



Disability Support for Older Australians (DSOA) - How to fill out the ISP template

[Appendix D: Individual Support Package template](#) is available on the department's website.

The Individual Support Package (ISP) is a record you have spoken to your client about their DSOA package. It should document how they use their DSOA funding and that they understand your role as their DSOA service coordinator.

The ISP provides transparency for clients on their DSOA funded package and tells them what services and supports they can expect to receive. This will help them to make informed decisions regarding their DSOA funded package.

It is a condition in your DSOA grant agreement to have a current ISP in place with all clients. Your grant agreement standard terms and conditions state that:

- **Clause B2.1.2:** The ISP must be consistent with your organisation's obligations in this agreement and must include all other requirements specified in the DSOA Program Manual. ISP's need to be submitted to the Department of Health and Aged Care (the department) within 10 days of being signed and completed.
- **Clause B2.1.3 (c):** Provide a copy of each client's original ISP, and any varied ISP, to the department within 10 days of the ISP being signed by the client or their carer, advocate or representative.
- **Clause B5.1.9:** Your organisation must within 10 days reflect any department-approved changes to a client's services or client funds in an updated ISP between your organisation and the client and this updated ISP submitted to the department.

As a DSOA service coordinator, you must:

- develop an ISP alongside each of your DSOA client/s and/or the client's guardian or carer, prior to delivering any services for that period
- use the ISP form approved by the department at Appendix C in the DSOA Program Manual
- manage and oversee each client's disability services with consideration to their support needs, goals and service delivery preferences
- sign and date ISPs in addition to your client and/or the clients guardian or carer

- ensure the date the ISP has been signed by your client and/or client's guardian or carer becomes the start date of the ISP agreement
- update and review ISPs at minimum once a year
- schedule ISP reviews with your clients anytime there is a change to their support requirements, and prior to the next review due date listed in the document
- provide a copy of the ISP to your client and the client's guardian or carer for their records.

The ISP must include:

- the client's National DSOA ID
- the start date of the ISP
- the next review due date (annually, at minimum)
- the date of the client's last completed annual review
- the client's full name and contact information
- the client's disabilities and health conditions, including the severity of each, and descriptions about how the services you provide to the client will assist
- a description of the client's living arrangements, including details on whom they live with
- the client's goals
- all services that a client will receive over the course of this ISP agreement (such as in-home or in Supported Independent Living (SIL) accommodation, therapies, community access and respite, etc.)
- the frequency of all services the client will receive
- additional information on any informal supports the client receives through family and/or friends
- a description of the client's ongoing care needs
- a description of what tasks the client requires staff support with during their support hours
- a description of any other known sources of funding or assistance the client receives outside of DSOA (such as state or territory transport assistance, state equipment programs, or aged care programs)
- confirmation if the client is required by the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission to have a Behaviour Support Plan (BSP) in place
- details of any client contributions that you have or intend to charge during the ISP period, which must be in accordance with your grant agreement and the DSOA Program Manual.

The ISP does not have to include:

The ISP does not need to include intermittent or ad hoc services, known as 'Irregular Supports'. Irregular Supports are the unexpected things that disrupt regular delivery of

services. For example, if a client is unwell and cannot attend a day program, instead they may require unplanned support in their home.

Making changes to care

A client's ISP must be updated within 10 days to reflect any changes to their supports provided, or any changes to their funding amounts. Such as changes made through an approved [Change of Needs Application Form](#) or an I-CAN assessment (See Section 3.4 of the [DSOA Program Manual](#)).

You must email all updated and reviewed ISPs within 10 business days of being updated and signed to the department at dsoacompliance@health.gov.au and CC your Funding Arrangement Manager.

More information

For more information about ISPs, please refer to the [DSOA Program Manual](#).