

Individual Support Packages – Guide for Individuals with Disability their Families and Carers

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Prepared by	Consultant Individual Funding Unit	1300 135 513	April 2013
Through	Coordinator Individual Funding Unit	1300 135 513	May 2013
Cleared by	Manager Disability and Community Services South West	1300 135 513	May 2013

Contents

1.	Introduction.....	3
1.1	Who is this Guide for?.....	3
1.2	What is in this Guide?.....	3
1.3	Principles.....	3
1.4	NDIS Transition.....	4
2.	What is an ISP Package?	5
3.	How do I Get an ISP Package?.....	6
4.	How Do Recurrent ISP Packages Work?.....	7
4.1	Getting Started – the Process.....	7
4.2	What is an Individual Support Plan and Agreement (ISPA)?.....	7
4.3	Can I Decide What is in the Individual Support Plan and Agreement (ISPA)?.....	7
4.4	Who Can Provide Services?	8
4.5	Monitoring the Use of ISP Support Hours.....	8
4.6	What if I don't use all my ISP Hours?.....	8
4.7	Reviewing your Individual Support Plan and Agreement (ISPA)	9
4.8	Can I Change ISP Service Providers?.....	9
4.9	Can I Move My Package Interstate?.....	9
4.10	What if I No Longer Need My Package?	9
5.	How do One Off ISP Packages Work?.....	10
5.1	Getting Started.....	10
5.2	Monitoring and Reviewing the Use of One Off ISP Support Hours.....	10
5.3	What if I don't use all my One Off ISP Hours?.....	10
5.4	Can I Change One Off ISP Service Providers?.....	10
5.5	Can I Move My One Off ISP Interstate?.....	10
5.6	What if I No Longer Need My One Off Package?.....	10
6.	Goods and Equipment	11
6.1	Goods and Equipment.....	11
6.2	Who Owns and Maintains the Equipment?	11
6.3	What Do I Do with Equipment I Don't Need?.....	11
7.	Complaints and Appeals.....	12
8.	Contacts and Resources	13
8.1	Gateway Services	13
8.2	Advocacy Services.....	13
8.3	Other Services.....	13
8.4	Forms and Policies	13

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I. Introduction

I.1 Who is this Guide for?

This guide is for people with disability and family carers who:

- are applying for an Individual Support Program (ISP) Package
- have an Individual Support Program (ISP) Package.

I.2 What is in this Guide?

The Guide provides information about Individual Support Program (ISP) Packages provided through the Individual Funding Unit (IFU). These Packages include:

- Recurrent ISP Packages – hours of support that continue from one year to the next
- One Off ISP Packages – hours of support that are time-limited (for example, 2 hours a week for 6 months)
- Equipment – equipment or other disability-specific goods

Gateway Services can answer questions about all packages and specialist disability services.

I.3 Principles

Specialist Disability Services in Tasmania are built on the following principles:

- **Involvement of people with disability** – people with disability are meaningfully engaged in shaping policy, program development and legislation
- **Community engagement** – a whole of community effort is required to support the inclusion of people with disability in the life of their communities
- **Simplicity** – the service system for people with disability is easy to understand and navigate
- **Choice** – people living with disability are the natural authorities over their own lives and can make choices about their care and support
- **Universal approach** – products, services, environments and communities are accessible and usable by all people to the greatest extent possible without the need for specialised modification
- **Life course approach** – a person's likely needs and aspirations over their lifetime are taken into account, paying particular attention to times of significant change
- **Person Centred** – policies, programs and services for people with disability are designed to respond to the needs and wishes of each individual
- **Independent Living** – services and equipment enable people with disability to be independent

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- **Collaboration** – governments work together to ensure that policies and programs work well together.

I.4 NDIS Transition

Until commencement of the Full Scheme NDIS on 1 July 2019 all providers delivering DCS funded specialist disability services and services to NDIS funded participants are required to maintain compliance with DCS policies and procedures.

Working collaboratively, open communication and information sharing during this transition period are essential. Providers with questions about DCS policies and procedures should contact their DCS Area Office, Community Partnership Team for clarification.

Existing arrangements relating to Quality and Safety will remain in place for all individuals and NDIS participants until a National Approach is finalised. Eg. providers are required to comply with the *DHHS Quality and Safety Standards Framework for Tasmania's Agency Funded Community Sector* and ensure compliance with the *Tasmanian Disability Services Act (2011)* and *Tasmanian Disability Services Regulations (2015)*. Providers will be notified formally of any change in arrangements relating to quality assurance.

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2. What is an ISP Package?

ISP Packages provide flexible support to people with disability and their family/carers to achieve their needs and goals.

Within the program guidelines, ISP Packages allow you to choose:

- the support you need
- the service that provides the support
- how and when support is provided.

An ISP Package may assist with personal care and support for everyday tasks, or support for family or carers to care for a person with disability.

ISP packages cannot be used for everyday household expenses or items and services provided by other government or community services. Examples of things that cannot be purchased with ISP packages are cars, nursing services, household maintenance, travel and transport costs, and sports and movie tickets.

Gateway Services can help with information about available services, program guidelines, and setting up services.

3. How do I Get an ISP Package?

If you are not already receiving specialist disability services it is important to talk to Gateway Staff about your needs before applying for a package. Gateway staff can check that you meet eligibility requirements, assist you to develop support goals and let you know about other services that may be able to meet your needs.

To Apply for an ISP Package:

- discuss your needs with Gateway Services or your existing service provider
- fill in an application form with Gateway Services or your existing service provider
- submit your application to your Gateway Service.

Gateway Services will assess and prioritise your application.

Applications assessed as having the highest priority are presented to the Individual Funding Unit Allocation Committee. The Committee allocates packages to the people who have been assessed and identified as having most need. The Committee meets every two months.

Not everyone who applies and is eligible for services will receive a Package.

Gateway Services keep a record of everyone who has applied and is awaiting allocation of a Package. Your Gateway Service will keep in touch with you and let you know of any decisions about your application. It is important to let the Gateway know if your circumstances change as this may influence how your application is prioritised.

4. How Do Recurrent ISP Packages Work?

4.1 Getting Started – the Process

If you have received a letter from the Individual Funding Unit confirming that you have been allocated an ISP Package, the Gateway Service can help you.

If you have a new ISP Package:

- contact your chosen service provider to check that they can provide the service
- fill out and return the Acceptance Letter sent to you by the Individual Funding Unit
- meet with your service provider
- fill in the Individual Support Plan and Agreement (ISPA) with your service provider
- keep a copy of your ISPA. The Gateway Service or your service provider will return a copy of the ISPA to the Individual Funding Unit.

4.2 What is an Individual Support Plan and Agreement (ISPA)?

Your ISPA is used to create a contract between the Department of Health and Human Services and your service provider. Your service cannot start until the contract has been finalised.

The ISPA describes the details of an ISP package, including:

- your personal information
- the service provider's contact information
- details of the support that will be provided
- a list of any equipment provided through the program or by the service provider
- support package review timelines
- a clear grievance procedure.

4.3 Can I Decide What is in the Individual Support Plan and Agreement (ISPA)?

In setting up an ISPA you can negotiate:

- which provider will provide the service
- what support will be provided
- what tasks support workers perform
- when the service is provided
- how you communicate with the service provider and support workers.

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4.4 Who Can Provide Services?

A list of services is provided at: http://www.dhhs.tas.gov.au/service-engine/find_a_service/?region=*

Service providers that provide ISP packages must enter into an agreement with the Department of Health and Human Services, and show that they comply with the standards in the *Disability Services Act (2011)*, and the Quality and Safety Framework for Tasmania's Agency Funded Community Sector.

4.5 Monitoring the Use of ISP Support Hours

If you have an ISP package, your service provider keeps a record of the hours you have used. Every three months your service provider will ask you to check how much support you have received and to sign a Client Support Confirmation Form. Only sign the form if it is correct. This form is sent to the Individual Funding Unit by your service provider.

Service providers and the Individual Funding Unit monitor the use of support hours to:

- make sure you receive the support described in your ISPA
- make sure that the support meets your needs.

4.6 What if I don't use all my ISP Hours?

You can keep (or 'bank') up to four (4) weeks of your weekly support hours to use at a later date.

For example, if you have a 5 hour a week ISP Package you are able to bank up to 5 hours x 4 weeks = 20 hours.

If you need to keep more than four weeks' worth of unused support, you or your service provider must write to the Individual Funding Unit to ask for approval. The request must:

- explain why hours over four weeks' worth were banked
- include a plan of how the hours over four weeks' worth would be used, including exact number of hours to be used, what sort of support would be provided, when and for what period of time (eg 50 hours to be used as 2 hours Monday to Friday for 5 weeks for in-home respite)
- include agreement to the plan from all parties (client and service provider)

Requests to keep more than four weeks' worth of support hours are only approved in extraordinary circumstances, and the request must be made prior to the additional support being used.

If you bank more than four weeks' worth of support, and do not have an approved request to keep the hours, the additional hours will be returned to the Individual Funding Unit by your service provider.

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4.7 Reviewing your Individual Support Plan and Agreement (ISPA)

Your ISP service provider will meet with you once a year to check that your ISPA is up to date and meets your needs.

You, the service provider or the Individual Funding Unit can ask for a review of your package if:

- the support package is not meeting your needs
- you are consistently not using all your support hours.

If you need additional or different services, you will be referred to Gateway Services.

If you wish to return some of your ISP hours to the Individual Funding Unit because you no longer need them, you need to complete the Return of Individual Support Program (ISP) Package Form; your support provider, Gateway Service or advocate can help you with this. The form must be returned to the Individual Funding Unit within 10 days of any changes.

Any hours returned to the Individual Funding Unit will be reallocated to someone in need of support.

4.8 Can I Change ISP Service Providers?

Yes, ISP Packages are portable. To change ISP service providers:

1. talk to your current service provider, Gateway Services or advocate
2. choose a new service provider
3. fill in a new ISPA with your new service provider (this must be sent to the Individual Funding Unit at least four weeks before you change service providers).

4.9 Can I Move My Package Interstate?

If you want to move interstate you may be able to take your Package with you. Contact your nearest Gateway Service to discuss your needs. Applications to transfer packages are considered under the *National Portability Protocols (2000)*.

4.10 What if I No Longer Need My Package?

Tell your support provider and/or Gateway Service if you no longer need your package. You need to then complete the Return of Individual Support Program (ISP) Package Form advising of the hours you no longer need; your support provider, Gateway Service or advocate can help you with this. The form must be returned to the Individual Funding Unit within 10 days of any changes.

Any hours returned to the Individual Funding Unit will be reallocated to someone in need of support.

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5. How do One Off ISP Packages Work?

5.1 Getting Started

If you have received a letter from the Individual Funding Unit confirming that you have been allocated a One Off ISP Package, please see headings 4.1 – 4.4 on pages 4 – 6 of these Guidelines.

5.2 Monitoring and Reviewing the Use of One Off ISP Support Hours

You and your support provider do not need to review your ISPA or complete Client Support Confirmation Forms for One Off ISPs.

5.3 What if I don't use all my One Off ISP Hours?

One Off ISP hours cannot be banked, they need to be used in the timeframe listed in your One Off ISPA.

If you wish to return some of your One Off hours, you need to then complete the Return of Individual Support Program (ISP) Package Form advising of the hours you no longer need; your support provider, Gateway Service or advocate can help you with this. The form must be returned to the INDIVIDUAL FUNDING UNIT within 10 days of any changes.

Any hours returned to the INDIVIDUAL FUNDING UNIT will be reallocated to someone in need of support.

5.4 Can I Change One Off ISP Service Providers?

Yes, please see heading 4.8 on page 7 of these Guidelines for further information.

5.5 Can I Move My One Off ISP Interstate?

No, One Off ISP Packages are not portable to interstate.

5.6 What if I No Longer Need My One Off Package?

Tell your support provider and/or Gateway Service if you no longer need your Package. You need to then complete the Return of Individual Support Program (ISP) Package Form advising of the hours you no longer need; your support provider, Gateway Service or advocate can help you with this. The form must be returned to the Individual Funding Unit within 10 days of any changes.

Any hours returned to the Individual Funding Unit will be reallocated to someone in need of support.

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6. Goods and Equipment

6.1 Goods and Equipment

Sometimes funds for equipment and other goods are allocated through the Individual Funding Unit Allocation Committee. The Individual Funding Unit will send you a letter if your request has been successful. You, with support from the Gateway Service, need to:

- fill out and return the Acceptance Letter sent to you by the Individual Funding Unit
- arrange for the equipment or goods to be purchased

The Supplier of the equipment will then send the invoice to the Individual Funding Unit to be processed for payment.

6.2 Who Owns and Maintains the Equipment?

If all of the cost of the goods and equipment is covered by an ISP Equipment Allocation you will own the goods and equipment and be responsible for any maintenance, repairs or costs.¹

If the item is part funded by:

- the Community Equipment Scheme, the Community Equipment Scheme owns the item. The Community Equipment Scheme fee and maintenance policy will apply
- another source (e.g. fund raising, donation), you will own the item unless you have a different agreement with the other funding source.

6.3 What Do I Do with Equipment I Don't Need?

If you own the equipment you may sell or give the equipment away if it is no longer needed.

If it is in good order, you can contact the Community Equipment Scheme. The Community Equipment Scheme will indicate if they need the item.

You can phone the Community Equipment Scheme to discuss the return of equipment on:

- South: 6166 7226
- North: 6336 5036
- North West: 6426 2429.

¹ Note the Community Equipment Scheme is being redeveloped this may change how equipment is provided.

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7. Complaints and Appeals

Raising concerns is an important way for you to ensure that you are getting the correct service. Responding to concerns and complaints helps service providers to monitor and improve the quality of their services.

- If you need assistance to make an Contact your service provider if you have a concern about the service you are receiving
- Contact your Gateway Service if you have a concern about an application for an ISP Package.

If you have an enquiry or complaint about a service an advocacy service can help you to meet with staff of the service provider or Gateway Service.

8. Contacts and Resources

8.1 Gateway Services

Phone	1800 171 233 All Areas
Rosny Park	Mission Australia Level 1, 10 Bayfield Street
Hobart	Baptcare Ground Floor 175 Collins Street
Launceston	Baptcare Level 1, 8 Boland Street
Devonport	Mission Australia 35 Oldaker Street

8.2 Advocacy Services

Advocacy Tasmania Inc

Phone	1800 005 131
Sandy Bay	Suite 6 Mayfair Plaza, 236 Sandy Bay Road
Devonport	77 Best Street
Launceston Suite	107 at 287 Charles Street

Association for Children with Disabilities

Phone	1800 244 742
Hobart	83A Melville St

Speak Out Association of Tasmania

Hobart	83A Melville Street	Phone 6231 2344
Launceston	59D Amy Road Newstead	Phone 6343 2022
Burnie	2 Spring Street	Phone 6431 9333

8.3 Other Services

A list of services is provided at: http://www.dhhs.tas.gov.au/service-engine/find_a_service/?region=*

8.4 Forms and Policies

A number of forms are used with ISP Packages. These include:

- Individual Funding Unit Application Form (you can apply for Recurrent ISP, One Off ISP, Equipment ISP, Community Access and Younger People in Residential Aged Care Packages on this form)
- Individual Support Plan and Agreement (ISPA)
- Individual Support Plan and Agreement (ISPA) Review

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- Client Support Confirmation Form
- Return of Individual Support Program Package Form

Forms can be obtained from Gateway Services and on-line at:

http://www.dhhs.tas.gov.au/disability/publications/policies,_procedures_and_guidelines

This policy and the ISP Community Sector Organisation Guidelines DS 023 (a) are also available on this site. DS 023 (a) is available for anyone wanting more information about ISP Packages.

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