



Disability Support for Older Australians (DSOA) Program and aged care services

For service providers

If a DSOA client is found eligible and/or accesses aged care services, it may impact their DSOA funding. Depending on the aged care service, a client's funding may be capped, or they may be required to exit the DSOA Program.

The Department of Health and Aged Care cannot contact DSOA clients directly. It is your responsibility as a DSOA service coordinator to communicate with your clients regarding their aged care eligibility, and the ways in which it may impact their DSOA funding.

Aged care services that **will** impact DSOA funding

- If a client is found eligible for a Home Care Package, their DSOA funding will be capped.
- If a client is found eligible for permanent residential aged care, their DSOA funding will be capped.
- DSOA clients with capped funding are not eligible for any new support or services through the DSOA Program, including through the Change of Needs process. However, annual price increases corresponding with annual NDIS pricing changes will still be applied.
- If a client is assigned a Home Care Package and commences services, or if they enter permanent residential aged care, they will be required to exit the DSOA Program from the date aged care services commenced. These dates will be verified through My Aged Care.

- If a client commenced their Home Care Package or entered permanent residential aged care prior to 1 July 2021, they can continue in the DSOA Program. However, their DSOA funding will remain capped.

Aged care services that **may** impact DSOA funding

- If a client accesses services through the Commonwealth Home Support Programme (CHSP) that are also available through DSOA, they must relinquish these CHSP services or exit the DSOA Program.

CHSP services a DSOA client can access:	CHSP services that a DSOA client cannot access:
<ul style="list-style-type: none"> • Assistance with care and housing • Domestic assistance • Goods, equipment and assistive technology • Home maintenance • Home modifications • Meals and other food services • Social Support Group • Social Support Individual • Transport • Specialised Support Services 	<ul style="list-style-type: none"> • Centre-based respite • Cottage respite • Flexible respite • Nursing • Personal care • Allied therapy

- If the relinquished services are still required to meet the client's disability support needs and the client's DSOA funding is not capped, the DSOA service coordinator should consider submitting a [Change of Needs application](#). Further information about the Change of Needs process can be found in section 3.3 of the [DSOA Program manual](#).
- If a client is not eligible to apply for a Change of Need, they will need to consider if they want to remain in the DSOA Program or receive support through My Aged Care.
- In some instances, an Aged Care Assessment may recommend Residential Respite, Restorative Care or Transition Care. DSOA clients can access these services without impacting their DSOA funding.

Contacting My Aged Care

- Clients must disclose that they are accessing DSOA services when communicating with My Aged Care. This is to prevent clients being found eligible for services that will impact their DSOA funding package.
- The DSOA Program cannot provide you with information on a client's My Aged Care eligibility.
- A DSOA service coordinator must obtain client consent before contacting My Aged Care on their behalf.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit **agedcareengagement.health.gov.au**



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.