



FACT SHEET

INTENSIVE SUPPORT

The Intensive Support Service (ISS) model supports people with a disability who have complex and exceptional needs that exceed the scope of other disability programs. The ISS focus is on supporting people with challenging behaviour or offending behaviour which places them or those around them at risk of harm. The ISS provides for time-limited, transitional support.

The ISS model has been developed and various components implemented in a staged approach over several years. All components will be operational by 2009.

Referral to ISS can only occur through Disability Services Area Offices. The model then focuses on the development, implementation and review of individual Support Plans for ISS clients. Support Plans provide a consistent framework through which positive client outcomes can be progressed.

The primary aim of ISS is for the individual to remain living in their existing home. This may require input outlined in a Support Plan such as role modelling, training and working along side existing support staff. There is also the option of providing time limited support through brokerage of additional support staff.

The ISS Pre-Qualified Providers Register provides details of non government organisations that have expressed an interest in being included on the Register and which have been assessed as being suitability qualified, experienced, and committed to providing services to people requiring intensive support.

Transitional Units have been developed to provide an alternative option for people referred to ISS and who are unable to remain living in their existing accommodation. The Transitional Units are at Glenorchy, Latrobe and Wynyard and referral to the Transitional Units can only occur as part of a Support Plan endorsed by the Assessment and Review Team. This accommodation option is available for a maximum period of 12-24 months.

The ISS Training Strategy focuses on clinical training, generic support worker training, specific training relating to an individual support plan and training for management in use of the ISS model.

All individual Support Plans are reviewed and monitored regularly to ensure outcomes are being achieved for the client and to enable clear reporting of the ISS model. The entire ISS model and all associated documentation is also regularly reviewed.

The ISS model provides a clear framework for Disability Services and other key support networks to work collaboratively and effectively to achieve positive outcomes for people with a disability who have complex and exceptional needs.

Any queries relating to the Intensive Support Service model should be directed to disability.iss@dhhs.tas.gov.au or contact Charley Hodgson on (03) 6230 7082.

The information contained in this Fact Sheet is current at 7 October 2008.