



Summary of changes to the Disability Support for Older Australians (DSOA) Program Manual – Version 14

This table outlines the changes to the DSOA Program Manual – Version 14 (June 2024)

DSOA Manual Section	Heading	Type of change	Changes made
	Acronyms	New	Added CFB (Client Funding Breakdown)
1.3	Eligibility	Update	Changed ‘that is not available’ to ‘does not accept’.
1.5	DSOA service coordinator responsibilities	Update to correct error	Amended ‘Management fee’: Changed “the management fee is listed in the clients ISP” to “the management fee is included in the DSOA service coordinators Client Funding Breakdown (CFB)”
2.1	DSOA Services – Specialist Behavioural Intervention Support	New to clarify	Added to ‘Specialist Behavioural Intervention Support’: “The department is obligated to report to the NDIS Quality and Safeguards Commission where a client does not have a current Behaviour Support Plan in place”
2.1	DSOA Services – Extended CoS Services	New to clarify	Added to ‘Extended CoS Services’: “Extended CoS Services funding is preserved at the same level as when the client transitioned to the DSOA program. Clients are not eligible for any new or additional Extended CoS Services through the DSOA Program, including through the Change of Needs Application process. The DSOA Program does not mandate hourly pricing for Extended CoS Services. DSOA service coordinators must ensure that hourly rates for services delivered do not exceed the NDIS prescribed hourly rate for the equivalent NDIS service type. For more information, refer to NDIS pricing arrangements. DSOA service coordinators must report on Extended CoS Services expenditure in their annual performance report, including details on all services delivered to the client using this funding”.

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3.1	Individual Support Packages (ISP)	New	Added: <p>“A copy of the client’s ISP must be emailed to the department via dsoacompliance@health.gov.au within 10 days of being completed and signed”.</p>
3.2	Client annual reviews	Updates New	<p>Full paragraphs have been changed into dot points to break up the information.</p> <p>Added to ‘After the review: “DSOA coordinators must discuss the outcome of the annual review with their clients, and whether additional support is required to meet their disability support needs. The annual review must be provided as evidence if a Change of Needs Application is submitted to the department.</p> <p>For more information on eligibility for additional support through the Change of Needs process, refer to section 3.3.</p> <p>A copy of the client’s annual review must be emailed to the department via dsoacompliance@health.gov.au within 10 days of being completed.”</p>
3.3	Change of Needs – Change of Needs Application	Updated	<p>Updated in ‘Change of Needs Application’: “The DSOA service coordinator must conduct an annual review of the services their client receives, as well as information about the client’s function, personal care, mobility, and cognition.</p> <p>If the annual review indicates that the client requires additional support through the DSOA Program, their DSOA service coordinator can submit a Change of Needs application can be submitted to the dsoachangeofneed@health.gov.au.</p> <p>DSOA service coordinators must use the latest version of the Change of Needs Application Form and complete all sections accurately. Missing or incomplete information, or a lack of supporting evidence, will delay the assessment process. Please note, funding will only be considered from the date the completed Change of Needs Application is submitted.</p> <p>When completing an application, refer to the How to Complete a Change of Needs Application fact sheet.”</p>

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	Change of Needs – Supporting evidence and Outcomes	Updated for clarity New New	Edits to ‘Supporting evidence’ and ‘Outcome’ sections to clarify guidance Added to ‘Supporting evidence’: “The DSOA coordinator must submit both SIL tools in excel. The submission must include all residents in the accommodation setting, including any vacancies. DSOA coordinators must de-identify any NDIS clients in the SIL tool”. Added to ‘Outcome’: “If approved, the DSOA service coordinator must: <ul style="list-style-type: none"> • update the client’s ISP to reflect the approved funding • Get the ISP signed by the client or their carer, advocate or representative • Provide a copy to the department within 10 calendar days of it being signed (DSOACompliance@health.gov.au).”
3.4	Independent Assessment	Update	New subheading for clarity (content has not change)
3.5	Updating ISP	Update	Added: “DSOA service coordinators are responsible for keeping each client’s ISP updated with changes. When reviewing and updating a client’s ISP, the DSOA service coordinator must: <ul style="list-style-type: none"> • review the ISP with the client and /or the client’s representative at least once per year, or sooner if the client has had a change in their disability support needs or a change to their funding level • use the ISP template available on the department’s website • have the ISP signed by the DSOA service coordinator, the client, and/or the relevant carer, advocate or representative before service delivery starts • provide a copy of the client’s updated ISP to all parties who signed it <ul style="list-style-type: none"> ○ if the client has a public guardian appointed, then a letter/email must be attached to the ISP from the public guardian in replace of a signature, stating that they have received a copy of the ISP and they agree to the document. DSOA service coordinators must provide a copy of the client’s updated ISP to the department within 10 calendar days of being updated and signed.

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			For more information on how to complete an ISP, see Appendix C – How to fill out the ISP Template.
3.6	Aged care assessment	Update	Update 'Outcomes of an aged care assessment' to align with DSOA Aged Care Services fact sheets.
		New	Added: "The Department of Health and Aged Care cannot contact DSOA clients directly. It is the DSOA service coordinator's responsibility to communicate with clients regarding their aged care eligibility, and the ways in which it may impact their DSOA funding."
		Update	Simplified 'Aged care services that MAY impact DSOA funding' table for readability.
3.7	Changing to a different DSOA service coordinator	Updated	Simplified language regarding client transfers.
		Updated to correct error	Corrected that Change of Service Coordinator form (Appendix F) must be submitted to the DSOA service coordinator's Funding Arrangement Manager at the Community Grants Hub.
3.8	Exiting DSOA	Update	Amended 'Exiting DSOA' to clarify that client's will not be able to re-enter the program following an exit.
4.1	Quality services	Updates for clarity	Minor edits to 'Quality standards' and 'Registration with the NDIS Commission'.
5.1	DSOA Pricing	Updates for clarity	Minor edits, such as changing wording such as "the Schedule" to "Appendix A."