



Client Fact Sheet

The Individual Funding Unit (also called the IFU) is the government department that gives money to the organisations that help people with their individual support packages.



From 1 January 2012 the IFU will change the way it gives money to these organisations.

This will not change anything about your support package.

Your service provider should always:



Give you an hour of direct support for every hour of your support package.

An example is – if you have a 10 hour package, you should get 10 hours of support. Your hours should not be cut at weekends, public holidays or to make up for travel.



Work with you to choose when you use your support package. Packages can be used any day of the week, even weekends and evenings.



Work with you to do your Individual Support Plan and Agreement (also called ISPA). Your ISPA should say how many hours you have and how you will use them. You or someone on behalf of you needs to sign your ISPA.



Work with you to fill out a Client Support Confirmation Form 4 times a year. This form shows how many hours of your package you have used in the past 3 months. This also needs to be signed by you or someone on your behalf.



Work with you to fill out an ISPA Review Form. This form is done once a year. On this form you can put comments about your support. You can tell the IFU if your package is being under or over used. You have to sign this form or someone on your behalf has to sign it.



Help you to change your package to another service provider if you want. Service providers can ask for 28 days notice before you change. It is up to you which service provider you use your package with.



If you have any questions, or need help understanding your support package, you can talk to your service provider or contact the Gateway in your area.



Gateway - 1800 171 233

You can also contact an advocate:



Advocacy Tasmania – 1800 005 131

Speak Out – 6231 2344