



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.

An Individual Support Package (ISP) is a record of your discussion with the client about the services they are funded to receive and how these services will be delivered over the year. The ISP must be completed with the client and/or their appointed guardian to ensure the client maintains choice and control over how their funded services are provided.

Under your DSOA grant agreement, you must have a current ISP in place for all clients. Section B2.1 of the grant agreement states:

- Before your organisation provides any services to a client as part of the activity, your organisation must enter into an ISP with that client or their guardian using the form approved by the department at [Appendix D](#) in the DSOA Program Manual.
- The ISP must be consistent with your organisation's obligations in the grant agreement and must include all other requirements specified in the [DSOA Program Manual](#).
- The ISP must be revised with each client every 12 months at a minimum, or sooner if the client has had any changes to their delivery of support or changes to their DSOA funding amounts.
- A copy of each client's signed ISP must be submitted to the department within 10 business days of being completed annually.

As a DSOA Service Coordinator, you must:

- Review and update the ISP with the client and/or the client's appointed guardian at least annually (within 12 months of the previous ISP start date), or sooner if the client's support needs change or their DSOA funding level changes.
- Develop or update an ISP with the client or the client's appointed guardian before any services commence for that period, including preparing a new ISP for clients transferring to your organisation before service delivery starts.
- Use the department approved ISP template in Appendix D of the DSOA Program Manual.
- Provide a copy of the client's updated ISP to all parties who signed it.
- If the client has a public guardian appointed, you must attach a letter/email to the ISP from the public guardian in place of a signature stating they have received a copy of the ISP.

- Manage and oversee each client's disability services with consideration to their support needs, goals and service delivery preferences.
- Ensure ISPs are signed and dated by both the client or the client's guardian and the DSOA Service Coordinator. The client's guardian cannot be a staff member that works for the DSOA Service Coordinator, as this can be perceived to being a conflict of interest. Should a staff member hold legal guardianship over the client, then this evidence must be provided with the ISP.
- The date the ISP has been signed by the client or their appointed guardian becomes the start date of the ISP agreement.

The ISP must include:

- The client's National DSOA ID (DSOAXXXX).
- The details of the client's DSOA Service Coordinator and/or Case Manager.
- The ISP start date (the department defines the start date as the date the client or the client's appointed guardian signs the ISP).
- The client's legal full name, date of birth, and contact details.
- Details of the client's appointed guardian, including their contact details and relationship to the client.
- The client's disabilities and health conditions.
- A description of the client's living arrangements, including the type of accommodation and who they live with.
- The client's goals (what they want to achieve using DSOA-funded supports).
- Details of the client's disability support needs, including what assistance is required and the level of support needed.
- A comprehensive list of all supports the client receives using DSOA funding, including the level of assistance, frequency, and duration. If supports are delivered in shifts, include the days, times, and hours of support for each day.
- Details of all community access activities the client participates in, including frequency and duration, the supports required during these activities, and how support worker hours are funded.
- Details of any behaviour support, including whether a Behaviour Support Plan (BSP) is in place and whether any restrictive practices are being used.
- Details of any informal supports the client receives from family and/or friends (unpaid supports).
- Details of any other known sources of funding or assistance the client receives outside DSOA (e.g., My Aged Care, equipment programs, community nursing).
- Details of any client contributions the client is required to pay out of pocket for supports (excluding rent, board, bills, or food).
- Annual funding amounts and outputs for each funded service type (recurrent and one-off).
- The full names of the signatories and dated signatures from the DSOA client (or the client's appointed guardian) and the DSOA Service Coordinator. Signatures must be

physical or completed electronically via an online platform (e.g. DocuSign); typed names are not accepted.

ISP signatures

The ISP must contain physical signatures or be signed electronically through a computer-based signature program (such as DocuSign) and include the full name of all signatories and date of signature. This includes the signature of a client or a client's appointed guardian, and the DSOA Service Coordinator.

If a client is not able to physically sign their ISP and the client's appointed guardian is not able to physically sign the ISP, the department will accept email approval from the client or the client's guardian, this email approval will need to be attached to the ISP when submitted to the department (this email date, is considered the start date of the ISP).

If the client has a Public Guardian appointed, you must attach a letter/email from the Public Guardian confirming they have received the ISP, in place of obtaining a physical signature. This needs to occur for every ISP each year. The department will not accept an email stating ongoing approval provided.

If an ISP cannot be signed by the client and the client does not have a guardian to sign on their behalf, the DSOA Service Coordinator must document in a detailed file note explaining the following:

- reason why a physical or electronic signature could not be obtained by the client
- date the ISP was discussed with the client
- who the ISP conversation was with (staff member and client names)
- when and how a copy of the ISP was provided to the client for their records; and
- comments the client made regarding their ISP when providing verbal consent.

The file note should be attached to the ISP document prior to being submitted to the department.

If the client does not have a guardian and/or does not have capacity to understand or participate in the ISP discussion, the DSOA Service Coordinator must document this in the file note. Details about the steps the DSOA Service Coordinator is taking to arrange a suitable guardian for the client for future ISP submissions must also be included.

Please note, if the client requires an independent assessment to be completed through a Change in Needs application, this will require a physical signature for consent to proceed.

The department cannot direct or provide DSOA Service Coordinators with advice about resolving the client's guardianship. You may need to seek legal advice about how to navigate the process to seek guardianship in the state or territory your client resides.

The ISP does not have to include:

The ISP does not need to include intermittent or ad hoc services (referred to as 'Irregular Supports'). Irregular Supports are unexpected circumstances that disrupt the usual delivery of services. For example, if a client is unwell and cannot attend a day program, they may instead require unplanned support at home.

Making changes to care

A client's ISP must be updated within 10 business days to reflect any changes to their supports provided, or any changes to their funding amounts. For example, changes made through an approved [Change of Needs application](#) or an independent assessment (see section 3.3 and 3.4 of the [DSOA Program Manual](#)).

The DSOA Service Coordinator must email all updated ISPs within 10 business days of being completed and signed to dsoacompliance@health.gov.au and copy in your Funding Arrangement Manager (FAM).

More information

For more information about ISPs, please refer section 3.1 of the [DSOA Program Manual](#).