

Individual Support Program Packages – Guidelines for People with Disability their Families and Carers

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1. Introduction

1.1. 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.

1.2. 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.

1.3. Principles

Specialist Disability Services in Tasmania are built on seven principles:

- Meet the needs and goals of people with disability
- Offer choice
- Offer people with disability the same rights and service as other people
- Offer people with disability specialist services that meet their needs
- Value people with disability, their carers and support networks
- Strengthen individuals, families and communities
- Meet the needs of Aboriginal and culturally and linguistically diverse people with disability.

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

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- 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.

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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

6.2. 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.

6.3. 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.

6.4. 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: (03) 6222 7226
- North : (03) 6348 7906
- North West: (03) 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.

- 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 need assistance to make 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

8.2. Gateway Services

Gateway Services Phone 1800 171 233

Rosny Park Mission Australia Level 1/10 Bayfield Street

Hobart *Baptcare Ground Floor 175 Collins Street*

Launceston *Baptcare Level 1 Boland Street*

Devonport *Mission Australia 56 – 58 Oldaker Street*

Burnie *Mission Australia 1/40 Cattley Street*

8.3. Advocacy Services

Advocacy Tasmania Inc Phone 1800 005 131

Sandy Bay Suit 6 Mayfair Plaza, 236 Sandy Bay Road

Devonport 77 Best Street

Launceston 107/287 Charles Street

Association for Children with Disabilities Phone 1800 244 742

Hobart 121 Bathurst St

Citizens Advocacy Launceston Region Inc Phone 63312177

Launceston 1/23 Brisbane Street

Speak Out Association of Tasmania

Hobart 18 Goulburn Street Phone 6231 2344

Launceston 59D Amy Road Newstead Phone 6343 7090

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8.4. Other Services

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

8.5. 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
- 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.