support & Choice) will no longer apply – your package will now be called an Individual Support Package.



## Things to think about when planning for your ongoing supports

Whether you are doing the planning by yourself, with the help of supporters or with a facilitator, there are a number of things to think about.

You should start with:

- What are your goals?
- How would you like to achieve your goals?

If you are using a facilitator or disability service provider to help with planning, they will be able to help you work out what your current goals are and tell you about the services in your area which will help you meet those goals.

You might want to talk to your family or friends and work out who will do what.

If you are doing your own planning, you will need to get the answers to these questions yourself or with help from your supporters.

### **What supports did you ask for when your Disability Support Register request was made?**

- Do you still need the same supports?
- Has something changed in your life that means you might need different supports?

### **What services do you need?**

- Do you know what is available or suitable for your needs?
- Do you have some ideas, but want to talk them over with the facilitator or disability service provider?
- Are there people in your life that could provide some support without charge?





**Who will provide the services?**

- Do you know any service providers that you want to use?
- Are there any service providers that have been recommended to you?
- Are there any service providers you **don't** want to use?

**What funding administration arrangement will be used?**

- What funding administration arrangement best fits the level of control and responsibility you want for your supports?
- What arrangement is the most efficient way of managing the package of supports you have selected?

**How will your plan work?**

- Who will make contact with the suppliers or service provider(s) to start the service delivery?
- Who will make sure the support happens when and how you want it to?
- Who will follow up if something goes wrong?
- How will payment for services happen?

**How will the funding be monitored and accounted for?**

- Who is going to receive reports on how much funding has been spent on your behalf or how much is left?

**What will happen if you want your plan of supports reviewed?**

- Who do you need to ask?
- Who will ask?





## Chapter 3—Funding guidelines



## Funding principles

- Your Individual Support Package funding (your funding) must be used to purchase supports that are directly related to your disability needs and to achieve the goals identified in your support plan. Outcomes may include:
  - moving to independent living
  - remain living within the family environment
  - remain living independently
  - enabling family or carers to receive support so they can continue their caring role
  - having better health and well-being
  - improving skills and capabilities
  - having more opportunities to go out and meet friends or attend social events
  - having more opportunities for community access and participation
  - participating in education or further training
  - improving employment opportunities.
  
- Your funding is not income for you (like money you might get from work or a pension).
  
- Your funding can only be used when you have tried, but cannot get, informal supports or community services to meet your disability support needs.
  
- Your funding cannot be used to pay for supports that are funded by other local, state or commonwealth government programs. It can be used as your contribution, if one is needed, toward the cost of these supports.
  
- Your funding should be used to buy services or items that are the 'best value' for you. Best value means that the item or service is the right one for you but may not be the cheapest or the most expensive.
  
- Your funding should be used to support you within your own cultural identity as defined by you and your supporter(s) if this is what you want.

- Your funding **must not** be used to meet costs that any other community member would reasonably be expected to pay from their own money unless **at least** one of the following circumstances applies:
  - Your disability prevents you from accessing the service or item in the same way as the rest of the community.
  - There is a benefit to your health, wellbeing or fitness that would otherwise be unavailable.
  - The service or item is suitable for you but costs less than an existing disability service (for example a community service may be best able to help you live independently, where the only other alternative is shared supported accommodation).
  - The service or item will make the difference in helping you to achieve the outcome of community access or participation that would otherwise be unachievable.
  - You are experiencing major financial hardship. The Disability Services Undue Financial Hardship Guidelines will help you work out if this applies to you.



**What does “services or items that other members of the community would reasonably be expected to pay for from their own money” mean?**

All members of the community have to pay for the things they need to live, work and participate in the community. They pay for these from money they earn from work or from other income like a pension paid by Centrelink.

You will also have to pay for these things from your own money unless at least one of the circumstances shown above applies to you.

These include, but are not limited to:

- bills like electricity, gas, telephone and internet costs
- general household fittings, furniture and white goods
- standard electrical goods and consumer products
- food, groceries and other household goods
- rent or rental assistance
- vehicle modifications or maintenance

- house and contents insurance, vehicle and life insurance
- tickets to movies, shows, or sporting events
- employment services
- fuel
- tram, train, bus or taxi fares
- complementary therapies (for example, Chinese herbal medicine)



### Where can I get more information about complementary therapies?

The department's Better Health Channel has more information about complementary therapies.

[www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au) (and go to Fact sheets A-Z)

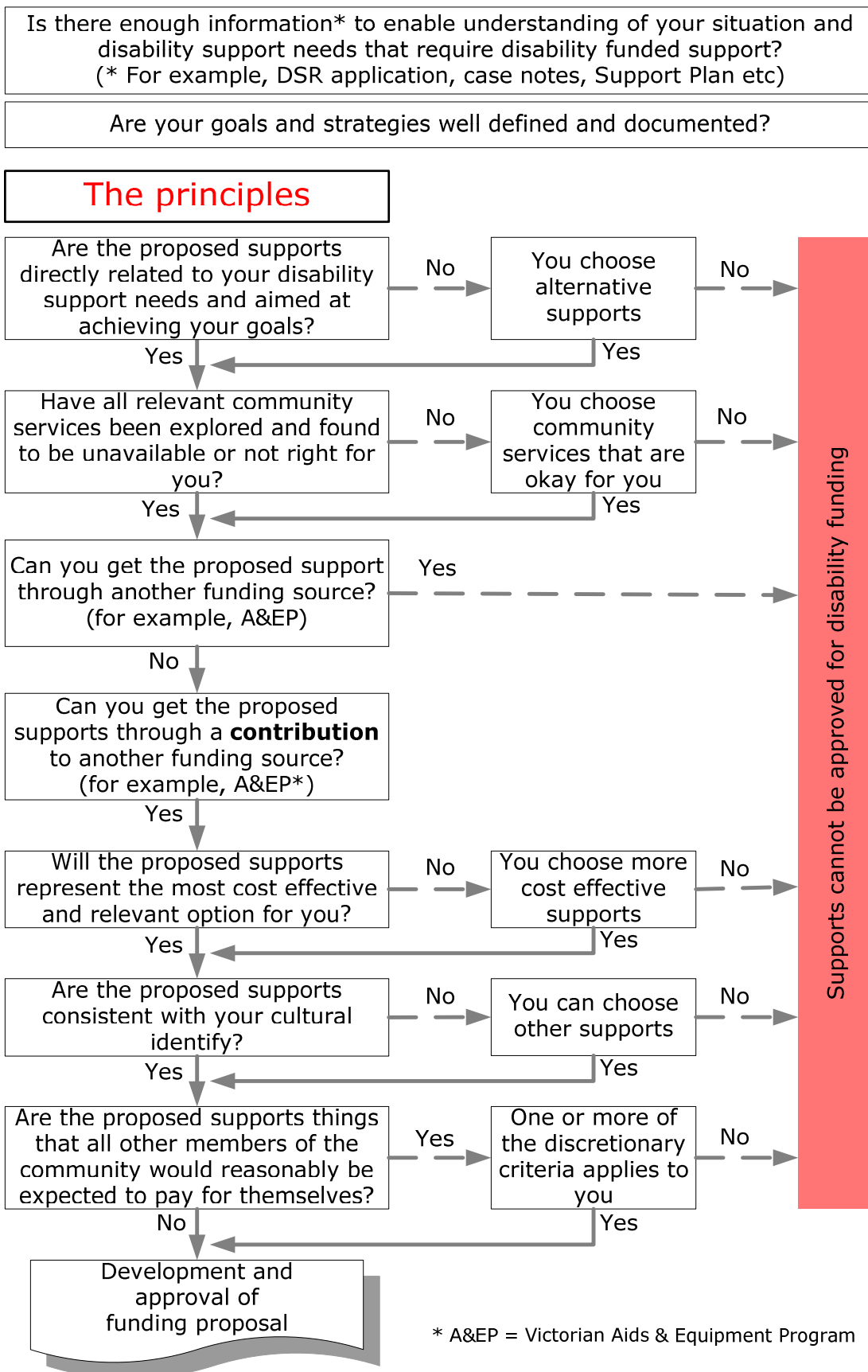
or

Telephone: 1800 126 637

- Your funding **cannot** be used for:
  - anything that is against the law
  - for gamblingor
  - Directly employing staff - staff must be employed by a service provider – **unless** you are involved in the Direct Employment Project trial and have departmental approval.



## How the funding principles work



## What can be purchased?

There is no 'list' of things that can or can't be purchased with your Individual Support Package. The types of supports that can be purchased **must be considered within the Principles outlined in Section 3.1** and will depend on the context of your disability needs.

## Who can supports be purchased from?

Support can be purchased from the following types of providers:

- registered disability service providers
- providers of personal support – not registered as disability service providers
- providers of generic community services
- providers of commercial goods and services

### Registered disability service providers

Some organisations that provide disability services are registered by the department under the Disability Act. To be registered, the service provider has to show the department that they can provide a service for persons with a disability and meet the requirements of the Disability Act.

The Disability Act says that registered service providers have to:

- give people information about their services, including the cost
- have a complaints process  
and
- meet the Standards for Disability Services in Victoria.



#### For more information

To find out where you can get more information about the Standards, go to **Chapter 7— For more information**

The Disability Act also enables people to make a complaint about a registered disability service provider to the Disability Services Commissioner.

Registered providers may also be required to:

- conduct pre-employment safety screening (police checks and Working with Children checks where appropriate)
- comply with financial accountability requirements



- have processes in place to meet the obligations of the Occupational Health and Safety Act 2004
- have a WorkCover policy
- comply with the departmental incident reporting procedures
- have appropriate insurance.



### Who are the registered disability service providers?

There is a list of registered disability services providers on the Disability Services website.

[www.dhs.vic.gov.au/disability/supports\\_for\\_people#register](http://www.dhs.vic.gov.au/disability/supports_for_people#register)

If you would like assistance in working out which organisation would be the best for you, talk to your facilitator.

You may want to visit some disability service providers and talk about what they do and how much they will charge, and then make a choice.

### Providers of personal support – not registered

There are providers of personal support that are not registered under the Act. You can choose one of these organisations but you need to know that:

- they **do not** need to comply with the Disability Act, such as meeting the disability standards
- you **cannot** make a complaint to the Disability Services Commissioner about their services
- they **are not** monitored by the department.

### Providers of generic community services

Generic community services may be the most appropriate provider of the supports you need. Generic community services include supports that many community members use, such as dental services, therapy and recreation. These services are not covered by the Disability Act.

In some instances, these services will be monitored by a relevant professional association and/or a statutory body that can hear complaints.



## Providers of commercial goods and services

Commercial goods and services are those that all members of the community purchase or use. This includes providers of services such as home help.

If you wish to use a commercial service you should get information from them before making your decision.

These providers are not covered by the Disability Act. If you have any concerns about a community service provider or want to make a complaint about them, you can contact Consumer Affairs Victoria to help you.



### For more information

Consumer Affairs Victoria

- Telephone: 1300 55 81 81
- Web: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- Email: [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

## Family members

You may engage a family member as a paid provider of personal support, but there are two conditions:

- they cannot be living in the same residence as you.  
and
- they must be employed by a service provider.

Your family member must be prepared to do what all other employees of that service provider do. For example, they must have a pre-employment screen (a police check and/or Working with Children check).

Using a family member as your paid carer must be at your request, not the family member's request. You need to be sure that you will still be in control of the support you receive.

You may use a family member as your paid carer if your circumstances indicate that this is the best or only option for you. These circumstances might be:

- you live in a rural or remote area and access to professional attendant care personnel is limited
- you have religious or cultural reasons
- you have complex medical needs  
and/or
- you have strong personal views about privacy and dignity.



Some things you need to think about include:

- having a contract with the service provider
- having an independent person to mediate if there is any disagreement
- having a plan for your family member to take a break from supporting you from time to time.
- thinking about emergency and/or back-up support arrangements in case your family member is not able to provide support (for example, if they are sick).

The arrangement should be regularly monitored to make sure it continues to be in your best interests.

## Selecting service providers

The selection of service providers is both your decision and your responsibility. Your facilitator can help you to get information to make decisions about which supports to use and who can provide them.

Some of the questions you should ask or be helped to ask of any service provider are:

- What type and nature of supports can they provide?
- What are the costs of the support?
- Are there any conditions related to the provision of the support?
- What will your responsibilities be?
- Do they have adequate insurance arrangements, for example in case a worker is injured while at your home?
- Do they have a complaints process that you understand and feel confident about?

If you want to use a provider for personal support that is not registered, you need to state that you understand what it means for you. You will also need to take responsibility for monitoring the delivery and quality of supports you receive.

There are some extra questions you should ask if you want to use a provider of personal support that is not registered. You should only decide to use such an organisation if you are happy with the answers they give you.

If you have any concerns about a service provider that is not registered under the Act and want to make a complaint about them, you can contact



Consumer Affairs Victoria to help you. (**See Chapter 6—Rights and responsibilities** for details)



**What are the questions to ask service providers that are not registered?**

- A checklist of the questions to ask is included at **Appendix 2** on Page 30.

## Limit on choice of providers of personal support

A facilitator or a departmental worker may disagree with your decision to use a provider of personal support that is not registered if they believe that you:

- are vulnerable (see box below) due to your level of support need, capacity to make decisions or lack of a support network  
or
- need specialist supports (for example, you show behaviours of concern).

In either of these situations you will be required to use registered providers of personal support.

If you wish to use your Individual Support Package funding to buy a place in a shared supported accommodation service, this will also have to be from a registered disability service provider.



**What does 'vulnerable' mean?**

You might be vulnerable because:

- you have difficulty communicating your needs
- you do not have supporters to assist in decision making and be involved in monitoring supports
- you or your supporter(s) cannot demonstrate that you understand the implications of your decisions.

## What services cost

Disability service providers that have a service agreement with the department are funded on the basis of a range of unit prices. The cost of the services you need will generally be based on these unit prices.

Sometimes they might charge you more than the unit price. This might be because specific skills or expertise are needed to meet your needs. The disability service provider must provide you with information about this price and why it is different to the unit price.

If you think a higher price is unfair or you don't have enough funding to pay for it, you may need to find another service provider.



### What are the unit prices?

The current unit prices for the disability services most commonly purchased with Individual Support Package funding are listed in **Appendix 2—Disability Services Unit Prices** on Page 31.

### Other service providers

All other services work out their price based on their business needs.

You should find out how much the service costs and make a decision about whether it is 'best value' for you before you decide to use the service.

### How is the total cost worked out?

When you know what the price is for a service, you need to multiply this by the amount of the service you need over the year.

For example, let's say that you need personal care support and the service provider has agreed to provide it to you for \$35.06 per hour. You need two hours of support each day (including weekends) for 52 weeks in the year.

This will result in the following calculation:

$$\$35.06 \times 2 \text{ hours} \times 7 \text{ days} \times 52 \text{ weeks} = \$25,523.68 \text{ per year}$$

You may want to have some funding set aside for when something happens that you didn't expect.



This may be for things like:

- support to attend social events during the year if this means you will need more than your usual support  
or
- extended period of illness requiring increased personal support at home.

This may mean that you include an additional line in your funding proposal such as:

$$\$35.06 \times 2 \text{ hours} \times 20 \text{ days} = \$1,402.40$$

Your facilitator or disability service provider can help with these calculations.

### **Goods and services tax (GST)**

When costing your funding proposal, any GST that is in the price needs to be identified. You should find this out by asking the service provider if the price includes GST.

The department will pay the GST amount in addition to the funding you are allocated for supports.

## **Time period for funding**

Your Individual Support Package may be allocated to you as **one-off** funding, **short term** funding, **ongoing** funding or a combination of these.

- One-off funding means funding to buy an item or pay for a service just once. It is also called 'non-recurrent funding'
- Short-term funding means paying for supports that you may only need for a few weeks or months at a time.
- Ongoing funding means paying for things for a long time because your support need is ongoing. (For most people this will be for personal care in the home or to access the community.)

Ongoing funding is also called 'recurrent' funding. One-off funding or short term funding may also be called 'non-recurrent' funding.

This does not mean that the amount of funding will stay the same forever. When your support plan is reviewed (at least every three years), you can receive help to work out whether the supports you've been getting are still

right for you. If your situation changes over time, there may need to be a change to your support plan, funding and funding plan.

Ongoing funding will continue until a review of your supports indicates that changes are required.

## Sharing support delivery

Sharing support delivery means that two or more people use some or all of their Individual Support Package funding to buy support from the same service provider(s).

You can share support delivery with a friend, or someone else you know, if you want to.

There are some things that you should think about before you decide to share.

These things include:

- Who will make sure the supports are delivered?
- Will sharing affect the level or quality of support that you receive?
- What will happen to the support(s) if one of you wants to stop sharing?

You may want to have an agreement with the other people about the above things including what will happen if there are any changes.

Your facilitator may help you to find out the answers to these questions before you make a decision to share support delivery with other people.

If you decide to share supports, you will still need to make sure you meet your responsibilities described in this handbook.



## Appendix 1—Questions for non-registered personal support providers

	Yes / No
Are you considering or would you consider seeking registration as a disability service provider under the Disability Act in order to provide disability services?	<input type="checkbox"/>
Are you a legal entity, such as a company or incorporated body?	<input type="checkbox"/>
Do you do pre-employment safety screening (police checks, Working with Children checks) of staff or volunteers?	<input type="checkbox"/>
Can you make sure that workers will be able to deliver the service I want at the times I want?	<input type="checkbox"/>
Will other workers be available when the usual worker calls in sick and how will this be organised?	<input type="checkbox"/>
Will I be able to have a say in who my workers are?	<input type="checkbox"/>
Do your workers undertake regular training?	<input type="checkbox"/>
Do you have public liability insurance and WorkCover insurance in case something happens to a worker in my home?	<input type="checkbox"/>
How do you make sure you provide a good service?	<input type="checkbox"/>
How do I complain if I need to?	<input type="checkbox"/>
How much is the service going to cost?	

---

**If there are any other questions you might like to ask, you might like to write them below:**

---

<input type="checkbox"/>
<input type="checkbox"/>

---



## Appendix 2—Disability Services Unit Prices

The Unit Prices for some of the most commonly used services are listed in the table below (refer to What services cost on Page 27).

Prices for 2009-2010

Service type	Unit Price
Personal Support (in-home, community access, 1:1 support)	\$35.06 per hour
Case Management, Complex (Social Worker)	\$46.47 per hour
Therapy (Unqualified Assistant)	\$29.76 per hour
Therapy (Qualified Assistant)	\$33.39 per hour
Therapy (Professional Services)	\$64.52 per hour
FFYA (Level 1)	\$8,618 per year
FFYA (Level 2)	\$10,220 per year
Day service (core) / FFYA Level 3	\$15,959 per year
Day service (high) / FFYA Level 4	\$23,467 per year
Day service (very high) / FFYA Level 5	\$25,995 per year
Respite (in-home worker or community worker)	\$35.06 per hour



### What if the prices change?

The prices shown are current for 2009-2010, but they may change in future.

**An updated list of prices will be posted on the Individual Support Package Handbook page of the Disability Services website.**

[www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

If you do not have access to the internet, ask your facilitator or the department for a copy of the new prices.





## Chapter 4—Funding administration arrangements

## Introduction

At the planning stage, or when you have a review of your Individual Support Package, you need to think about how you want the funding for your supports to be managed. This is known as funding administration.

The funding administration arrangements are:

- direct payments
- a financial intermediary
- a disability service provider

You may use a combination of the above.

## Direct payments

Direct payments is where you and/or a nominated person receive the funding directly from the department and pay for services and supports to meet the goals in your funding plan.

You must open a bank account which is only to be used for direct payments. The department then transfers the Individual Support Package funds as outlined in a payment schedule to the bank account. You and/or your family must sign a deed of agreement with the department and meet your responsibilities as described in the deed, this handbook and the Direct Payments Supplement.

Responsibilities include:

- Negotiating and arranging the provision of services and supports
- Checking the quality of the supports you receive
- Checking that the invoices from your service providers are correct (this means that you received the supports stated in the invoice and that the cost of the supports is what you expect to pay)
- Paying the invoices and keeping receipts
- Providing records to the department when requested.

Direct payments gives you maximum control over your funding.

Direct payments is only available as an option in Southern and North & West Metropolitan and Gippsland regions in 2009. From 2010 direct payments will be available across all regions in Victoria.



### Where can I get more information about direct payments?

More detailed information about the direct payments is available in the Direct Payments Supplement.

## Financial intermediary service

A financial intermediary service is responsible for making payments on your behalf. The financial intermediary service will:

- send you information on how to use the service
- hold your Individual Support Package funding and pay the invoices for the supports you receive
- keep records for you and give you regular reports on what you have spent.

The financial intermediary will also provide the department with regular records of your use of the funding. This enables the department to see whether or not your funding plan is working for you.

When you use the financial intermediary service you will be responsible for:

- negotiating and arranging the provision of services and supports
- checking the quality of the supports you receive
- checking that the invoices from your service providers are correct (this means that you received the supports stated in the invoice and that the cost of the supports is what you expect to pay)
- authorising each invoice to say it is okay to pay and sending it to the financial intermediary service for payment without delay
- only sending invoices to the financial intermediary service that relate to your funding plan (the financial intermediary service **will not pay** any invoices that do not relate to your funding plan unless you give them a notice of the change).

If you prefer, you can ask your nominated person(s) to help you with these responsibilities.

The financial intermediary arrangement gives you flexibility, choice and control over your expenditure but you do not have to hold the funding and/or pay the invoices.



**For more information**

More detailed information about the financial intermediary is available from your facilitator or Intake and Response.

Contact information for Intake and Response in your region is included on Page 66.

## Registered disability service provider

This is where your Individual Support Package funding is transferred by the department to a disability service provider you have nominated.

Under this arrangement the disability service provider:

- delivers the services and maintains records of your funding
- may also arrange to buy other services or supports in your funding plan (if this happens you should be involved in deciding who will provide those services)
- will tell you what has been spent if they are buying other supports on your behalf.

In this arrangement, you have only limited responsibility for the funding.

You can, however, change service provider under the conditions shown in **Changes to supports**.

The disability service provider is accountable to the department for the funding and reporting actual service provision to you.

The disability service provider arrangement works best where all or a large part of your supports will be provided by that disability service provider.



**Can I have more than one funding administration arrangement?**

Yes. A combination of the above arrangements may work best if, for example, your Individual Support Package includes buying a place in a group program, such as a day service, and the rest is made up of a number of other small services or items.

## Choosing a funding administration arrangement

The table on the next page provides a series of questions for you to consider when choosing your funding administration arrangement(s).

When selecting a funding administration arrangement, you and/or your nominated person must acknowledge that you accept the terms and conditions that go with the arrangement.

If you choose to use a financial intermediary or disability service provider you will need to provide your consent for them to be given relevant information about your funding plan, so they can provide the funding administration arrangement.

Where the terms and conditions associated with the funding administration arrangement are not met you will be provided with information and support to fulfil your responsibilities.

Where the terms and conditions are consistently not met, the department may support you to transition to another funding administration arrangement and/or ask you to repay the funds.



Tick the boxes that you feel best describe your situation. The column or columns with the most ticks indicates which funding administration arrangement(s) would work best for you.

Direct payments	Financial intermediary	Disability service provider
<b>Package Contents</b>		
<input type="checkbox"/> I plan to purchase supports from more than one service provider.	<input type="checkbox"/> I plan to purchase supports from more than one service provider.	<input type="checkbox"/> Most of my support needs will be met by one or two registered disability service providers or the majority of the funding is managed by a registered disability service provider
<b>Making decisions</b>		
<input type="checkbox"/> I want the flexibility, choice and control to change where I purchase supports from in a responsive manner.  <input type="checkbox"/> I am confident that I can choose quality supports to meet my needs.	<input type="checkbox"/> I want the flexibility, choice and control to change where I purchase supports from.  <input type="checkbox"/> I am confident that I can choose quality supports to meet my needs.	<input type="checkbox"/> I would like the registered disability service provider(s) to arrange any other purchases after discussing it with me.
<b>Managing &amp; organising</b>		
<input type="checkbox"/> I can and will manage a budget and monitor expenditure.  <input type="checkbox"/> I can and will organise and coordinate supports.  <input type="checkbox"/> I want to be responsible for the funding and paying the bills.	<input type="checkbox"/> I can and will manage a budget and monitor expenditure.  <input type="checkbox"/> I can and will organise and coordinate my supports.  <input type="checkbox"/> I am able and willing to check invoices with service providers when they are not correct.  <input type="checkbox"/> I am able and willing to authorise and forward invoices on to the financial intermediary without delay.	<input type="checkbox"/> I do not wish to administer the funding and prefer a registered service provider to do this.
<b>Record keeping</b>		
<input type="checkbox"/> I am able to keep records of bank statements and purchases so they can be reviewed by the department.	<input type="checkbox"/> I want invoices to be paid on my behalf and to be provided with reports about how much has been spent and the amount of funds remaining.	<input type="checkbox"/> I will receive advice from the service provider.





## Chapter 5—Your funding plan



## Planning and the funding approval process

### Support plan

The Disability Act requires that a support plan is in place if you are in receipt of an ongoing disability support. An Individual Support Package is considered an ongoing disability support.

The support plan outlines your goals and the strategies and resources required to achieve those goals. The support plan can be in the format you like best, but if there are supports that require disability funding, these need to be written in a **funding proposal**.

### Funding proposal

The funding proposal is used for:

- getting approval of your funding
- telling the department which funding administration arrangement(s) you have selected
- giving information to the funding administrator about how your funding is to be spent
- getting your acknowledgment that you accept the conditions and responsibilities that go with receiving an Individual Support Package.

The funding proposal must be in a consistent format so that:

- everyone can understand the process for getting final approval of funding allocation
- departmental delegates are provided with consistent information on which to make their decisions
- consistent data is gathered for reporting purposes.

### Who can fill in a funding proposal?

The funding proposal can be filled in by:

- you
- a supporter selected by you
- a worker who already has a relationship with you (for example, your case manager)
- a facilitator selected by you
- a facilitator allocated by the department if you don't want to choose.



### **Which funding proposal format should be used?**

The funding proposal can be filled in one of three ways.

1. Paper version – for people with a disability or supporters who will **hand write** the funding proposal
2. Computer version - for people with a disability, supporters or facilitators not using the electronic version who will type the funding proposal onto their computer
3. Electronic version – for facilitators who will work with you to develop your funding proposal

The paper and home computer versions are available from the department's regional offices at your request. If you ask for one of these versions, you will also be given a guide to help you fill in the form.

Most facilitators will work with the electronic version. This version uses the department's Client Relationship Information System (CRIS) and Client Relationship Information System for Service Providers (CRISSP).

### **Acknowledgement of the conditions of funding**

You must sign your funding proposal no matter who fills it in.

This is so you can acknowledge the conditions of receiving the funding allocation. The conditions include saying that:

- you will spend the funds within your goals
- you will check reports about your expenditure
- you will meet the responsibilities of the funding administration arrangement(s) you have selected.

If you are not able to sign, someone else may sign on your behalf. This could be:

- a nominated person
- two nominated people (for example both parents of a person with a disability).

If you are aged 16 years and over, you and a nominated person may both sign the funding proposal.

If you choose to have a nominated person to sign on your behalf, they must:

- involve you in decisions about your support and in all relevant decisions
- talk to you about how you want to use and manage the funds
- operate in your best interests.



**For more information**

Go to Chapter 6—Roles and responsibilities

### **Approval**

Because the Individual Support Package is government money that is being allocated to you, it must be approved by someone authorised to approve an Individual Support Package. This person works for the department and is called departmental delegate.

There are three key things that the departmental delegate must know when considering your funding proposal for approval:

- is the funding requested within the notional allocation or, if not, has a good explanation been provided?
- do the supports requested comply with the funding guidelines (see Chapter 3)?
- is the funding administration arrangement(s) appropriate to the person (see Chapter 4)?



## Putting your funding plan into action

### **From funding proposal to funding plan**

Once the funding proposal is approved it becomes your funding plan. You and/or your nominated person will be provided with a copy of your funding plan. Once you have this you can start putting your plan into action.

You will also be advised in writing that your funding has been approved.

The information on the funding schedule (which is part of your funding plan) will also be given to any organisations that you nominated to administer your funding. This is so they can make the payments on your behalf.

### **Getting your supports started**

When you are told that your funding plan is approved, you can make arrangements for the supports in your plan to start.

If you are using a financial intermediary or direct payments, you will also need to make arrangements about invoices, including:

- how and when your service providers will send you the invoices and
- how you will endorse them and send them to the financial intermediary.

### **Getting help with implementing your funding plan**

Your funding plan will have identified who will implement and monitor your package. This could be you, a supporter or your facilitator.

It is part of the facilitator's role to provide some help, if you want them to, after approval of your funding plan. This is to make sure:

- the supports start
- that you and your supporters, if relevant, are aware of your responsibilities
- that you and your supporters know who to contact if you need further advice or wish to request a review.

Facilitators may provide one off, episodic advice throughout the period of the plan, but do not provide continuous support to implement the plan.



### **Support coordination**

If you have a limited network of supporters, have difficulty negotiating with service providers or complex needs, your facilitator will have suggested that you include support coordination in your funding proposal.

Support coordination should be tailored to your needs. It can range from contact every once in a while to regular monitoring and help with the administration of your supports.



## Changes to supports

You can make changes to your Individual Support Package at any time.

You can make a change because you think another type of service would be better in helping you achieve your goals or you are not happy with a service or service provider. You might also need to make a change because there has been a change in your life you didn't expect.

Any changes must be in line with the funding guidelines in this handbook.

### Changes that require departmental approval

You must ask the department for approval if the change you want to make is because:

- you have identified a new goal for your support plan
- your needs have increased and you believe you need more funding
- there will be a change of funding administration arrangement.

If you want to make any of these changes, the department will tell you what needs to happen next.



#### Important information

The department will usually ask you to review your support plan and funding plan. Depending on your current funding administration arrangement, there may be other things you need to do.

### Changes you can make without getting further approval

You can make changes within the goals of your approved funding plan and the funding guidelines in this handbook **without** asking the department for approval.

This means that you can change from:

- one service provider to another
- one type of support to another



#### Important information

If you want to change a service provider that is a funding administration arrangement, you will need to have a review of your funding plan.



## What you must do

When making any changes, you **must**:

- tell your service provider(s) that you want to stop receiving support from them (this is called 'giving notice' – see below)
- talk to the new service provider(s) about starting the new support
- tell your funding administration arrangement of the change
- tell the department if the funding is administered through a disability service provider.

## Giving notice

The period of notice you need to give will usually be what the service provider has asked you to give. For registered disability service providers the period of notice is usually two months. This may be different if you have agreed on another period with the service provider.

You may give a very short period of notice if the service has not been meeting your needs. For example, you may want to change quickly if the service provider has been regularly failing to provide you with the service.



### Can I get help if I want to give short notice?

Yes. You can ask someone to help you raise your concerns and provide the notice. This might be a family member, friend, advocate, facilitator or case manager.

Information about advocates is included in **Chapter 6—Rights and responsibilities** of this handbook.

## Emergency support

Sometimes you can have unexpected changes in your life and need more support than what is available in your funding allocation.

You and your supporters should try to sort out other ways of meeting this increased need.

If you can't sort it out, you can contact your local Intake & Response Team for advice. They may be able to arrange some emergency funding for supports that which may help with meeting your increased needs.



Funding for emergency support is time limited. The department will tell you how long this funding will last.

### **Moving to another region**

Your Individual Support Package is allocated to you. This means that you can move within Victoria and the funding moves with you.

If you want to move from one place to another, you need to tell the region you are currently living in. If the move will mean that you change regions, the regions will coordinate the change.

You will need to talk to each of your service providers to work out whether they work in your new area or if you have to change to a new provider. Your funding administration arrangement may also need to change.

### **Moving into or out of Victoria**

There is an agreement between all States in Australia that any individual who gets individually attached funding can ask for the transfer of 12 months funding to their new state of residence.

### **Arriving in Victoria**

If you have come to Victoria from another state with individually attached funding, this is considered to be an Individual Support Package. This means that you can use the funds in line with this handbook.

Staff at the region where you are going to live will help you with a planning process and, if your needs are on-going, do a funding proposal.

The region will help you to make sure that supports are in place at the end of the 12 month period, so that you and your family have continuity of support.

### **Leaving Victoria**

If you want to move to another state, you need to tell the department that you will be moving.

When you leave Victoria, your Individual Support Package arrangements will stop.



The department will, however, talk to the new state to tell them how much funding you will have for the next 12 months and send this funding to them.

The department cannot put conditions on the transferred funds. Your new package will be managed according to the policies of the state you are moving to.



## Unspent funds

### **When your funding administration arrangement is financial intermediary or disability service provider**

At the end of each financial year, your funding administration organisation(s) must do an acquittal of your annual funding allocation. They must then give you a report on how your funding is going.

A financial year is from 1 July until 30 June.

The acquittal may show that you have some funds that have not been spent as planned. This is called unspent funds.

Where the acquittal shows that there are unspent funds, \$1,500 or five per cent of your yearly allocation (whichever is more) will be carried forward into the next financial year.



#### **How do I know whether \$1500 is more or less than five per cent?**

If your annual allocation is up to \$30,000 a year, the carry forward will be \$1,500. If your package is more than \$30,000 a year the carry forward will be five per cent of your package.

The carried forward amount will be in addition to the annual allocation that is outlined in your funding plan.

You may spend the carried forward funds on any supports you want or need within the funding guidelines and your goals.

The carried forward funds must be spent by the end of the next financial year.

If the acquittal at the end of the next financial year shows that you have unspent funds again, the department may suggest a review of your support plan and funding plan.



**What if I have received the service but have not yet received the invoice?**

Services that you have received but have not yet received an invoice for or goods that have been ordered but not yet delivered are **not** counted as unspent funds.



**What happens if the unspent funds are more than \$1500 or five per cent?**

Any unspent funds over the limits will be returned to the department to be used to support other people with a disability. In exceptional circumstances, regional office may let you carry forward these funds as well.

**When your funding administration arrangement is direct payments**

As a direct payments user, you are responsible for identifying and managing any unspent funds.



**For more information**

Go to Direct Payments Supplement

**When you have purchased a 'place' in a day service**

The above instructions about unspent funds do not apply if you have purchased a place in a day service.

This is because the unit price for a day service place is based on a year's service. If you are unable to attend for a period of time, the yearly unit price continues to apply.

## Reviewing your supports and Individual Support Package

When developing your funding proposal, your facilitator will talk to you about when your supports should be reviewed. They will also talk to you about who will do the review with you.

The Disability Act says that your support plan must be reviewed at least every three years. There may be a range of reasons why an earlier review would be better.

These include:

- You are approaching a big change in your life, such as moving from education to employment.
- You have a progressive condition or your health is unstable.
- You are a younger person with a disability residing in residential aged care.
- You are expecting changes in your family situation.
- You often have a large amount of unspent funds.

You or your supporter can request a review at any time if:

- you want to change your goals
- the plan or parts of the plan are not meeting your needs
- there are unanticipated changes in your circumstances.

A review may also be started by the department if there is significant over or under spending or other irregularities. You will be required to be involved in any reviews started by the department.

A review involves looking at the outcomes of the supports and funding for you. Some of the things to think about are:

- Have your goals been met?
- Are the strategies outlined in the plan working and still relevant or need to be changed?
- Are the chosen supports effectively meeting your goals?
- Has spending been consistent with what was anticipated?



- Has the funding administration arrangement met your needs?

**A review may result in:**

- no changes to your supports or funding plan
- changes to goals and strategies within your funding and the funding guidelines
- changes to goals and strategies which also result in more funding being needed (you will need to get approval from the department for this)
- a change to your funding administration arrangement.



## Chapter 6—Rights and responsibilities



## Your rights

Your rights in relation to the provision of disability services are described in the Disability Act.

As a person who has applied for an Individual Support Package, you have the right to:

- expect your request for support to be treated fairly and equitably
- exercise choice and flexibility
- be involved in decisions to the extent you are able
- have support to make decisions if you want
- expect quality service delivery
- make changes to your supports if required
- have access to complaints processes.

Your rights as a member of the community are outlined in other pieces of legislation including the *Charter of Human Rights and Responsibilities Act 2006*, the *Equal Opportunity Act 1995* and the *Commonwealth Disability Discrimination Act 1992*.





## Making a complaint

If you are not happy with a service or part of a service you receive, you should talk to the service provider to try and fix the problem.

If the problem is not fixed or you are not happy about how the service provider is treating your complaint, you can complain to an independent person or organisation.

There will be different ways to complain depending on which type of service is provided.

### Registered disability service providers

**Registered disability service providers** are required by the Disability Act to have a complaints procedure. The Disability Act says that the service provider must explain the procedure to you in the manner and language that you are able to understand.

Supports provided by the department are subject to the Disability Services complaints policy.

#### Disability Services Complaints policy

<b>Web:</b>	<a href="http://www.dhs.vic.gov.au/disability">www.dhs.vic.gov.au/disability</a> (Go to the Disability Act section and the Policy and information manual)
<b>Telephone:</b>	Contact your regional office (If you don't know the number, call 1800 783 783 or TTY 1800 008 149 to be connected to your local region)

You can complain to the Disability Services Commissioner if you believe the service provider has not properly investigated or acted upon your complaint.



### Disability Services Commissioner

<b>Web:</b>	www.odsc.vic.gov.au
<b>Email:</b>	(refer to the online complaints form on the website)
<b>Telephone:</b>	1800 677 342 (free call) 1300 728 187 (local call)
<b>TTY:</b>	1300 726 563

### Other providers of personal care support

Other providers of personal care support are not covered by the Disability Act, so you will not be able to ask the Disability Services Commissioner to investigate your complaint. You should ask the provider to explain their complaints procedure to you.

If you need independent advice and assistance in relation to complaints about service provision, contact Consumer Affairs Victoria.

### Community services

Goods or services that you buy from community services are not covered by the Disability Act.

If you need independent advice and assistance in relation to complaints about service provision, contact Consumer Affairs Victoria.

### Consumer Affairs Victoria

<b>Web:</b>	www.consumer.vic.gov.au
<b>Email:</b>	consumer@justice.vic.gov.au
<b>Telephone:</b>	1300 558 181
<b>Interpreter Service:</b>	131 450
<b>TTY:</b>	133 677 then ask for 1300 55 81 81.



## Your responsibilities

There are a number of responsibilities when in receipt of an Individual Support Package. As part of developing the funding proposal, the facilitator will help you work out whether you will undertake these responsibilities or whether there is someone you would like to nominate to do it on your behalf.

### **Acknowledge the conditions of your funding**

When you receive an Individual Support Package from the department there are some conditions about the funding that you are responsible for. Your facilitator will ask you and your nominated person(s), if you have them, if you accept these conditions.

You will need to sign the funding proposal to say that you acknowledge the conditions.

The funding proposal has conditions that all people who are to get an Individual Support Package must sign. Each funding administration arrangement has extra conditions.

### **Monitor your funding plan**

The purpose of monitoring is to ensure that the intended outcomes of your funding plan are being addressed and the supports continue to meet your needs and goals.

It is also used to initiate action, such as a review of your support plan and funding plan, where outcomes or needs are not being met.

### **Financial Monitoring**

The responsibilities for financial monitoring depend on how the funding is being administered.

Where your package is allocated directly to a disability service provider, the service provider is responsible for the funding and monitoring the services on your behalf.

Where your Individual Support Package is managed by a financial intermediary service, the financial intermediary records your expenditure and provides you with reports so you can see how much has been spent and how much is left.

The financial intermediary will also provide regular reports to the department about your funds so that they can help if things are not going according to plan.

If there are concerns about your expenditure, the department may ask someone (this might be your facilitator) to talk to you about it and what can be done to fix the problem.

If you are using direct payments, you are responsible for monitoring your funding.

### **Keep records of expenditure**

Whichever funding administration arrangement you are using, you should keep a copy of all receipts, invoices and other papers you receive.

Keeping these will help if someone has a query about a payment or you disagree with a report you receive from your disability service provider or financial intermediary service.

### **Tell the department when a package is no longer needed**

You may no longer need access to ongoing support for a variety of reasons. This might be because you can get your supports from somewhere else.

When this occurs, you must advise the department within 14 days of making this decision and give the date that you want the services to stop.

The department will then advise the service provider or financial intermediary to cease payments other than for services already provided.

If you are using direct payments, the department will ask you to return any unspent funds.

You should also stop any regular purchasing arrangements. If providers of these arrangements want you to give notice or ask for a cancellation fee that you think is unreasonable, Consumer Affairs Victoria may be able to assist you or the Disability Services Commissioner if the provider is a registered disability service provider.

## Advocacy

Advocacy is about making sure that you have the same rights as others in the community. An advocate is a person that can help you to make decisions that affect your life and stand by you when you have a complaint.

You might need an advocate because:

- you think you are not being listened to
- you think your beliefs and feelings are not being respected
- you don't fully understand what your rights are
- you find it hard to make decisions
- you need help in meeting your responsibilities.

There are different types of advocacy. You can choose the type of advocacy that you think will be best for you.



### **How do I get more information about advocacy and who might be able to help me?**

**Web:** <http://www.dhs.vic.gov.au/disability>  
(Go to Supports for People and then Information, Planning and Advocacy)

To contact your regional Intake and Response Service:

**Telephone:** 1800 783 783  
or

**TTY:** 1800 008 149



## Chapter 7—For more information

## What do the words mean?

The meanings of important words used in this handbook are set out below.

<b>carer</b>	A person who provides unpaid care and support to a family member or friend who has a disability.
<b>case management</b>	A service for people with a disability in complex situations and who require intensive assistance to identify issues, plan and implement solutions and strategies.
<b>community services</b>	Services or supports within local communities. Examples include health services, education, transport and home cleaning.
<b>CRIS</b>	The department's Client Relationship Information System
<b>CRISSP</b>	The Client Relationship Information System for Service Providers
<b>delegate (departmental delegate)</b>	A Department of Human Services staff member who can approve the use of Government funding up to certain limits.
<b>department</b>	The Department of Human Services
<b>direct payments</b>	Funding provided by the department directly to a person with a disability or their nominated person to purchase supports in line with the goals of their funding plan.
<b><i>Disability Act 2006</i> (the Disability Act)</b>	The Victorian law that says how people with a disability should be supported.
<b>Disability Services</b>	A division of the Department of Human Services that provides and funds a range of services for people with intellectual, physical, sensory and neurological disabilities.

<b>disability service provider</b>	A person or body (for example a community service organisation) who provides disability services under the Disability Act and is registered on the register of disability service providers. The department is also a disability service provider.
<b>disability support</b>	Supports that specifically meet the needs and goals of a person with a disability.
<b>Disability Support Register</b>	The system used by the department to record a person's current need for on-going disability support. The Disability Support Register provides a clear and accurate picture of the support that is currently required, so that when resources become available, they can be allocated in a fair and efficient manner.
<b>facilitator</b>	Someone whose job it is to help people with a disability to plan their supports and funding. They may also help with the initial implementation of the person's funding plan.
<b>financial intermediary</b>	An organisation engaged by the department that holds funds and makes payments at the direction of the person with a disability or nominated person in accordance with their funding plan. It also keeps records of each person's funding and reports expenditure to the person and to the department.
<b>funding</b>	The amount of money the department allocates to a person that is used to purchase a range of supports as set out in an approved funding plan.
<b>funding plan</b>	Once a departmental delegate approves a funding proposal (see next entry), it can be referred to as a person's funding plan.
<b>funding proposal</b>	A document that outlines the Individual Support Package funding and supports requested to meet a person's disability support needs.



<b>Individual Support Package</b>	The name given to the funding that the department allocates to a person to purchase a range of supports as set out in an approved funding plan.
<b>informal support</b>	The type of support that people get from family members or other supporters (not from paid carers)
<b><i>my future my choice</i></b>	An initiative to provide better living options for younger people with a disability living in, or at risk of entry to, residential aged care services.
<b>nominated person</b>	A family member, carer, friend or other supporter nominated by the person with a disability to assist with making choices about what supports they require and who will provide them. The nominated person may assist with the arrangements for the provision of the supports and management of the funding administration arrangement.
<b>notional funding allocation/notional allocation</b>	The amount of money that was calculated at the time of lodging a person's request for disability funded support on the Disability Support Register or as amended following a review. By being aware of the available resources, people can better plan for the most cost effective supports they need.
<b>person</b>	<p>The person with a disability who is the subject of the Individual Support Package.</p> <p>The term is also inclusive of people at different life stages such as childhood, adolescence and adulthood and acknowledges the varying needs and involvement of family and carers.</p>
<b>personal support</b>	A service for people to assist with activities they are unable to complete for themselves because of their disability. Personal support may be provided for daily in-home activities or to access community activities and services.

<b>region / regional office</b>	The Department of Human Services delivers services through eight geographical regions. Within each region, there are one or more offices where staff provide information, support and/or help to people with a disability.
<b>self-directed planning</b>	A process that explores a person's needs, goals and aspirations and develops a plan for how they may best be met. Principles for self-directed planning are provided in the Disability Act.
<b>support coordination</b>	A service that can be purchased as part of a person's plan, to coordinate and monitor their support arrangements.
<b>support plan</b>	A support plan is a requirement of the Disability Act where a person is receiving an ongoing disability service. A support plan documents the goals of the person with a disability and describes how the support from the disability service provider is intended to address their goals.
<b>supporter(s)</b>	A term used throughout these guidelines to refer to family members, friends, carers and informal advocates who are working with the person to determine the content of their Individual Support Package and its implementation, and to help them achieve their goals. The term excludes paid carers and service providers.
<b>supports</b>	A term used throughout these guidelines to refer to the <b>services, goods and/or activities</b> that may be purchased through an Individual Support Package.

## Contact Disability Services Intake and Response

Intake and Response is a service provided in each region that is the first point of contact for information, advice and, if appropriate, referral for services.

For direct connection to your regional Disability Intake and Response Service call **1800 783 783** or **TTY 1800 008 149**.

Alternatively, if you know which Department of Human Services region you live in you can contact the office in your area.

### Metropolitan regions

#### Eastern Metropolitan

**Telephone:** (03) 9843 6312

**Fax:** (03) 9843 6575

**TTY:** (03) 9843 6638

**Email:** Eastern.Disability@dhs.vic.gov.au

#### North and West Metropolitan

**Telephone:** (03) 9412 2741

**Fax:** (03) 9412 5466

**TTY:** (03) 9412 2647

**Email:** NorthandWest.Disability@dhs.vic.gov.au

#### Southern Metropolitan

**Telephone:** 1300 131 079

**Fax:** (03) 8585 6005

**TTY:** (03) 8585 6008

**Email:** Southern.Disability@dhs.vic.gov.au

### Rural regions

#### Barwon-South Western

**Telephone:** 1800 675 132

**Fax:** (03) 5226 4566

**TTY:** (03) 5226 4062

**Email:** Barwon.Disability@dhs.vic.gov.au

### Gippsland

**Telephone:** (03) 5136 2474

**Fax:** (03) 5136 2520

**TTY:** (03) 5136 2494

**Email:** Gippsland.Disability@dhs.vic.gov.au

### Grampians

**Telephone:** 1800 670 143

**Fax:** (03) 5333 6505

**TTY:** (03) 5333 6815

**Email:** Grampians.Disability@dhs.vic.gov.au

### Hume

**Telephone:** 1300 650 152

**Fax:** (03) 5722 0541

**TTY:** (03) 5722 0623

**Email:** Hume.Disability@dhs.vic.gov.au

### Loddon Mallee

**Telephone:** (03) 5434 5888

**Fax:** (03) 5434 5890

**TTY:** (03) 5434 5669

**Email:** Loddon.Disability@dhs.vic.gov.au

## Disability Services policies and guidelines

- Disability Services Access Policy
- Disability Services Planning Policy
- Disability Services Planning Resource Kit and Implementation Guide,
- Disability Services Disability Support Register (DSR) Registration Guidelines
- Disability Services Policy & Funding Plan
- Disability Services Undue Financial Hardship Guidelines
- Quality Framework for Disability Services in Victoria
- Standards for Disability Services in Victoria
- Disability Services Individual Support Package Guidelines



### How can I get a copy?

**Web:** [www.dhs.vic.gov.au/disability/publications-library](http://www.dhs.vic.gov.au/disability/publications-library)

**Email:** [Disability.Services@dhs.vic.gov.au](mailto:Disability.Services@dhs.vic.gov.au)

**Telephone:** 1300 650 172 (local call fee within Australia, except mobile phones)

**TTY:** (03) 9096 0133 (if you are deaf or have a hearing, speech or communication impairment)

## Relevant laws

- For an Easy English guide to the *Disability Act 2006*  
[www.dhs.vic.gov.au/disability/improving\\_supports/disability\\_act\\_2006/disability\\_act\\_2006\\_easy\\_read\\_information](http://www.dhs.vic.gov.au/disability/improving_supports/disability_act_2006/disability_act_2006_easy_read_information)
- For a brief guide to the Commonwealth *Disability Discrimination Act 1992*  
[www.hreoc.gov.au/disability\\_rights/dda\\_guide/dda\\_guide.htm](http://www.hreoc.gov.au/disability_rights/dda_guide/dda_guide.htm)
- For more information about the *Charter for Human Rights and Responsibilities Act 2006*  
[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)