Individual Support Program
Community Sector Organisation Guidelines

SDMS Id Number: P2012/0177-009
Effective From: 1 July 2013
Functional Sub Group: Disability and Community Services – Individual Funding Unit

Summary: These guidelines provide information about Individual Support Program (ISP) Packages managed by Disability, Housing and Community Services (DHCS), Individual Funding Unit (IFU). The information is for staff of community sector organisations (CSOs) who support people to make an application through the Individual Funding Unit.

Replaces Doc. No.: DS 023 (a)
Version No.: 1
Author Area: Disability and Community Services – Individual Funding Unit
Contact: Coordinator Individual Funding Unit
Applies to: All Community Sector Organisations that provide Individual Support Program Package support
Policy Type: Guidelines
Review Date: 1 July 2016

Prepared by: Consultant Individual Funding Unit 1300 135 513 June 2013
Through: Coordinator Individual Funding Unit 1300 135 513 June 2013
Cleared by: Area Manager Disability and Community Services South East/South West 1300 135 513 June 2013

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
Contents

Community Sector Organisation Guidelines ................................................................................................................. 1

1. Introduction .............................................................................................................................................................. 3
   1.1 Purpose of the Guide ............................................................................................................................................ 3
   1.2 ISP Packages ..................................................................................................................................................... 3
   1.3 Parameters ....................................................................................................................................................... 3
   1.4 Who Can Receive an ISP Package? .................................................................................................................. 4
   1.5 NDIS Transition ................................................................................................................................................. 4


3. The Application Process ........................................................................................................................................... 6
   3.1 Applying for an ISP Package .......................................................................................................................... 6
   3.2 Contacting Gateway Services ......................................................................................................................... 6
   3.3 Allocation of ISP Packages ............................................................................................................................. 7
   3.4 The Allocation Committee ............................................................................................................................. 7
   3.5 Prioritisation Criteria ....................................................................................................................................... 7
   3.6 Appeals and Complaints .................................................................................................................................. 9
   3.7 Needs Registers ............................................................................................................................................... 10

4. Establishing a New Package .................................................................................................................................. 11
   4.1 Recurrent and One Off ISP Packages ............................................................................................................ 11
   4.2 Compensation Payments .................................................................................................................................. 11
   4.3 Contract between DHHS and Service Providers .......................................................................................... 11
   4.4 ISP Service Providers ....................................................................................................................................... 12

5. Using, Monitoring and Reviewing the Package .................................................................................................... 13
   5.1 Use of Support Hours ........................................................................................................................................ 13
   5.2 Monitoring the Use of Support Hours ............................................................................................................ 13
   5.3 ISPA Reviews .................................................................................................................................................. 13
   5.4 Unused Hours .................................................................................................................................................. 13

6. Payments to Service Providers for Support Services ........................................................................................... 15
   6.1 Payment Process for Services ......................................................................................................................... 15

7. Provision of Equipment ............................................................................................................................................ 16
   7.1 Equipment Allocation and Payment Process .................................................................................................. 16
   7.2 Ownership and Maintenance ........................................................................................................................ 16
   7.3 Return of Equipment that is no Longer Required ........................................................................................ 16

8. Transfer of Packages and Exit from the Program ................................................................................................. 17
   8.1 Transfers between Service Providers ............................................................................................................ 17
   8.2 Interstate Transfers .......................................................................................................................................... 17
   8.3 Exit from the Program ..................................................................................................................................... 17

9. Forms ..................................................................................................................................................................... 18

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. Please destroy printed copies. The electronic version of this Policy is the approved and current version and is located on the Agency's intranet. Any printed version is uncontrolled and therefore not current.
1. Introduction

1.1 Purpose of the Guide

This guide provides information about Individual Support Program (ISP) Packages managed by Disability, Housing and Community Services (DHCS), Individual Funding Unit (IFU). The information is for staff of community sector organisations (CSOs) who support people to make an application through the Individual Funding Unit.

Separate guidelines are available for Community Access, Younger People in Residential Aged Care (YPIRAC) and to inform people with disability, their families and carers about ISP Packages.

1.2 ISP Packages

ISP packages, managed by the Individual Funding Unit, assist people with disability to live and participate in their communities and to exercise greater independence and control in their daily lives.

Packages may provide or fund:

- personal care and support to complete everyday tasks
- respite
- equipment
- home modifications
- other services or goods required by a person to meet disability related need.

Packages can be used to provide integrated support to meet a number of needs. For example a support worker may provide assistance to a person with their personal care and continue to provide support to complete banking and shopping in their local community.

Packages are flexible, and based on individual goals, needs and preferences. People who are allocated support through the Individual Funding Unit can be involved in all aspects of the design and selection of their services.

1.3 Parameters

To ensure that ISP Packages are provided to people with the most need, there are some limitations on the goods and services that can be included.

ISP Packages are provided to meet needs arising out of disability. The funding cannot be used to meet the costs of a person’s general living expenses or to provide services or goods that are available through other services or funding sources. For example, ISP Packages cannot be used to fund typical household bills (e.g. food, phone bills, or house renovation), health and allied health services (e.g. nursing services or physiotherapy) travel and transport costs (e.g. vehicle purchases, taxi fares), or entertainment costs (e.g. tickets to movies, shows, or sporting events).

Consideration will be given to allocating packages where there appears to be some form of duplication when:

---

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
• a person’s disability prevents them from accessing a service in the same way as other members of the community
• there is a benefit to health, wellbeing or fitness that is otherwise unavailable
• the service or item will make the difference in achieving an outcome that would otherwise be unachievable.

1.4 Who Can Receive an ISP Package?

To be eligible for an ISP Package, the person will need to be living in Tasmania and meet the Eligibility Policy for Access to Specialist Disability Services (July 2010). This includes requirements that the person:

• has a disability as defined under the Disability Services Act 1992 (Tas)
• is an Australian citizen, or
• is a permanent Australian resident, or
• is a Temporary Protection Visa holder, or
• is a member of a family on a work or study visa sponsored by the Australian Government.


Services are provided on the basis of relative need and availability of resources. Meeting eligibility criteria for any service managed by the Individual Funding Unit does not guarantee that a service can or will be provided.

1.5 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.

Seven principles guide disability service provision in Tasmania.

**A focus on the individual**

Disability services are flexible and responsive to the needs of people with a disability, their families and informal support networks, placing them at the centre of service delivery. Supports should reflect the individual needs, goals and aspirations of people with a disability.

**Partnership**

People with disability are partners at all points in the journey - in policy development, planning, service delivery, workforce training and in evaluating effectiveness. Individuals, their families and informal support networks actively participate in decisions which affect their lives.

**Equity**

People with disability have the same rights as other citizens to participate in all aspects of the community and life. Universal services, such as generic education, health, family services and early childhood services, provide access to people with disability, their families and support networks, to support quality of life and build potential.

**Access**

People with disability should be able to access a range of specialist disability services that are appropriate to their needs. Priority of access should be given to those who are most vulnerable, and whose needs cannot be met though universal services and informal supports.

**Inclusion**

People with disability, their family and support networks are embraced as belonging, sharing responsibility, and contributing and adding value to the Tasmanian community. There is a strong emphasis on building the knowledge, understanding and capacity of the wider service system to support people with disability.

**Strengthening individuals, families and informal support networks**

This recognises the benefits of service models that promote individual capacity, and build and maintain family and community resilience.

**Cultural proficiency**

Improving the access to specialist disability services for Aboriginal and culturally and linguistically diverse (CALD) people with disability, their families and carers, through tailoring services to the particular needs of Aboriginal and CALD populations.
3. The Application Process

3.1 Applying for an ISP Package

Applications for ISP Packages must be made on the Individual Funding Unit Application Form. The form can be obtained from Gateway Services and is available online (http://www.dhhs.tas.gov.au/disability/publications).

Applications must be submitted through the nearest Gateway Service. The Individual Funding Unit cannot accept applications directly from other CSOs, clients, family members or carers.

Submission of incomplete applications may delay consideration of the request. CSOs can assist applicants with the process by supporting them to:

- explore service provider options prior to submitting the application
- provide a clear explanation of why the requested service option is required to meet their needs, goals and/or preferences
- if equipment is being requested obtaining and providing therapists reports and quotes:
  - one quote will be considered for specialised or customised equipment
  - two quotes are needed for one-off modifications or equipment that costs less than $10,000
  - three quotes are required for any one-off modifications or equipment that costs more than $10,000.
- Gateway Services can provide assistance and advice to people with a disability, their families and carers and other funded CSOs about the application process.

3.2 Contacting Gateway Services

Gateway Services contact details are shown in the table below:

<table>
<thead>
<tr>
<th>South East</th>
<th>South West</th>
<th>North</th>
<th>North West</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Australia</td>
<td>Bapcare</td>
<td>Bapcare</td>
<td>Mission Australia</td>
</tr>
<tr>
<td>10 Bayfield Street Rosny Park 7018</td>
<td>Ground Floor 175 Collins Street Hobart 7000</td>
<td>Level 1, 8 Boland Street Launceston 7250</td>
<td>56 – 58 Oldaker Street Devonport</td>
</tr>
<tr>
<td>Phone 1800 171 233</td>
<td>Phone 1800 171 233</td>
<td>Phone 1800 171 233</td>
<td>1/40 Cattley Street Burnie</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone 1800 171 233</td>
</tr>
</tbody>
</table>
3.3 Allocation of ISP Packages

Completed applications for new ISP Packages or applications to increase existing packages are prioritised and added to the relevant program Needs Register by the Gateway Services.

Gateway Services present the highest priority applications at the Individual Funding Unit Allocation Committee Meetings.

The Allocation Committee allocates funding for support packages to applicants with the highest priority for service, subject to available resources.

The Individual Funding Unit sends an Acceptance Pro-Forma Letter to all clients allocated a package, an Individual Support Plan and Agreement (ISPA) to clients allocated recurrent and one off support, and an ISP Fact Sheet to clients allocated a recurrent package.

Applicants or their nominee must complete and return the Acceptance Pro-Forma letter and ISPA (if required) to the Individual Funding Unit within two weeks. The relevant Gateway Service can assist clients to complete these forms. (Refer to 4.1 for more detail).

The Gateway Service continues to support people who are waiting for a service. This may include providing a service such as active monitoring and/or referral to other relevant services.

The Gateway Service informs applicants for ISP of any significant decisions that relate to, or change the status of their application.

3.4 The Allocation Committee

The role of the Allocation Committee is to assess applications that have been prioritised by the Gateway Services, to maintain equitable access across the State and ensure that the capacity exists to deliver funded services.

The Allocation Committee is convened by the Individual Funding Unit. Allocation meetings occur every second month.

The Allocation Committee members are representatives of:

- Gateway Services
- Disability and Community Services Area Offices
- Individual Funding Unit

The Chairperson of the Committee is an Area Manager of Disability and Community Services.

Secretariat for the Committee is provided by the Individual Funding Unit.

3.5 Prioritisation Criteria

Factors that are taken into account in making allocations include:

- risk of accommodation breakdown if support is not provided
- level of support the client currently receives or is available to them through other specialist disability and generic services

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
• level of support for the client that is provided by family members and/or friends
• benefit of providing service to the client in terms of their health and wellbeing, access to the community or independent living
• risk to the client, their family or carers of not providing the service
• consideration of any occupational health and safety issues for service providers; and/or
• length of time applicant has been on the Needs Register.

The following priority ratings assist in determining priority for service.

Priority 1

Recurrent and One off ISP Packages:

• the person with disability is receiving brokerage funding and has been identified as requiring ongoing support
• accommodation has broken down, or there is an immediate and high risk of accommodation breakdown if support is not provided. The support is required for the person with disability to remain in, or return to their home
• not providing the support requested will place the person with disability at risk (e.g. homelessness or health deterioration)
• there is an immediate, high level of risk of injury to the person with disability or their carer if support is not provided
• the person with disability is currently living in hospital and the support is required for the person to be discharged from hospital to an independent living accommodation
• the person with disability cannot independently attend to their own needs (includes personal care, communication, mobility needs)
• recurrent support is needed to ensure that support can be provided in a manner that is consistent with safe work practices (Occupational Health and Safety)
• the person with disability lives at home with a primary carer who is aged over 60 years
• the service is required to replace a service provided in the current year under the National Portability Protocol
• the person with disability is not accessing, or able to access any other funded specialist or generic support services.

Equipment / Modifications

• equipment is in need of repair and there is immediate risk of injury to the person with disability and/or support workers or family carers
• equipment/modification is required to enable the person with disability to access their own home (includes wheelchairs and scooters)
• the person with disability is not able to access the community without the equipment

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
• part funding of application has been secured through the Community Equipment Scheme, or Seating Clinic and top up funding is required to meet the full cost of an item

**Priority 2**

**Recurrent and One off ISP Packages**

• the person with disability and/or carer has no or very little support network
• there is potential for detrimental effect on family members/carers if support is not provided
• there is moderate risk of accommodation breakdown if support is not provided
• no other service provides the type of support requested

**Equipment / Modifications**

• the equipment is to replace existing equipment that is still functioning, but is outdated
• the equipment will significantly increase the person’s independence in their home in activities of daily living, and reduce reliance on informal carer or support worker
• the equipment will significantly increase the person’s ability to access the community
• part funding of application has been secured through a charitable organisation or through self funding and top up funding is required to meet the full cost of an item

**Priority 3**

**Recurrent and One off ISP Packages**

• the person with disability currently accesses a range of supports, and the services will increase person’s current level of independence, ability to access and participate in community activities.
• there are low or no current risks to the person with disability or their carer/s health, wellbeing, accommodation status associated with not providing the support
• the person with disability is already accessing a range of specialist disability services and/or generic services

**Equipment / Modifications**

• the request is to provide spare or backup equipment for an item that is still functioning.

### 3.6 Appeals and Complaints

Applicants may appeal decisions. Letters of appeal must be lodged with the Chairperson of the Allocation Committee. They must state:

• the basis of the appeal
• the desired outcome
• provide any additional supporting information.

The Chairperson will review the decision made and will inform the applicant in writing of the outcome of the review.

---

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. **PLEASE DESTROY PRINTED COPIES.** The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
If the Applicant wishes to appeal the decision of the Chairperson of the Allocation Committee, they may lodge an appeal with the Director, Disability and Community Services.

Complaints, compliments and appeals processes are guided by:

- Quality and Safety Standards Framework for Tasmania’s Agency Funded Community Sector 2009-2012
- Compliments and Complaints Policy for Tasmania’s Agency Funded community sector organisations
- Disability Services Compliments and Complaints Policy Statement (DS 056)
- Appeals Process (DS 006).

3.7 Needs Registers

The Gateway Services maintain Needs Registers for the following services:

- Individual Support Program (including what was previously known as the Respite for Older Carers Program, personal support, respite, equipment and one off)
- Community Access.

The Gateway Services are responsible for maintaining accurate, up to date Needs Registers, and for checking if the needs of people who are waiting for services have changed.
4. Establishing a New Package

4.1 Recurrent and One Off ISP Packages

After an ISP Package has been allocated, the Individual Funding Unit sends the Acceptance Pro Forma Letter and ISPA to the client. If the package is recurrent, an ISP Fact Sheet will also be included with the letter.

Once the offer has been accepted, the person with disability, or their nominee, must complete the ISPA with their chosen service provider. The service provider or Gateway Service returns the completed ISPA to the Individual Funding Unit within two weeks.

The ISPA must reflect the principles outlined on page 5 of these guidelines. This means that, to the extent that they choose, the client is involved in:

- negotiating the ISPA with the service provider
- designing the package (e.g. organisation of time schedules, liaison with support workers, tasks to be performed by support workers)
- recruitment, selection and direction of support workers
- monitoring the services provided; including reviews of support hours.

The ISPA describes the specific details of the package, including:

- the client’s relevant personal information
- the service provider’s contact information
- details of the level and type of support to be provided including general weekly timetables
- a list of any equipment provided through the program or by the service provider
- support package review timelines
- a clear grievance procedure.

The Individual Funding Unit requires the completed acceptance pro forma and ISPA (for Individual Support Program Packages) to enter into a contract with the service provider. The Individual Funding Unit cannot pay for services delivered prior to finalisation of the contract.

4.2 Compensation Payments

In some instances an ISP Package is provided pending receipt of compensation. When this occurs the ISPA includes an acknowledgement that the cost of this support will form a part of compensation negotiations, and that the Department of Health and Human Services may seek to recover the cost of services that are subsequently covered by a compensation payment.

4.3 Contract between DHHS and Service Providers

When the ISPA has been finalised between the client and service provider, each keeps a copy of the document, and a copy is returned to the Individual Funding Unit.
The Individual Funding Unit uses the ISPA to develop a Funding Agreement between the Department of Health and Human Services and the service provider for the delivery of the services selected by the client. This excludes equipment, which only requires a completed acceptance pro forma as per 4.5.

4.4 ISP Service Providers

CSOs providing Individual Support Packages must enter into an agreement with the Department of Health and Human Services, and be able to demonstrate that they comply with the standards contained in the Disability Services Act (1992), and the Quality and Safety Framework for Tasmania’s Agency Funded Community Sector.

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
5. Using, Monitoring and Reviewing the Package

5.1 Use of Support Hours

The expectation of the Individual Funding Unit is that an hour of an ISP Package equates to an hour of direct service. Hours are not to be converted for travel, case management, cancellation fees, support on a weekend, or transition between organisations, for example.

Where there are unavoidable costs associated with transferring between organisations the Individual Funding Unit is to be contacted before costs are incurred.

5.2 Monitoring the Use of Support Hours

Service providers monitor and report on the use of allocated support hours. At the end of each quarter the community sector organisation completes a Client Support Confirmation Form. A copy of the Client Support Confirmation Form, signed by the client, must be provided to the client and the Individual Funding Unit by the service provider within four weeks of the end of the quarter.

5.3 ISPA Reviews

An annual ISPA review is to be initiated by the service provider. At the review the content of the support plan is revisited to ensure that it is current and meeting the client’s needs. The outcomes are to be documented on the ISPA Review Form. A copy of the ISPA Review Form, signed by the client, must be provided to the client and the Individual Funding Unit by the service provider within four weeks of the review.

If the client requires additional support or different services they should be referred to their nearest Gateway Service.

If there has been a consistent unused accumulation of over four weeks’ worth of a client’s weekly allocation of hours, a reassessment may be required.

The Individual Funding Unit may also request a review on the basis of information contained in the Client Support Confirmation Form. The Disability Consultants in each area can assist with the completion of a review.

If a review indicates a client wishes to return all or some of their ISP hours to the Individual Funding Unit the Return of Individual Support Program (ISP) Package Form must be completed. 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 a client in need of support hours.

5.4 Unused Hours

Unused hours can be used at a later date. A maximum of four weeks’ worth of a client’s weekly allocation of hours can be accumulated per quarter.

---

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. **PLEASE DESTROY PRINTED COPIES.** The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
Applications to retain more than four weeks’ worth of a client’s weekly allocation of hours must be made in writing by the service provider and/or client to the Coordinator of the Individual Funding Unit. The written request must include:

- an explanation of why hours over four weeks’ worth of hours were banked
- a specific 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 (e.g., 50 hours to be used as 2 hours Monday to Friday for 5 weeks for in-home respite)
- 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 hours more than four weeks’ worth of support are banked, and there hasn’t been approval to keep the hours, the additional hours, and associated funding, are returned to the Individual Funding Unit for reallocation.
6. Payments to Service Providers for Support Services

6.1 Payment Process for Services

Payments are made to service providers through grant payments. These payments are 25% of the total funding indicated in the CSO’s funding agreement, and will be made quarterly in advance.

CSOs can contact the Individual Funding Unit directly to discuss payment processes.

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. Please Destroy Printed Copies. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
7. Provision of Equipment

7.1 Equipment Allocation and Payment Process

The Individual Funding Unit notifies applicants in writing when a request for the provision of equipment is approved.

The applicant, person acting on their behalf or a service provider orders and arranges for the supply of the requested items. The invoice is then to be forwarded to the Individual Funding Unit as soon as possible after the allocation to be confirmed against the allocation and processed for payment.

7.2 Ownership and Maintenance

Equipment is provided on the understanding that the client will own the item(s) and accepts responsibility for its maintenance, repair and any associated liability.¹

When an item is part funded by the Community Equipment Scheme and a top-up proportion of funding is provided through an Individual Support Package, the Community Equipment Scheme maintains ownership of the item and thus comes under their guidelines. In this situation, the fee and maintenance policy of the Community Equipment Scheme program applies.

When an item is part funded by an Individual Support Package and the applicant is granted the funds from another source (e.g. fund raising, donation), the client owns the item unless otherwise negotiated by the alternative-funding source.

7.3 Return of Equipment that is no Longer Required

When equipment is no longer needed and if it is in good order, the Community Equipment Scheme can be contacted. The Community Equipment Scheme will indicate if the item is required.

¹ Note the Community Equipment Scheme is currently under review and the outcomes of the review may result in changes to these guidelines.

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. PLEASE DESTROY PRINTED COPIES. The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.
8. Transfer of Packages and Exit from the Program

8.1 Transfers between Service Providers

The client may request to transfer their ISP package to another service provider for any reason. The local Gateway Service may assist the client with this process.

The Individual Funding Unit must be notified at least four weeks before the transfer occurs by the client, their nominee or CSO. A new ISPA must be completed to enable the Department to develop and finalise a funding agreement with the new provider.

8.2 Interstate Transfers

Interstate transfers of allocated support funds and hours will be considered in line with the National Portability Protocols (2000).

8.3 Exit from the Program

It may be identified that a client is no longer eligible for support through the program, for example:

- the client is nearing/has received settlement of their compensation payout
- the client is planning to move to supported accommodation, or entering an extended period of hospitalisation and will not return home
- upon reassessment, services are no longer required
- the client chooses to exit the program
- the client passes away

The service provider must notify the Individual Funding Unit of the changed circumstances within 10 working days. The Individual Funding Unit will negotiate the relevant funding changes or cessation of the client’s support package.
9. Forms

A number of forms are used by the Individual Funding Unit. These include:

- Application form (one form for community access, YPIRAC, Individual Support Program)
- ISPA (for recurrent and one off ISP packages)
- ISPA Review (for recurrent ISP packages)
- Client Support Confirmation Form (for recurrent ISP packages)
- Return of Individual Support Program Package Form
- Request to Retain Banked Hours Form

Forms can be obtained from:

- Gateway Services

Forms not available online can be obtained from the Individual Funding Unit.

This Policy may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for the Department of Health and Human Services. **PLEASE DESTROY PRINTED COPIES.** The electronic version of this Policy is the approved and current version and is located on the Agency’s intranet. Any printed version is uncontrolled and therefore not current.