NSW GOVERNMENT | Family & Community Services

Individual Funding Handbook

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Table of contents

1 The Individual Funding Handbook ... 5

1.1 Information in other languages ... 6

2 Introduction ... 7

2.1 What is in this Handbook? ... 8

3 Purchasing Guidelines ... 9

3.1 What can a person buy with individual funding? ... 9
3.2 What a person cannot buy with individual funding ... 10
3.3 Funding arrangements ... 10
3.4 From whom can supports be purchased? ... 10
3.5 Shared support arrangements ... 11
3.6 Unspent funds ... 11
3.7 Employing family members or friends ... 12

4 Services and products ... 14

4.1 Medical, clinical and dental costs ... 14
4.2 Home modifications ... 14
4.3 Aids and equipment ... 15
4.4 Transport costs ... 15
4.5 Vehicles and vehicle running costs ... 16
4.6 Recreation expenses ... 16

5 Individual support plan ... 18

5.1 Developing a support plan ... 18
5.2 Including safeguards in the plan ... 18
5.3 Reviewing an individual support plan ... 19
5.4 Changes in circumstances ... 21

6 Work Health and Safety ... 22

7 Transfers and Exits ... 23

7.1 Temporary absences from NSW ... 23
7.2 Moving Interstate ... 23
7.3 Discontinuation of supports ... 23
7.4 Moving to NDIA ... 24
7.5 Receiving compensation ... 24

8 What if a person disagrees with a FACS decision? ... 25

8.1 Internal Review ... 25
8.2 External Review ... 26

9 Getting information ... 27

10 Making a complaint ... 28

10.1 Making a complaint about an intermediary or service provider ... 28

10.2 Making a complaint about FACS 28

11 Appendix..... 30

11.1 Program funding 30
11.2 Guiding Principles..... 32
11.3 Privacy and Confidentiality 34
11.4 Glossary 36
11.5 Acronym table 39
11.6 FACS District Contacts 40
11.7 Service Agreement Template 42
11.8 List of external agencies who may be able to assist 47
11.9 Principles for the application of administrative fees and charges: individual funding..... 51

1 The Individual Funding Handbook

The *Individual Funding Handbook* (the Handbook) has information for people with disability, their families and carers, providers of support and intermediaries who manage funds for people in receipt of individual funding, and Family and Community Services (FACS) staff.

The Handbook applies to people who already receive individual funding across the following program areas, or a combination of funding that is amalgamated into a single package:

- Supported Living Fund (SLF)
- Individual Accommodation Support Packages (IASP)
- Leaving Care Program (LCP)
- Community Support Program (Younger Onset Dementia [CSP])
- Young People in Residential Aged Care (In-Reach and In-Home [YPIRAC])
- Young People in Residential Aged Care (YPIRAC IASP)
- Extended Family Support (EFS)
- Community Participation (CP)
- Flexible Respite
- Boarding House Relocation Program
- Life Choices / Active Ageing (LC/AA).

A short description of the Program areas outlined above is located in the Appendix of this document under **Section 11.1 Program funding**.

This Handbook does not address how to access individual funding. If the person does not currently have individual funding and would like to explore their options, they should contact their local FACS District Office. Contact details can be found in **Section 11.6** of this document.

Information on specific program areas to guide people on how to access individual funding is available for the following program areas:

- The Leaving Care Program
- Community Support Program
- Extended Family Support
- Community Participation
- Flexible Respite
- Life Choices / Active Ageing.

Please refer to the website for details:

- Individual Funding (for individuals) here[1]
- Individual Funding (for service providers) here[2].

The *Individual Funding Packages: Guidance for Intermediaries*[3] (the Guide) is a companion document that provides guidance for intermediaries holding funds for people in receipt of individual funding arrangements.

1.1 Information in other languages

People who need an interpreter can call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Ageing, Disability and Home Care (ADHC) on 1800 605 489.

People who have a hearing or speech impairment, can contact FACS through the National Relay Service:

- TTY users phone 133 677 then ask for 1800 446 470
- Speak and Listen users phone 1300 555 727 then ask for 1800 446 470
- Internet relay users connect to the NRS at www.internet-relay.nrscall.gov.au then input 1800 446 470.

People can advise FACS if they prefer to communicate on the phone, or by writing (for example, via email).

[1] http://www.adhc.nsw.gov.au/individuals/support/individual-funding
[2] http://www.adhc.nsw.gov.au/sp/delivering_disability_services/individual-funding
[3] http://www.adhc.nsw.gov.au/?a=320505

2 Introduction

The Department of Family and Community Services (FACS), has progressively introduced person centred approaches to disability funding. This approach puts the person and their goals and aspirations at the centre of support planning rather than focusing on service provision. It looks at the full range of supports that are available including those provided by family and friends, supports available in the community and specialised disability supports.

The *Living Life My Way* Framework and *Ready Together* deliver on the NSW Government's commitment to expand individual funding arrangements, which support person centered approaches. Under the Living Life My Way: guidelines for individualised funding arrangements (LLMW Guidelines), people currently receiving funding through FACS for disability services can undertake a process to convert and/or combine their disability supports into an individualised funding arrangement. The LLMW Guidelines are available here[4].

The expansion of individualised funding will prepare people with disability, their families and carers as well as providers for the transition to the National Disability Insurance Scheme (NDIS). The structure of the NDIS is also person centred with a focus on the goals and aspirations of the person and funding given to the individual rather than the provider enabling people to exercise choice and control over the supports they use.

The NDIS will be fully operational across NSW in 2018. FACS will continue to expand individualised funding arrangements in NSW through to 2018 as this presents an opportunity for people to prepare for their transition to the NDIS. People who access an individual funding arrangement will make an Individual Support Plan (Plan). This Plan will outline how they will achieve their goals, who they would like to provide their supports and how they would like the funding to be paid. This mirrors the process for people entering the NDIS.

The Handbook provides a guide for people with disability, their families and carers, the sector and FACS district staff about how to manage individual funding and it brings together and simplifies multiple existing individualised funding program policies and guidelines into a single document. The Handbook can also be used to assist people to prepare for the NDIS.

The Handbook, the Guide and program fact sheets apply from the date of issue to the date an individual transitions to the NDIS.

[4] http://www.adhc.nsw.gov.au/about_us/strategies/life_my_way

2.1 What is in this Handbook?

This Handbook is a guide to the rules that apply when managing individual funding, including what it can and cannot be used for. Organisations funded by FACS are also governed by the terms and conditions of their Funding Agreement.

3 Purchasing Guidelines

3.1 What can a person buy with individual funding?

The types of supports a person can purchase will depend on their individual goals, the purpose of their original funding[5] and their disability support needs that are not already met through informal or community supports. Individual funding will pay for the person's disability related supports and is not an income supplement. Support through individual funding should help to improve the person's social and economic inclusion.

There is not one extensive list of things that can or cannot be purchased because people's goals and support needs are different. This Handbook will provide a guide about the types of support a person may have and how to use individual funding.

It is important that the person's goals and aspirations are identified and linked to the supports that will be purchased to ensure that they have the opportunity to live a life they choose. For example, where they would like to live, what kind of work they would like to do, what activities they enjoy doing and anything else that is important to them. The supports and activities needed to meet the person's goals and aspirations can be outlined in an individual support plan (plan).

When thinking about purchasing supports the person should consider whether:

- the supports relate to their disability support needs
- the supports are culturally responsive, including people who are
    - Aboriginal and Torres Strait Islander, or
    - from a culturally diverse background, and/or
    - from a linguistically diverse background (those who speak a language other than English).
- the supports represent value for money
- the supports are effective and beneficial
- their request is available through other funding sources, including other local, State and Commonwealth Government programs.

Please note: people in receipt of an SLF or IASP may be accessing the Flatmate Subsidy or Rental Assistance. This payment can continue for those people with an existing arrangement in place until they transition to the NDIS; however, no new requests will be approved by FACS as this payment will not be funded under the NDIS.

[5] Please see **Section 11.1 Program funding** for information on the purpose of program funding.

3.2 What a person cannot buy with individual funding

Individual funding cannot be used for the following purposes:

- income for the person with disability, carer or family
- supports likely to cause harm to the person, be ineffective for them, or pose a risk to others
- supports that are normally provided or funded by another government service or agency
- anything that is against the law
- employment of family members, unless written approval has been given by FACS under exceptional circumstances. For more information about this refer to **Section 3.7 Employing family members or friends**
- costs that any other community member would reasonably be expected to pay for from their own money and that are not related to their disability support needs (for example household bills or food)
- supports purchased from a business or other legal entity where the person, their carer or family member has a financial interest
- supports not approved in the person's plan
- expenditure above the person's approved budget unless prior written approval is given.

3.3 Funding arrangements

There are three different options for a person with disability to manage their support funds. These are:

- Direct Payment Agreement
- Intermediary
- Service Provider.

For further information regarding how these options work refer to the fact sheet, Choosing a funding arrangement here[6].

Administrative fees and charges will need to be considered as part of the person's funding arrangements. For further information, please refer to **Section 11.9 Principles for the application of administrative fees and charges: individual funding**.

3.4 From whom can supports be purchased?

Individual funding can be used to purchase supports from a range of service providers. It is important that these service providers meet a person's needs and provide the supports that they have asked them to provide. For more information refer to the fact sheet, Choosing a funding arrangement.

[6] http://www.adhc.nsw.gov.au/?a=320509

3.5 Shared support arrangements

Shared support delivery is when two or more people combine some of their individual funding together to buy support from the same service provider or providers.

There are some things to consider, such as:

- who will make sure the supports are delivered?
- will sharing change the level or quality of support the person receives?
- who will be responsible for managing payments to the provider?
- how will the costs be shared?
- what will happen to the support if one of the people wants to stop sharing?

It is recommended that a written agreement is developed with both parties about these things, including what will happen if there are any changes.

Maintaining a person's support arrangements should not be reliant on the other members of the sharing group. This should be included in a person's safeguards within the agreement to manage any risks.

3.6 Unspent funds

Individual funding can be used flexibly during the funding period to meet a person's changing needs, goals and circumstances.

Unspent funds may accumulate during a financial year for a range of reasons, including (but not limited to):

- needs being met through alternative means
- a service provider being unable to supply the support as outlined in the plan, or
- a person being hospitalised for a period of time during the year.

A person may also choose to set aside some of their unspent funds to support them during a planned event. This should be identified in a revised plan with safeguards to ensure remaining funding can meet their essential support needs during the remainder of the funding period.

If there are unspent funds at the end of a financial year, a person may request to carry over up to 5% of their total annual funding to the next financial year. This is not automatic or cumulative. A request to retain unspent funds will be considered by FACS as part of the financial acquittal process at the end of each financial year. Any unspent funds in excess of 5% of the total annual funding amount must be returned to FACS.

A person will need to identify how they plan to use their unspent funds in addition to their annual funding, in a revised plan. The use of these funds needs to align with the

person's goals and the *purchasing principles* and is subject to FACS approval through the acquittals process. This process is fully outlined in the guide for intermediaries[7], which is a companion to this Handbook.

Uses may include:

- additional short term supports needed following a known hospital stay for the person, or during a known hospitalisation of the person's carer, or
- additional short term supports needed because a person is moving into their own accommodation or out of a higher support arrangement into more independent living.

Please note: Community Participation service providers are not required to participate in the annual acquittals process and are subject to different processes to recoup unspent funds. Refer to the Community Participation, Life Choices / Active Ageing guide on the website[8] for more information.

3.7 Employing family members or friends

In general, individual funding cannot be used to employ, contract or pay family members or friends to provide supports and services for a person.

This ensures:

- people with disability are supported to live independently
- people can create wider networks in the community
- family members have a break from their caring role.

However, there may be times when this is the only option available to a person due to their unique circumstances. If this is the case, FACS will need to agree:

- that there are no other options available and
- employing a family member or friend is not likely to put the person or the family member/friend at risk of harm, exploitation or undue influence.

If a person is unable to find a service provider or staff member to provide support services to them, FACS may approve the employment or payment of family members on a short term basis. Funding cannot be used to employ family members or friends living in the same house except in exceptional circumstances or in areas with known staffing shortages, such as rural and remote areas. Timeframes will be negotiated on a case-by-case basis as part of the process of approving the plan. In such cases, the family member or friend is paid through a recruitment agency, intermediary, or service provider. This is subject to approval and reviews by FACS, and should be in accordance with the person's approved plan.

[7] *Individual Funding Packages - Guidance for intermediaries* – Acquittals section
[8] http://www.adhc.nsw.gov.au/?a=320510

Family members or friends who are employed should be treated like other paid staff and have a job description, Workplace Health and Safety training, and be subject to all necessary employment checks. Responsibility for the employment of family members will depend on the funding arrangement the person has chosen. More information on this can be found in fact sheet Choosing a funding arrangement here[9].

Please note: young people accessing the Leaving Care Program may be residing in an Alternative Family Placement (AFP) model as a continuation of their existing support arrangements. This model can continue until the transition to the NDIS however conditions apply. Please discuss with your local FACS District, contact details can be found in **Appendix 11.6 FACS District Contacts**.

[9] http://www.adhc.nsw.gov.au/?a=320509

4 Services and products

4.1 Medical, clinical and dental costs

Individual funding should not be used for medical or dental procedures or duplicate services provided by hospital staff (or NSW Health). This is because people with disability have the same right to health services, including hospital, rehabilitation and palliative care services, as others in the community.

Individual funding cannot be used for health related tasks and support on an ongoing basis (including palliative care) that is covered under Medicare (or where held, private insurance), or is usually provided by health personnel such as doctors, nurses or dentists. Exceptions are where support workers can complete tasks following training conducted by a registered nurse and the engagement of allied health professionals such as occupational therapists, speech pathologists and physiotherapists. For example, a speech pathologist can work with the person on their communication goals to promote access to the community.

Individual funding can be used flexibly while a participant is in hospital or rehabilitation to:

- provide supports that are additional to those usually provided by hospital staff
- provide the participant's regular support worker/s who are familiar with the participant's preferences and needs, to partner with hospital staff in the delivery of personal care
- support people with complex communication needs or behaviours of concern
- support the transition, planning and training required to enable approved participants to move from hospital or rehabilitation to community living.

Please note: a person is required to notify FACS if they enter hospital or are unable to use their funding due to illness for an extended period.

4.2 Home modifications

If a person requires home modifications they can access the Community Care Support Program (CCSP) Home Modifications Scheme (HMS) or any other funded options (e.g. NSW Housing for modification to NSW Housing properties).

Individual funding may be used to pay the CCSP HMS fee, or to pay for minor modifications, if a person is not eligible for the above or other alternatively funded services.

Where exceptional circumstances exist, for example where there are Work Health and Safety concerns, FACS has the discretion to consider requests for modifications on a case-by-case basis. Requests need to be supported by a relevant specialist assessment and three quotes from licensed builders. Written approval from the

Department is needed prior to any work being undertaken if funding is being requested.

4.3 Aids and equipment

In some cases, a particular piece of equipment may be needed to help a person achieve their goals (for example, to improve their mobility or ability to live independently). If a person cannot obtain this equipment from another government funded program such as Enable NSW, the person may be able to purchase the equipment as a one-off support with individual funding. If the waiting times are too long for other government funded equipment programs, the person may use part of their funding to hire the equipment during that time.

To make sure a person receives equipment that is most suited to their specific needs, FACS may request that written supporting documentation is provided by a suitably qualified and relevant professional.

The Independent Living Centre NSW[10] is a leading information, education, and advisory centre for assistive technology and can inform people's choices by providing impartial advice and information.

Aids or equipment that a person wants to purchase using their individual funding should be included in their plan, which is subject to an approval process. The maintenance of aids and equipment approved for purchase is the person's responsibility.

In some cases, other aids and equipment schemes may be available. Where unsure, the person can request information from their service provider or support planner.

Please note: a person funded from the Community Participation, Life Choices and Active Ageing programs has access to an Equipment and Modifications Fund which may be used for assistive equipment and technology. Refer to the Community Participation, Life Choices / Active Ageing guide on the website[11] for more information on how to apply for these funds.

4.4 Transport costs

Transport costs included in a person's plan are to relate to the individual's disability support needs and be above what someone else in the community would be expected to pay. Justification for any transport costs requested need to be included in the plan (for example restricted transport options). All available transport subsidy options including Mobility Allowance, taxi subsidy, etc. should be exhausted before using individual funding to subsidise travel costs.

[10] http://www.ilcnsw.asn.au/
[11] http://www.adhc.nsw.gov.au/?a=320510

If a person lives in a remote area where travel times are significant, all efforts should be made to recruit support workers locally. In exceptional circumstances, a person may be able to access funding for transport costs by making a request for FACS approval to use individual funding to pay support workers a travel allowance.

4.5 Vehicles and vehicle running costs

Individual funding cannot be used to purchase a vehicle but may be used toward vehicle modification if no other source of funds can be identified.

Vehicle operating costs may only be included in a plan if these costs are above what any other person would be reasonably expected to pay for and are linked to a person's disability. Use of individual funding for vehicle modification or operating costs is subject to written FACS approval.

4.6 Recreation expenses

In most circumstances, a person's recreation costs will not be paid for by individual funding because they are costs that any other community member would be expected to pay from their own money and are not related to the person's disability.

However, individual funding can be used for recreation activities in limited circumstances where the cost is reasonable and the activities are directly relevant to the person's goals and aspirations and are included in the person's individual funding plan.

Wherever possible, supports for recreation should be provided in a way that is time limited and focused on building capacity for the person to take part in activities independently.

In cases where it is appropriate to use individual funding for recreation activities, for example Recreation Respite (a Flexible Respite option), individual funding can also be used to purchase the disability related supports the person needs to participate in the activity if those costs are not met through other systems.

Existing informal or community supports that are available to people with disability should be taken into account when developing the Plan including:

- Existing supports already available to the person to participate in the community e.g. support from families and friends
- the Companion Card Scheme[12]
- Community Transport.

[12] http://www.nswcompanioncard.org.au/

For example, if the person with disability participates in a sporting or recreation activity that is provided for in their plan, their individual funding could pay for:

- the support they need to participate (e.g. the hourly rate for a disability support worker to attend or participate with the person); and
- expenses reasonably incurred by the disability support worker (e.g. transport costs – if Community Transport is not available); and
- the support worker's activity fee (if applicable and if they are not eligible for the Companion card Scheme).

5 Individual support plan

An individual support plan describes what a person wants to achieve in their life and what supports they need to assist them in making these outcomes possible.

The scope of each person's existing plan can be different, which may be a feature of historical program requirements or the level of involvement a person has chosen to have in developing the plan.

An individual support plan can be a record of aspirations or how those aspirations are being turned into goals. An individual support plan can also be a high level or more detailed plan linked to funding and supports. The plan provides the mechanism for approving more flexible arrangements.

5.1 Developing an individual support plan

Once a person is approved for individual funding, they need to develop an individual support plan. A plan sets out the goals they want to achieve and the disability related supports that they need to achieve them. A plan can also be referred to as a support plan, an individual plan or lifestyle plan.

The goals in the plan should be specific and describe what a person wants to achieve. There should be a clear relationship between the person's disability support needs, their goals and the supports required.

It is important the individual support plan is culturally responsive and reflects equal access to services for individuals from Aboriginal and culturally and linguistically diverse backgrounds. It is also important the person has access to accessible and culturally appropriate information about the supports that may be available to them.

The recommended components of a plan include:

- the goals a person wants to achieve
- the supports they need to achieve their goals
- what type of support is required
- when, where and how the support is required
- who will provide the support
- if known, the budget allocated to each support
- how the funding will be managed, e.g. direct payment, via an intermediary and/or by a service provider
- safeguards

5.2 Including safeguards in the plan

Safeguards refer to a range of supports and mechanisms that ensure safety and wellbeing while supporting a person to have a good quality life, to be an active and equal citizen, and to be able to reach their potential. Safeguards include:

- natural safeguards such as personal relationships and community connections
- formal safeguards such as regulations, employment screening, systems for complaints handling and quality assurance systems that apply to individuals and organisations providing supports.

People with disability have the same rights as other members of Australian society to determine their own best interests, have choice and control and be equal partners in decisions that affect their lives, to the full extent of their capacity. This includes choices that may involve taking reasonable risks to pursue personal goals, experience life and have the necessary control over the planning and delivery of supports.

A support planner can assist a person to consider the safeguards, strategies and support mechanisms that they have in their life when deciding on their support requirements, developing their plan and putting their plan into action, including plan review points.

The planning conversation and the development of the individual support plan is an opportunity for an open discussion about actual and potential risks. A person and the support planner can work together to identify risks and any safeguards that may be required. The planner helps to identify how a person can enhance the existing safeguards they have in their lives, ways they could enhance their capacity to protect themselves from risk, and other formal safeguarding mechanisms that they might wish to access.

Emergency support

A person's individual support plan may include strategies for responding to an emergency situation, so the person and others are aware of how to respond, to ensure that the person's needs can be met, if and when these circumstances arise.

If a person cannot arrange emergency support, or are in crisis they should contact their local FACS District Office for advice.

Emergencies can include:

- a person's support worker not arriving
- a person's flat-mate is leaving
- a person's activity is cancelled
- extreme weather
- a person's own illness or a health crisis of their carer.

5.3 Reviewing an individual support plan

Monitoring and reviewing a plan is an important part of making sure that a person's chosen supports are meeting their needs and are assisting them to achieve their goals.

It is highly recommended that independent reviews and monitoring be built into a person's plan. To prevent any conflict of interest it is recommended that the support planner engaged to review the person's plan should be independent of any funded intermediary or service provider engaged by the person. An individual support plan should be reviewed at least annually, or sooner depending on the person's circumstances, or if there is a significant change in the person's life. The next review date should be set each time a plan is considered.

Some reasons for reviewing a plan earlier than annually may include, if a person:

- is going through a key transition period in their life
- has a progressive condition or their health is unstable
- is experiencing changes in their informal support network
- is managing a direct payment for the first time
- is directly employing staff for the first time

The review process will involve looking at the outcomes and considering the following questions:

- have the person's goals been met?
- are the strategies in the plan working? Are they still relevant or do they need to be changed?
- are the supports effectively meeting the person's goals?
- are the supports the most effective and efficient way of achieving the goals?
- has the expenditure been consistent with what was anticipated?
- have the arrangements for implementing the plan met the person's needs?
- has the person or their intermediary met their responsibilities for managing the individual funding arrangement?

A review may result in:

- no changes to the individual funding arrangement
- changes to the goals and supports identified in the plan
- a change to the plan or funding arrangements.

A person can review their plan at any time, including if:

- they want to change the goals and supports in their plan
- their plan or parts of it are not meeting their needs
- there are changes in their circumstances that affect their ability to implement their plan
- they want to change their plan management arrangements.

FACS may also initiate a review of a person's plan or plan management arrangements. For example, if there are concerns about the way they are using their funding or a Direct Payment Agreement.

A person will need to tell FACS if they:

- intend to change their funding arrangement, i.e. applying for Direct Payment Agreement, choosing the intermediary or service provider funding arrangement
- intend to change the organisation that holds their individual funding
- hold a Direct Payment Agreement and plan to change their goals or nominee arrangements, or
- experience a significant change in their support needs which has budget impacts.

Please note: a separate review process exists for a person in the Community Participation program who wishes to review their funding band. Refer to the Community Participation, Life Choices / Active Ageing guide on the website[13] for more information.

5.4 Changes in circumstances

A person will need to notify FACS if there is a substantial change in their support needs that cannot be met within their individual budget.

Increases to a person's individual budget may only be considered if they are at risk, all approved funding has been used for their essential supports, informal and community supports have been investigated, and referrals (where appropriate) have been completed for complementary supports and other options.

Approval to increase a person's funding will also depend on the availability of funding within the FACS budget and the needs and priority of other people seeking support.

If a person regularly under-uses their individual budget, FACS may review their supports to determine whether the level of funding allocated is still required.

[13] http://www.adhc.nsw.gov.au/?a=320510

6 Work Health and Safety

A person and their funded providers both have obligations under the Work Health and Safety Act 2011 (NSW)). Under this legislation a person is obliged to provide a safe working environment for their support staff by identifying and managing risks. The working environment could be a person's home. These Work Health and Safety obligations apply whether a person is engaging service providers, employing staff directly or using the assistance of volunteers.

The Risk Management process involves:

- identifying hazards that could cause harm – for example, electricity cords, poorly placed furniture, uneven floor or slippery floor services, staff on long shifts resulting in fatigue
- assessing hazards – how likely it is that the hazard will cause harm to someone, how serious the harm could be, how likely is it that known changes will impact on the hazard
- controlling hazards or eliminating them so far as is reasonably practicable
- reviewing implemented control measures.

For example, if physical assistance is required for a person's transfer from one place to another and their general mobility, there needs to be a documented manual handling plan to keep both the person and their support staff safe. These procedures are best developed by an occupational therapist and should be regularly reviewed and made available to all support staff.

If a person has a Direct Payment Agreement and is employing their own staff, they should refer to the *Direct Payment Agreement Handbook - Employing Staff*[14] for additional information about the responsibilities of being an employer.

My Disability Supports Managing Safety is a new website[15] for people with disability who employ their own support workers, to help them understand their Work, Health and Safety responsibilities.

[14] http://www.adhc.nsw.gov.au/__data/assets/pdf_file/0004/298921/DPA-Handbook-_Chapter_06.pdf
[15] http://www.safetymds.nsw.gov.au/

7 Transfers and Exits

7.1 Temporary absences from NSW

A person should talk to their funded provider or FACS if they are planning to use their funds for support during a temporary absence from NSW.

There is a limit of six weeks in a financial year when a person's individual funding can be used outside NSW, including either interstate or overseas. If a person is still away from NSW after the end of the six week period, their payments will be suspended until they return. If the person has not made contact to explain their situation and gain approval for an extension, FACS may also consider terminating their individual payments.

A person can request an extension of the six week period by writing to FACS, providing reasons for the extension. FACS will consider requests on a case-by-case basis. Reasons that may be considered include temporary absences to undertake study or work, the need for medical treatment, or the participant's inability to return to NSW due to a natural disaster, sickness, accident, significant civil unrest or war.

7.2 Moving Interstate

In Australia, all states and territories have agreed that if a person with individual funding wants to move interstate, they can apply to transfer 12 months of their existing funding to their destination state. This agreement is called the National Interstate Portability Protocol (NIPP). It is in place to make sure that support continues when a person moves to another state. A person will need to apply for ongoing funding in the state or territory to which they have moved. For more information please refer to the ADHC website[16].

7.3 Discontinuation of supports

Depending on the funding model, it is the responsibility of either the funded organisation (or the responsible person under a Direct Payment Agreement) to notify FACS when funding is no longer required. Funded organisations must notify FACS within one week of the time services cease.

A person should advise their intermediary, service provider or FACS if they no longer require individual funding. If alternative arrangements are required, FACS can provide assistance.

[16] http://www.adhc.nsw.gov.au/individuals/support/national_interstate_portability_protocol_nipp

FACS reserves the right to suspend, end or make decisions about funding. This may occur if:

- FACS is unable to contact a person for more than 90 consecutive days without a reasonable explanation
- a person's supports are interrupted for more than three months without prior agreement with FACS
- supports are no longer required due to improved level of functioning or alternative support arrangements becoming available
- support workers are exposed to significant Work Health and Safety (WHS) risks and the use of risk management strategies has not been successful in reducing or eliminating these risks
- a person refuses support, refuses to be referred to another service provider, or where a person has a pattern of behaviour that places their support workers at risk.

7.4 Moving to NDIA

From 1July 2016, if a person moves to a location where the NDIA is in place and they meet the NDIA access criteria, the reasonable and necessary supports to assist them to meet their goals and aspirations can be funded by the NDIA.

7.5 Receiving compensation

Individual funding is designed to complement, rather than replace any compensation arrangements for personal injury. In order to avoid service duplication, a person is required to inform FACS of the outcome of any compensation claim they may have lodged.

8 What if a person disagrees with a FACS decision?

Following receipt of a FACS decision in writing, a person can apply to have this decision reviewed if they disagree. This should be done within 28 days of receiving the decision.

To have a decision reviewed the person needs to contact the FACS district representative listed in the letter outlining the decision. Alternatively, the person can contact their local FACS District by email. A list of Districts' contact details is at **Appendix 11.6 FACS District Contacts**.

If there are any documents or information that FACS should have taken into account when making their decision, this information should be included with the letter or email that requests the review.

Please note: a separate review process exists for a person in the Community Participation program who wishes to review their funding band. Refer to the Community Participation, Life Choices / Active Ageing guide on the website[17] for more information.

8.1 Internal Review

Once a request for a review of a decision is received, FACS will then undertake an internal review. This means that a FACS Officer who was not involved in the original decision will look at all the documents, the law, and relevant FACS policies including this Handbook. The FACS Officer will then decide if the first decision was correctly made, which means:

- the decision meets the requirements of the Disability Inclusion Act 2014
- the decision was correctly made according to this Handbook, the funding program guidelines, and other relevant FACS policies
- the facts relating to the person's circumstances support the decision
- the FACS staff person who made the first decision was not unfairly biased against the person, and
- there was an opportunity to provide a response to any concerns expressed by FACS staff about the request for individual funding.

The FACS officer doing the internal review will make the new decision within 21 days of receiving the request for a review. They will then write to the person who has requested the review and explain the new decision. This is the process for the review of all decisions about individual funding.

[17] http://www.adhc.nsw.gov.au/?a=320510

8.2 External Review

Some of the decisions about individual funding can be appealed to the NSW Civil and Administrative Tribunal (NCAT).

The decisions that can be appealed to NCAT are:

- where FACS approves a request for individual funding but places a special condition on the provision of that funding on the individual or on a person nominated by the individual
- where FACS approves a request for individual funding but decides to provide it to an a third party instead of providing it directly to the individual (such as a nominee, intermediary or a service provider to manage individual funds)
- where FACS suspends the individual funding
- where FACS ends a person's individual funding (unless the reason for termination is due to the NDIS).

Note that a decision by FACS that a person is not eligible to individualise all or some of their existing supports cannot be appealed to NCAT.

You can read more about the NCAT on their website[18], including how to make an application to review a decision.

[18] http://www.ncat.nsw.gov.au/

9 Getting information

In order to exercise choice and maximise independence, people require access to accurate information that will help them manage their own life and understand their options. Family, friends, colleagues and other community members should also have access to information so they can better support the person.

Information services provide accessible information to people with disability and their families and carers, as well as to the broader community, including:

Translating and Interpreting Service (TIS) National

The TIS National interpreting service is for people who do not speak English and for the English speakers who need to communicate with them.

Phone: 131 450 (Telephone Interpreter Service, 24 hours, 7 days per 1300 655 082 (On-site Interpreter Enquiry Line)

Website: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating

Advocacy services

Advocacy services can support a person to actively participate in decision making processes and conversations that impact on their life.

Advocates will listen and act in the best interests of the person and their support people with the aim to increase their independence and confidence to represent their own interests, and help them to be aware of the different ways they can have a say.

Information and Referral

The Information and Referral offices in ADHC can also provide information on disability supports and alternate services that may be available to a person.

They can also provide details to make contact with advocates and community support options to assist with a person's circumstance. To read more about Information and Referral services see **Appendix 11.6 FACS District Contacts**.

10 Making a complaint

10.1 Making a complaint about an intermediary or service provider

If a person needs to make a complaint about an intermediary or service provider, it is usually best to talk to the organisation first. If support is needed to make a complaint a person can ask a family member, carer, friend or advocate to help them.

If a person has any further questions or if problems continue with their supports, they can also speak to their:

- intermediary (if they have a complaint about their service provider),
- support planner,
- Direct Payment Agreement coordinator, or
- local FACS District office.

If a person is making a complaint against a FACS funded organisation, FACS is obliged to provide the person with information on how to make a complaint and respond in a way that reflects their individual and cultural needs. A person should have support and the opportunity to actively participate in the process of addressing the problem.

If the person is unable to resolve the complaint directly with their intermediary or service provider, they can ask FACS for help. Sometimes it may not be possible for a complaint to be completely resolved. If this is the case, FACS can work with the person to look at other options to address their issues. One of these options may be to change their intermediary or service provider.

An intermediary or service provider may be monitored by a professional association (for example private physiotherapists are monitored the Australian Physiotherapy Association and Australian Health Practitioner Regulation Agency). A person can make a complaint to the relevant association which will listen to the concerns.

Otherwise, a person may be able to take their complaint to one of the organisations listed in the Appendix 12.9 List of external agencies who may be able to assist in this Handbook. Please note this is not an exhaustive list which means there may be other organisations not listed which can also assist.

10.2 Making a complaint about FACS

If the complaint relates to FACS disability services, the person's local FACS district office will need to be contacted to discuss the concerns. This can be done by phone call, fax, email, letter, or by making an appointment for a personal visit. If a person wishes to have decision by FACS reviewed, see **Section 8 What if a person disagrees with a FACS decision?**

ADHC also has an online complaint form, available on its website[19].

If a person makes a complaint to ADHC, they can expect:

- to be treated with respect
- to be told what to expect while the complaint is being reviewed
- that the complaint handling process will be carried out in a fair and open way
- to be provided with reasons for decisions that are made
- their privacy to be protected.

While the complaint is being resolved, a person should continue with their responsibilities under their individual funding arrangement.

For further information about ADHC's complaints procedure, please visit the ADHC website[20]. A complaint about FACS can also be taken to the NSW Ombudsman.

[19] http://www.adhc.nsw.gov.au/__data/assets/file/0020/301853/Appendix-A_Complaint-Form_Community.pdf
[20] https://www.adhc.nsw.gov.au/contact_us/complaints_procedure

11 Appendix

11.1 Program funding

Supported Living Fund (SLF) - is a form of individualised accommodation support funding for adults with disability aged 18 to 64 years who are interested in living in a home of their own with a mix of informal and formal supports. The funding is portable and enables greater flexibility and choice to sustain and realise their supported living arrangements. The funding remains with the individual and is administered by a service provider of the person's choice.

Individual Accommodation Support Packages (IASP) - is an accommodation support option for adults with disability aged 18 to 64 years. It provides individualised and portable funding that can support people to live as independently as possible, while maintaining existing support networks. This might involve living with family, with friends or independently with support.

Leaving Care Program (LCP) - provides flexible support, that may be linked to accommodation and opportunities for social and community participation, for young people with disability transitioning from the parental responsibility of the Minister for Family and Community Services, to increase their skills (reach their potential) and maximise their engagement in activities that improve quality of life, independence, health and well being.

Community Support Program (Younger Onset Dementia [CSP]) - provides individual funding to enable young people and adults with physical and/or neurological disability to manage their support needs, maximise their independence, make informed decisions, and exert choice and control of their supports. The CSP seeks to meet the person's support needs for daily living to enable the person to pursue the relationships, social networks, life experiences, community interactions, education, employment and other goals that are important to them.

Young People in Residential Aged Care (In-Reach and In-Home [YPIRAC]) – provides additional support for people under the age of 50 who live in residential aged care (nursing homes). The packages provide social support, community participation and additional therapies that are not available in residential aged care.

Young People in Residential Aged Care (IASP YPIRAC) - refer to the general IASP description.

Extended Family Support (EFS) – individual funding which is allocated to an individual and can be used to flexibly address crises occurring in a family, or where there is threat to the ongoing family care of a child/young person with disability

Community Participation (CP) - provides support for young people with disability to develop skills and participate as active members of their community. People can choose to be involved in a range of purposeful activities including artistic, cultural,

physical and social interests. This includes opportunities to focus on skill development, education and work preparation.

Flexible Respite - provides planned, short-term, time limited breaks from usual caring relationships for families and unpaid carers of children, young people and adults with disability. The aim of respite is to support and strengthen family relationships and keep families together at the same time as providing a positive experience for both the carer and person with disability.

Boarding House Relocation Program - when residents of assisted boarding houses are relocated either because their assisted boarding house closes and there are no alternatives in a suitable location, or their needs are too high for an assisted boarding house, they may be eligible for an Individual Accommodation Support Package.

Life Choices / Active Ageing (LC/AA) - aims to assist adults and older adults with disability to maintain their independence and to participate as valued members of their community. People can choose to be involved in a range of purposeful activities including ongoing learning and skills development, artistic, cultural, physical, recreational and social activities.

11.2 Guiding Principles

The *Disability Inclusion Act 2014* commenced on 3 December 2014 and contains some important principles relating to people with disability. These principles underpin this Handbook, as well as the NSW Disability Service Standards.

These principles say that all people with disability have the right to:

- be respected and treated with dignity
- participate in and contribute to the broader society and the economy
- be supported to develop skills and experience
- be permitted to full development as a person – physically, socially, sexually, reproductively, emotionally and intellectually
- make decisions that affect their own life – just like other people in the community – even where the decision may involve some risk
- be supported in making decisions
- be given respect for their culture, language, age, gender, sexual orientation or religion
- privacy and confidentiality
- live free from neglect, abuse, and exploitation
- get access to information that they can understand, given their disability or cultural background, so they can make good decisions and choices
- make a complaint - for example, about FACS or service providers
- have the role, relationships and support of their family, carers and other important people in their life treated with respect and consideration
- have respect for the way their abilities, strengths, goals and needs change while they get older.

All the principles and rights set out above are reflected in the NSW Disability Service Standards, FACS disability policy, and this Handbook.

The principles in the *Disability Inclusion Act 2014* also say that service providers and government staff are to ensure that supports and services provided to certain groups take into account their particular background. The groups are:

- Aboriginal and Torres Strait Islander people with disability,
- people with disability who are from a culturally diverse background and/or from a linguistically diverse background (those who speak a language other than English),
- women with disability, and
- children with disability.

If a person is a member of one of these groups, and they believe that FACS has not taken into account something that is special to their circumstances because they are Aboriginal or Torres Strait Islander, from a culturally or linguistically diverse

background, or a woman or a child, they should tell FACS. This will help improve the way that FACS works with all people from similar backgrounds.

11.3 Privacy and Confidentiality

11.3.1 Privacy

FACS will need to know certain information about a person who requires support. Some of this information may include the support they are getting at home or details about their family and carers. Sometimes, a lot of information will be required so that assistance can be provided. FACS will need to be informed if there is some information that a person does not want shared.

11.3.2 How FACS collects information

Most of the time, FACS will ask a person directly for this information. With a person's permission FACS can also collect information from another party. In certain circumstances FACS can collect some information without informing a person.

11.3.3 Privacy laws

In Australia, there are laws about privacy. These laws say:

- FACS must keep information about a person safe
- FACS must tell a person how they will use the information about them
- a person can ask to see information about themselves and ask to change it
- a person can tell FACS if they are not happy with how their information has been used.

11.3.4 How the information is used

Sometimes, FACS will need to share information about a person with other FACS staff. They may also use the information to help decide how to provide the services a person needs and how they can improve their services generally.

There are rules about sharing information. FACS can share information about the person with disability if:

- the information will assist the person with disability seeking help
- the decision to release the information is made by the person
- the information will prevent problems from happening, or prevent harm
- the decision to release the information is made by the courts or Police.

In some cases FACS can share this information with:

- other parts of the NSW Government
- other state governments
- the Commonwealth Government
- other organisations that provide services.

FACS will retain information about a person for the period required under the *State Records Act 1998*, and make that information available to the person at their

request, subject to any relevant law. A person has the right to request that FACS correct any information if incorrect.

The ADHC website provides more information about privacy. There is also a useful FACS Privacy Factsheet available on the ADHC website[21].

[21] http://www.adhc.nsw.gov.au/privacy

11.4 Glossary

Term	Definition
Aids and Equipment	Items that promote independence with household tasks, personal care and safety
Aspiration	A hope or ambition to achieve something
Case Manager	A person who provides a service for people with disability in complex situations with multiple services, and who need intensive assistance to identify issues, plan and implement solutions and strategies. Case management may be short or longer term depending on the individual circumstances.
Community supports	Services or supports available to all community members including people with disability. Examples include health services, education, transport, home cleaning, gardening, sport and recreation, cultural event and other entertainment.
Direct Payment Agreement (DPA)	A direct payment from FACS of a person's approved funding. The person is responsible for managing the funds and implementing their individual support plan. This includes arranging and managing supports, paying service providers, keeping track of the funding and reporting back to FACS on how the funds have been spent.
Disability Service Provider	An organisation that provides a specialised service for a person with disability under the *Disability Inclusion Act (2014).*
Disability services	Services provided specifically to meet the needs of people with disability
Existing supports	The formal, informal and/or community supports the person is already receiving.
Formal supports	The services, goods and/or activities that can be purchased to meet a person’s support needs.
Funding Agreement	The legal agreement between FACS and funded organisations specifying levels of funding and service delivery terms and conditions.
Goal	A desired result that is specific, measurable, achievable, relevant and time bound.

Term	Definition
Home modifications	Changes to the home including installation of equipment, changes to building structures, fixtures or fittings to enable participants to live as independently as possible or to live safely at home.
Individual funding	Disability funding that is allocated to an individual (rather than to a program, place, support or service) that enables them to have flexibility, choice and control over their supports and how and when they are provided.
Individual Support Plan (plan)	A document that lists the desired goals, aspirations and outcomes for the person with disability and describes the supports required to achieve these goals.
Informal supports	Any unpaid or voluntary support provided to a person from within their community.
Intermediary	An entity chosen by the person with disability to hold and administer funds, make payments at the direction of the person with disability (or nominated person), keep records of their funding and report expenditure to them and to ADHC.
Organisation	A business or government department.
Person	The individual with disability who accesses support.
Person centred approach	The person with disability is at the centre of decision making and is supported to actively participate and have control over decisions that effect their lives, including determining their own interests and their support arrangements.
Safeguards	Ways of managing and minimising risk to the person with disability, protecting their right to be safe, and enabling them to have more choice and control over their lives. Safeguards recognise the individual's right to take risks and make mistakes and should relate to the actual level of risk a person with disability faces.
Service Agreement	A document that clearly explains an agreed set of expectations of how supports will be delivered and the funds managed, the responsibilities and obligations of each party, and how problems will be resolved.

Term	Definition
Service Coordination	Service coordination includes liaison with service providers on the provision of supports and the implementation and monitoring of an Individual Support Plan. This is provided by the Intermediary and included in their administrative fee.
Support Planner	A person who offers information and guidance to the person with disability to create their Individual Support Plan. The Support Planner is guided by the choices and wishes of the person with disability about how they want to set up their supports and helps them understand the conditions of the funding.
Support staff	People who provide a direct service to the person with disability.

11.5 Acronym table

Acronym	Definition
AA	Active Ageing
ADHC	Ageing, Disability and Home Care
CP	Community Participation program
CSP	Community Support Program
DPA	Direct Payment Agreement
EFS	Extended Family Support
FACS	NSW Department of Family and Community Services
IASP	Individual Accommodation Support Program
LC	Life Choices
LCP	Leaving Care Program
LLMW	Living Life My Way
NCAT	NSW Civil and Administrative Tribunal
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NIPP	National Interstate Portability Protocol
SLF	Supported Living Fund
TIS	Translating and Interpreting Services
TTY	Teletypewriter
YODP	Younger Onset Dementia Program
YPIRAC	Young People in Residential Aged Care

11.6 FACS District Contacts

FACS District	Telephone	Email
Local Government Areas: Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville, Strathfield and Sydney LGA (South and West SLAs)		
Sydney	1800 000 201	metrosouth.iri@facs.nsw.gov.au
Local Government Areas: Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly		
South Western Sydney	1800 000 201	metrosouth.iri@facs.nsw.gov.au
Local Government Areas: Botany Bay, Hurstville, Kogarah, Randwick, Rockdale, Sutherland Shire, Sydney (Inner & East SLAs), Waverley, Woollahra, Lord Howe Island		
South Eastern Sydney	1800 000 201	metrosouth.iri@facs.nsw.gov.au
Local Government Areas: Kiama, Shoalhaven, Wollongong		
Illawarra Shoalhaven	1300 841 566	Southern-Intake@facs.nsw.gov.au
Local Government Areas: Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulbourn Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire, Yass Valley		
Southern NSW	1300 841 566	Southern-Intake@facs.nsw.gov.au
Local Government Areas: Ryde; Hunters Hill, Hornsby, Ku-ring-gai, Lane Cove, Willoughby, North Sydney, Mosman, Manly, Warringah, and Pittwater.		
Northern Sydney	1800 905 535	NS.IandP@facs.nsw.gov.au
Local Government Areas: Auburn, Blacktown, Holroyd, Parramatta and The Hills		
Western Sydney	(02) 9407 1650	WSD.Ip@facs.nsw.gov.au
Local Government Areas: Blue Mountains, Hawkesbury, Lithgow, Penrith		
Nepean Blue Mountains	(02) 4734 9499 1800 881 901 (Lithgow residents)	NBM.IP@facs.nsw.gov.au

FACS District	Telephone	Email
Local Government Areas: Albury, Berrigan, Bland, Boorowa, Carrathool, Conargo, Coolamon, Cootamundra, Corowa Shire, Deniliquin, Greater Hume Shire, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Temora, Tumbarumba, Tumut Shire, Urana, Wagga Wagga, Wakool, Young		
Murrumbidgee	1300 134 450	western.iri@facs.nsw.gov.au
Local Government Areas: Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Cabonne, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western Regional, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle Shire, Weddin, Wellington		
Western NSW	1300 134 450	western.iri@facs.nsw.gov.au
Local Government Areas: Balranald, Broken Hill, Central Darling, Wentworth, Unincorp. Far West		
Far West	1300 134 450	western.iri@facs.nsw.gov.au
Local Government Areas: Armidale Dumaresq, Greater Taree, Gwydir, Port Stephens, Cessnock, Gunnedah, Inverell, Singleton, Dungog, Guyra, Lake Macquarie, Tamworth Regional, Glen Innes Severn, Muswellbrook, Liverpool Plains, Tenterfield, Gloucester, Narrabri, Maitland, Great Lakes, Newcastle, Moree Plains, Walcha, Upper Hunter Shire, Uralla		
Hunter New England	1300 205 268	hunter.iri@facs.nsw.gov.au
Local Government Areas: Bellingen, Coffs Harbour, Kempsey, Nambucca, Port Macquarie-Hastings		
Mid North Coast	1300 364 563	PathwaysMidNorthCoast@facs.nsw.gov.au
Local Government Areas: Gosford, Wyong		
Central Coast	1300 160 096	CentralCoast.iri@facs.nsw.gov.au
Local Government Areas: Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley, Tweed		
Northern NSW	1300 364 563	Northern.iri@facs.nsw.gov.au

11.7 Service Agreement Template

Making a Service Agreement

If you receive individual funding, you have a number of options about how your funds are managed and who manages them. Whatever the funding option you choose, making a written agreement with the organisation that holds your funds will protect the interests of all the parties involved.

This is called a ***Service Agreement***.

A Service Agreement (an agreement) will make sure that you and your intermediary (or service provider) have a clear set of expectations of how your supports will be delivered and your funds managed. A good agreement will also list each party's responsibilities and obligations, and explain how to resolve any problems if and when they arise.

When you are working on your agreement, you should take a copy of any support plan you may already have (for example, a Supported Living Fund proposal) to help guide the discussion. Your support plan will show what supports will be delivered, when, by whom, etc. Your agreement will explain the roles and responsibilities of managing your funding to pay for the supports shown in your plan.

Some things you may wish to include in your agreement:

- Your support plan showing the supports to be provided
- The cost of supports in your funding allocation
- How you would like your services to be provided
- How long the supports will be provided for
- When and how your agreement will be reviewed
- How you and your intermediary and/or service provider will deal with any issues that may arise
- What your responsibilities are in the agreement (for example, to be available for appointments)
- What your intermediary's and/or service provider's responsibilities are in the agreement (for example, to provide you with monthly financial statements)
- What notice is needed to end the agreement
- Anything else that you and your intermediary and/or service provider agree on
- Signatures

Following is a basic agreement template that you may like to use, or to base yours on, or your intermediary and/or service provider may give you one that they use.

Please note that you do not have to use the template provided. However, it is recommended a service agreement include the same details and type of information shown in the template provided. An agreement should be clear and easy to understand.

If at any point you are unsure about anything in your agreement, it is recommended that you talk to a trusted person (or nominee) to help you with reviewing your agreement before you sign it and give it to your intermediary and/or service provider.

Service Agreement template
for individual funding arrangements

This agreement is made between:

Service recipient's name[1]:	

And

Intermediary's and/or Service provider's name:	
This agreement will start on	[day] [month] [year]
for the duration of / end on	[specify time period or end date]
Agrees to provide the following	[brief description of the supports]
Complete funding details below as required:	
The total annual funding is	$
Total fixed term funding is	$
Total one-off funding is	$
Detailed cost of supports are attached. [Please attach a document showing the supports with their individual costs].	

Intermediary and/or service provider's responsibilities:	
[insert funded organisation's name] agrees to:	[Insert any information about how you wish the organisation to work with you in the provision of supports. For example:] 1. Issue detailed monthly expenditure reports against funding 2. review the service with you [specify a review period – e.g. 6 monthly] [2] 3. treat you with courtesy and respect 4. consult you on decisions about how your

[1] This is the person receiving the individual funding
[2] Minimum review period is annually

Intermediary and/or service provider's responsibilities:	
	supports are provided 5. work with you to arrange for supports that fit your needs and at your preferred times 6. comply with the approved guidelines relevant to the funding 7. listen to your comments and questions and resolve problems quickly 8. keep and provide clear records on services provided to you

Complete section below (see suggested examples):

Service recipient's responsibilities:	
I, [insert name], agree to:	[List what your responsibilities will be. For example:] 1. review, sign and return copies of monthly expenditure statements in a timely manner; 2. report any errors or inconsistencies in monthly reports without delay; 3. follow the approved guidelines of the funding 4. work with [insert provider's name] to make sure that the services and supports delivered meet my support needs; 5. treat you with courtesy and respect; 6. talk to [insert provider's name] if I have any concerns about the services or supports being provided; 7. give [insert provider's name] reasonable notice (outlined below) should I wish to cease this agreement; 8. comply with safe working practices; 9. not request support workers to provide services outside the agreement

Ending this agreement:

Should either party require this agreement to end, we agree to give [insert time period] notice.

If either [insert intermediary and/or service provider's name] or [insert service recipient's name] seriously breaches this agreement, then the requirement of notice may be waived.

Agreement signatures:

All parties agree to the terms and conditions of this agreement

Name of service recipient:	
Signature of service recipient :	
Date:	

I confirm that I understand and agree to the term of this agreement, OR

that this agreement has been explained to the person receiving the services and that they agree to this:

Signature of nominee [if applicable]:	
Date:	
Name:	
Signature on behalf of intermediary and/or service provider:	
Date:	
Name:	
Position:	

The service recipient and the intermediary and/or service provider should each keep a copy of the signed document.

11.8 List of external agencies who may be able to assist

NSW Ombudsman

The NSW Ombudsman is an independent and impartial watchdog body. Its job is to make sure that the public and private sector agencies and employees it watches over fulfil their functions properly. Its role extends to people with disability and disability service providers.
Phone: (02) 9286 1000
Email: nswombo@ombo.nsw.gov.au
Website: www.ombo.nsw.gov.au

NSW Fair Trading

NSW Fair Trading safeguards the rights of all consumers and advises business and traders on fair and ethical practice.
Phone: 133 220
Website: www.fairtrading.nsw.gov.au

Aboriginal Disability Network NSW

This is a network of Aboriginal people with disability, their families and carers living in NSW. Its work includes systemic advocacy, capacity building, community development, research and individual advocacy.
Phone: (02) 9519 5005
Email: enquiries@adnnsw.org.au
Website: www.adnnsw.org.au

Anti-Discrimination Board of NSW

The Board administers the anti-discrimination laws of NSW and promotes anti-discrimination and equal opportunity policies throughout NSW.
Phone: (02) 9268 5555
Email: adbcontact@agd.nsw.gov.au
Website: www.lawlink.nsw.gov.au/adb

Australian Human Rights Commission

The Commission is an independent, statutory organisation whose responsibilities include education and public awareness, dealing with discrimination and human rights complaints, human rights compliance, and policy and legislative development.

The Commission leads the implementation of the Disability Discrimination Act 1992, which makes disability discrimination unlawful and aims to promote equal rights, opportunity and access for people with disability.

Phone: (02) 9284 9600
Website: www.humanrights.gov.au

Australian Taxation Office

The Australian Taxation Office (ATO) can provide advice about any tax related issue. You can download publications and obtain other general tax information from the ATO website.

132 861 (personal tax enquiries)
132 866 (business tax enquiries)
131 020 (superannuation enquiries)
Website: www.ato.gov.au

Centrelink

Centrelink delivers a range of payments and services for retirees, the unemployed, families, carers, parents, people with disability, Indigenous Australians, and people from culturally and linguistically diverse backgrounds. The number listed below is for the Disability Support Pension, Mobility Allowance, Sickness Allowance, Carer Payment and Carer Allowance enquiries.

Phone: 132 717
Website: www.humanservices.gov.au

Multicultural Disability Advocacy Association of NSW (MDAA)

MDAA is the peak organisation in NSW for people from non-English speaking backgrounds with disability, their families and carers. Its role includes education and information dissemination, systemic advocacy, industry development and individual advocacy.

Phone: (02) 9891 6400
Email: mdaa@mdaa.org.au
Website: www.mdaa.org.au

National Relay Service (NRS)

The NRS is an Australia-wide telephone access service provided for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment.

24 hour relay call numbers
TTY: 133 677
Speak and listen: 1300 555 727

Helpdesk
TTY: 1800 555 630
Phone: 1800 555 660
SMS: 0416 001 350
Email: helpdesk@relayservice.com.au
Website: http://relayservice.com.au

Translating and Interpreting Service (TIS) National

The TIS National interpreting service is for people who do not speak English and for the English speakers who need to communicate with them.

Phone: 131 450 (Telephone Interpreter Service, 24 hours, 7 days per 1300 655 082 (On-site Interpreter Enquiry Line)
Website: www.immi.gov.au/living-in-australia/help-with-english/help_with_translating

The Aged Rights Service Inc.

TARS is a community legal centre that protects the rights of older people. We provide telephone advice, advocacy, legal advice and educational services.

Level 4, 418A Elizabeth St,
Surry Hills NSW 2010
1800 424 079
TTY users call
13 36 77 (then ask for 02 9281 3600)
Skype username: Tarsopls

Carers NSW

Carers NSW is the state-wide peak organisation for carers, they have an exclusive focus on supporting and advocating for all carers in NSW.

Roden Cutler House
Level 18, 24 Campbell St
Sydney NSW 2000

P.O. Box 20156
World Square NSW 2002
1800 242 636
02 9280 4744
Fax: 02 9280 4755

11.9 Principles for the application of administrative fees and charges: individual funding

More individuals and their families are now accessing individualised funding and working with service providers to get the supports they need. As such, service providers and individuals need to work closely together to plan the appropriate level of support. The level and type of support needed will depend on the individual's capability and their circle of support.

Within the context of supports provided from a disability service organisation, service coordination and facilitation are distinct from the role of support planning. These are explained in more detail in the table below, including a breakdown of those costs which are considered administrative and those which are a direct cost of service delivery.

This table is intended as a guide, and provides a non-exhaustive list of service activities commonly associated with individualised service delivery.

ADMINISTRATIVE COSTS		**DIRECT COSTS**
Fund Holding	**Indirect Costs**	**(not included in the administrative fee)**
Bank fees	Compliance	Service coordination[24]
Accounts payable	Quality	Support planning
Accounts receivable and reporting	Audit	Recruitment of any required staff – including HR costs, probity checks and induction[25]
	WHS – site inspections	Staff training
	Insurance	Staff supervision
	Utilities	Price of risk * (WHS) – built into hourly rate
	Asset management	
	Client/customer engagement, basic service coordination	
	Travel not related to direct service	Travel related to direct service
Payroll for staff involved in fund holding only	Payroll for staff not involved in fund holding or direct service	Payroll for staff involved in any function of direct service

[24] If complex service coordination is not included in indirect costs this needs to be transparent within Service Agreements
[25] Where individuals choose existing staff, there are no costs incurred. If they select or prefer new staff then costs will apply

The following principles underpin the application of administrative fees and charges related to individualised services:

- Administrative fees are primarily associated with fund holding and other indirect costs. All other costs are charged as direct costs to a person's support package, i.e. they are not included in the administration fee.
- Some individualised accommodation funding types, including the Supported Living Fund, Individual Accommodation Support Packages and the Leaving Care Program will retain an upper limit of 12% for administration costs.
- For other individualised funding, 12% may be taken as a guide. The expectation is that administration fees are negotiated during the development of a service agreement, as part of the support planning process or when a funding recipient requests a review of fees.
- Some organisations may start at 0% cost base and build costs charged to a person as required according to individual circumstance and agreement. Others may have a set amount or percentage they use to cover their particular costs.
- Organisational fee structures should be transparent and should allow people with disability, their families and carers to make meaningful comparisons between services offered and between organisations.
- Individuals and service providers may negotiate a service agreement[26] which allows for a 'shared management' approach, as long as roles and costs are clearly defined. This may include a person opting to self-manage some aspects of their support package and not others, with funding arrangements made according to that agreement.
- Families can be supported in negotiation by a range of decision support type mechanism currently in place or planned, for example the Consumer Development Fund - 'My Choice Matters', Ability Links Coordinators and the Ambassadors and Champions Program.

GLOSSARY OF TERMS

HR **Human Resources**

WHS **Work Health and Safety**

NOTES

Organisations bear risks associated with provision of services to people and by people (such as WHS, IR, etc.). Organisations need to assess such risks and determine the best way to mitigate or cover any additional costs.

[26] Template available: http://www.adhc.nsw.gov.au/sp/delivering_disability_services/individual-funding