

Disability Support for Older Australians Program Manual

A guide for DSOA service coordinators

Version 9 – July 2022

Commonwealth Disability Support for Older Australians (DSOA) Program

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1 Introduction

1.1 Disability Support for Older Australians – Program Overview

The Disability Support for Older Australians Program (DSOA) commenced on 1 July 2021, replacing the Continuity of Support (CoS) Programme.

The DSOA Program provides support to people aged 65 years and over (and Aboriginal and Torres Strait Islander people aged 50 years and over) who received specialist disability services from states and territories but were ineligible for the National Disability Scheme (NDIS) at the time of its rollout due to their age. As a result, DSOA is a closed program with no new client entrants.

The DSOA Program provides a client-centred program, with:

- funding for disability services that is broadly aligned with NDIS prices;
- clients receiving an Individual Support Package overseen by a single DSOA service coordinator; and
- support for DSOA clients with complex needs to continue living at home or in supported accommodation as their needs change.

The NDIS Quality and Safeguards Commission will regulate DSOA service coordinators and subcontracted providers under the DSOA Program.

1.2 Main program documents

This Program Manual provides guidance to DSOA service coordinators – organisations funded to oversee the delivery of disability support services (Grant Recipients) – on the Government’s policy context and operational requirements for the DSOA Program.

The Department of Health (the Department) will update this manual as required. The table below outlines the revisions made since its release.

Date	Summary of changes
Feb 2021	Manual first issued
March 2021	Version 2
June 2021	Version 3
August 2021	Version 4 – Addition of COVID-19 vaccination report template
September 2021	Version 5 – updated price guide, case management definition expanded
December 2021	Version 6 – Appendices: A, B, C, D, E, F, G, I, J, K, L, and addition of Appendix M - DSOA – NDIS Registration Exemption Form, updated 8.1 quality arrangements; NDIS registration and exemption requirements, 8.3 workforce screening; worker screening check
February 2022	Version 7 – addition of Appendix N DSOA – Consent Form
February 2022	Version 8 – Content updates to sections 6.3 and 11.1
July 2022	Version 9 – Content updates to Introduction 1.1, updated Section 4 services and pricing schedule, 6.3 Aged Care Assessments, 11.1 RAC, CHSP and HCP

Other main program documents for DSOA are:

- DSOA Grant Opportunity Guidelines – provide more information on funding under the Program.

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- DSOA Grant Agreement – Individual Funding Agreements with Grant Recipients outline the terms and conditions of DSOA Program funding.

1.3 Contact details

DSOA Grant Agreements are managed by the Department of Social Services Community Grants Hub (the Community Grants Hub), for the Department.

The Community Grants Hub is available to help with any program related enquiries. Each Grant Recipient (DSOA service coordinator) has a Funding Arrangement Manager (FAM). FAMs can be contacted on 1800 048 998 or through the following jurisdictional mailboxes:

Australian Capital Territory/New South Wales: nswact.DSOA@dss.gov.au

Northern Territory: nt.DSOA@dss.gov.au

Queensland: qld.DSOA@dss.gov.au

South Australia: sa.DSOA@dss.gov.au

Tasmania: tas.DSOA@dss.gov.au

Victoria: vic.DSOA@dss.gov.au

Western Australia: wa.DSOA@dss.gov.au

Any program enquiries or issues that cannot be resolved by the Community Grants Hub will be referred to the Department.

2 DSOA Program Framework and Services

2.1 Program objectives and outcomes

The objectives of the DSOA Program are to:

- deliver high quality care, support and services to clients;
- facilitate client choice and improve the independence and wellbeing of clients and ensure services are responsive to their needs;
- give flexible, timely and responsive services;
- give services that are socially and culturally appropriate and free from discrimination to all clients, including those with special needs (see Section 2.4 below);
- support clients to be informed about aged care service options and support their transition into this care where appropriate;
- support clients through the direct service delivery of planned respite services which allow families and other regular carers to take a break from their usual caring duties and support and maintain the care relationship, while providing a positive experience for the person with disability; and
- uphold the protection and promotion of the human rights of clients. DSOA is consistent with the Convention on the Rights of Persons with Disabilities, as it promotes, protects and ensures the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and promotes respect for their inherent dignity.

The DSOA Program's intended outcomes are to:

- support DSOA clients to:

- achieve similar outcomes to those they were achieving before to the start of the DSOA Program;
 - be as independent as possible; and
 - have their human rights upheld in the provision and receipt of services.
- maintain the wellbeing of DSOA clients through the delivery of consistent, timely, high quality services and supporting transition into appropriate programs such as aged care as their circumstances change and following consultation with the DSOA client and their carer/advocate/representative; and
 - support carers and care relationships by providing respite services to DSOA clients.

2.2 Eligibility

The DSOA Program is a closed program and is only open to CoS clients at the time of commencement on 1 July 2021.

To have been eligible for CoS, a person with disability must have met the following criteria:

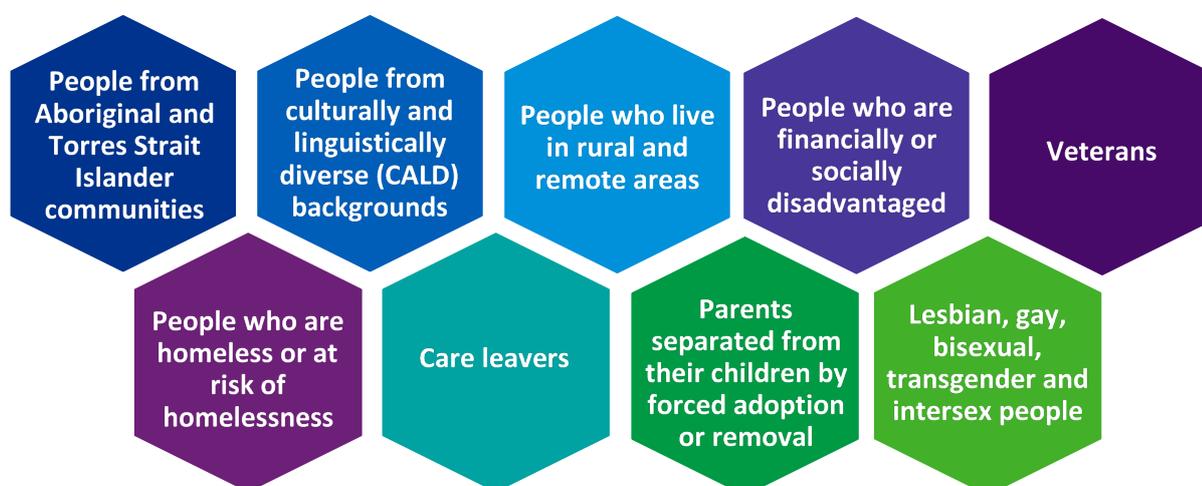
- was 65 years and over when the NDIS commenced in their region and had been assessed as ineligible for the NDIS; or
- was an Aboriginal and Torres Strait Islander person aged 50-64 years when the NDIS commenced in their region and had been assessed as ineligible for the NDIS; and
- was an existing client of state-administered specialist disability services at the time the NDIS commenced in their region.

DSOA service coordinators managing requests for support from people aged 65 years and over who are not DSOA clients should refer them to [My Aged Care](#) for screening and assessment for aged care supports.

2.3 Special needs

The DSOA Program recognises clients with cultural or other special needs by providing appropriate services which reflect the diversity of the population.

The DSOA Program recognises the following special needs groups, which align with those identified under the *Aged Care Act 1997 (S11.3)*:



The concept of special needs in the DSOA Program is not intended as a principle for prioritising access to services for one individual client over another. Rather, acknowledging the particular groups

recognises that each client is unique and has different beliefs, values, preferences and life experiences, and that for some clients these differences may lead to barriers to accessing or using services.

This manual does not give specific guidance on how DSOA service coordinators should provide services to clients with special needs, because the DSOA Program is focused on the needs of the person. Each person will view their special needs differently and their needs will have different impacts on their lives. DSOA service coordinators should be open and respectful, and work with clients to ensure their services are adapted to the client's particular circumstances.

When working with clients with special needs, service coordinators are asked to remember that these clients may have had negative experiences of discrimination, or other adverse actions, in the past. DSOA service coordinators are asked to work in partnership with these clients and have open and respectful conversations about their care needs and goals.

The [Aged Care Quality and Safety Commission](#) provides several examples on meeting the care needs of those with special needs.

The [Aged Care Diversity Framework](#) and action plans also helps DSOA service coordinators consider how services may be tailored to clients with diverse characteristics and life experiences.

2.4 Equity of access

Australia's [Multicultural Access and Equity Policy](#) obliges Australian Government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled to, for example, providing access to language services where appropriate.

Translating and Interpreting Service (TIS National)

The Australian Government provides free interpreting services through the Translating and Interpreting Service (TIS National) for approved providers of government-subsidised aged care. DSOA service coordinators can use limited TIS National services to support non-English speaking clients when discussing their care needs and support plans.

TIS National is available 24 hours a day, seven days a week and provides both telephone and onsite services. Bookings can be made online through the [Translating and Interpreting Services](#) website.

Or, DSOA service coordinators can call 131 450 for immediate telephone interpreting or 1300 655 082 for on-site bookings.

DSOA service coordinators must [register online](#) for a TIS National Code. When accessing TIS National, DSOA service coordinators must quote their service's unique consumer code. If a DSOA service coordinator is unsure of their consumer code, they can contact TIS National on 1300 655 820.

If you had a TIS National Code issued under the CoS Programme, you will not need to re-register for a code under the DSOA Program – the same code can be used to access TIS National services.

More information for non-English speakers is available through the [Translating and Interpreting Services](#) website.

2.5 Carers

Carers make an important contribution to the lives of the older people with disability they care for and an important economic contribution to the community.

The families and carers of older people with disability receiving services under DSOA will benefit from supports provided. The provision of respite services will allow carers to take a break from their usual caring duties and support and maintain the care relationship.

DSOA Program service is expected to embody the principles incorporated in the Statement for Australia's Carers under the [Carer Recognition Act 2010](#), including the following:

- all carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality;
- children and young people who are carers should have the same rights as all children and young people and should be supported to reach their full potential;
- the valuable social and economic contribution that carers make to society should be recognised and supported;
- carers should be supported to enjoy the best health and social wellbeing and to participate in family, social and community life;
- carers should be acknowledged as individuals with their own needs in and beyond the caring role;
- the relationship between carers and the persons for whom they care should be recognised and respected;
- carers should be considered as partners with other care providers in the provision of care, acknowledging the unique knowledge and experience of carers;
- carers should be treated with dignity and respect;
- carers should be supported to achieve greater economic wellbeing and sustainability and, where appropriate, should have opportunities to participate in employment and education; and
- support for carers should be timely, responsive, appropriate and accessible.

3 DSOA service coordinators

3.1 Eligibility

All clients will have tailored supports under an Individual Support Package overseen by a single DSOA service coordinator.

Only DSOA service coordinators can be Grant Recipients under the DSOA Program.

As set out in the DSOA Grant Opportunity Guidelines, there are three criteria the Department will use to assess suitability to become a DSOA service coordinator:

1. alignment with grant opportunity objectives;
2. effective risk management strategies; and
3. efficient, effective, economical and ethical use of grant funds.

In assessing suitability of DSOA service coordinators, the Department will consider:

- organisational performance over previously funded years;
- past value for money;

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- compliance with the CoS Grant Agreement (including reporting requirements such as timely annual acquittals and performance reporting);
 - progress towards meeting grant activity milestone/s, including a history of unspent funds or under delivery, complaints, quality and any performance concerns; and
 - other information available during the normal course of business.

It is a requirement that all DSOA service coordinators are registered with the NDIS Quality and Safeguards Commission.

3.2 Roles and responsibilities

Main responsibilities of the DSOA service coordinator are:

- manage and oversee disability support services for each client;
- develop an Individual Support Package with the client or their carer, advocate or representative;
- deliver disability services directly to the client and/or sub-contract other disability service providers to deliver services under the client's Individual Support Package as appropriate;
- monitor the client, home environment (where applicable) and appropriateness of service arrangements to ensure the ongoing safety of clients;
- review the services provided to the client annually (or more often as required) to ensure they are meeting the client's changing needs, and review of any Behaviour Support Plans in place;
- organise change of needs applications, including independent assessments, where appropriate;
- manage the administration of grant funding (including meeting all reporting requirements under the Program); and
- ensure the quality and safeguard requirements of the NDIS Commission are met, including the National Standards for Disability Services.

In entering into a Grant Agreement with the Department, the DSOA service coordinator (Grant Recipient) must comply with all requirements outlined in the suite of documents that comprise the Agreement, including:

- the DSOA Program Grant Opportunity Guidelines;
- the DSOA Grant Agreement;
- the Schedule (including any annexures or attachments to the Schedule);
- this Program Manual; and
- other documents incorporated by reference into the above documents.

DSOA service coordinators are responsible for ensuring:

- the terms and conditions of the Grant Agreement are met;
- service delivery aligns with the program objectives and outcomes in this Program Manual;
- service provision is effective, efficient and appropriately targeted;
- highest standards of duty of care are applied;
- services are operated in line with, and comply with, the requirements as set out in all state and territory and Commonwealth legislation and regulations;
- staff have appropriate qualifications and/or training;
- special needs groups have equal and equitable access to services;
- they work collaboratively with all relevant parties to deliver services; and

-
- they contribute to the development and improvement of services such as sharing best practices.

3.3 Subcontracting services under DSOA

DSOA service coordinators can deliver support services directly to clients, and subcontract other disability service providers to deliver care and services under the client's Individual Support Package as appropriate.

Funding subcontractors

DSOA service coordinators should only enter into subcontracting arrangements for the length of their DSOA Grant Agreement.

As per the DSOA Grant Agreement, it is a requirement that the prices set out in the DSOA Service and Pricing Schedule (see [Appendix A](#)) are applied for services subcontracted by the DSOA service coordinator under the program.

Any costs associated with subcontracting are to be covered by the DSOA service coordinator's management fee (see Section 3.4).

NDIS registration

Like DSOA service coordinators, subcontractors must be registered with the NDIS Quality and Safeguards Commission (NDIS Commission) under the NDIS Registration group(s) most relevant to the services provided.

DSOA service coordinator responsibility

Regardless of how the services are delivered (including through subcontracted arrangements), DSOA service coordinators remain responsible for ensuring services are delivered in a way that meets program and regulatory requirements of the NDIS Commission. DSOA service coordinators must also ensure services are delivered in line with the client's Individual Support Package.

Accommodating client preferences

DSOA service coordinators should, where possible, organise services being delivered by the service provider/person chosen by the client. If a client prefers a particular support worker to deliver their services, they can ask the DSOA service coordinator to involve that support worker.

In some circumstances, DSOA service coordinators may not be able to accommodate the client's preferences. This must be considered on a case-by-case basis, based on what is reasonable in the circumstances. Instances where a DSOA service coordinator may choose to decline a client's request for a particular service provider/person include:

- The proposed service provider is not registered with the NDIS Commission.
- The proposed service provider would not be able to comply with requirements under the NDIS Commission or other Commonwealth or state and territory laws.
- The requested service provider/person will not enter into a subcontract with the DSOA service coordinator.
- There have been previous difficulties or negative experiences with the requested service provider/person.

Where the DSOA service coordinator is not able to organise the client's preferences, the reasons must be explained to them and documented, and a mutually agreeable alternative identified.

3.4 DSOA Management Fee and Case Management

Management Fee

To undertake their role, DSOA service coordinators will receive a management fee equal to one per cent (1%) of their DSOA clients' total funding. The one per cent (1%) management fee is paid to the DSOA service coordinator in addition to the total client funds.

The management fee is payment to the DSOA service coordinator, to cover the costs associated with performing and complying with the terms of the DSOA Grant Agreement and the Program Manual, including but not limited to, preparing and amending Individual Support Packages, reviewing client needs, and meeting program reporting requirements.

The management fee is calculated based on the DSOA service funding amounts set out in the DSOA Service and Pricing Schedule (see [Appendix A](#)). As per the NDIS Price Guide, DSOA prices include an allowance for overheads, including administrative costs. The one per cent (1%) management fee is additional and covers the costs associated with being a DSOA service coordinator and Grant Recipient.

How the management fee funds are attributed to managing their DSOA Grant Agreement is largely at the DSOA service coordinator's discretion.

Case Management

The DSOA Program funds case management services as a discrete service type. The service pricing is broadly aligned to NDIS service type "Support Coordination Level 2: Coordination of Supports."

Case management services help clients to maximise their independence and participation in the community through working with the person, family and/or carers to meet comprehensive care needs. It is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services, and the allocation of available resources to respond to a client's support needs.

Case management services will support a client to understand and implement funded supports, link the client to the community, mainstream and other government services, and support the transition into appropriate programs such as aged care as their circumstances change.

Depending on the individual circumstances of the client, case management services could include the design of additional high or complex needs, that may require the involvement of a qualified and experienced practitioner such as an Occupational Therapist.

3.5 Responsibilities during a national or state emergency

Should it become necessary, the Department of Health, may enact temporary changes to the DSOA Program in the event of a national or state emergency. This may include flexibility provisions, waiving or extending reporting deadlines and performance milestones in accordance with the nature, severity, duration, and geographic scale of the emergency.

As a result of the Coronavirus (COVID-19) pandemic, DSOA service coordinators, subcontractors, and workers engaged through financial intermediary arrangements are encouraged to be vaccinated against COVID-19 where they have **direct** responsibility for and/or prolonged face-to-face contact with, or physical exposure to, a client as part of their duties.

Whilst it is currently voluntary for DSOA service coordinators, subcontractors, and workers to be vaccinated and to disclose if they have received a COVID-19 vaccination, this requirement may

become mandatory in the future. The COVID-19 Vaccination Report ([Appendix L](#)) should be used for disclosing de-identified information.

The COVID-19 Vaccination Report at [Appendix L](#) should be submitted on a weekly basis (week ending on a Sunday) when circumstances change. For example, if your first report showed 10 workers in total, with six having had a single vaccination and two having all required doses, but over the next three weeks nothing changes, then no report is required. At week four, the six workers reported previously as having a single vaccination have now had all required doses, a report should be submitted reflecting this change.

Information on COVID-19 vaccinations will serve as an indicator of the potential level of risk each service provider faces in the context of an outbreak and how those providers and their workforce can be supported to continue to provide services to people with disability.

Any changes to the COVID-19 vaccination requirements will be communicated to DSOA service coordinators and financial intermediaries via the Department's notification system.

4 DSOA Services and Pricing

4.1 What services are funded under the DSOA Program?

The DSOA Program is designed to continue supporting the client cohort of the previous CoS Programme. This cohort has a diverse range of disabilities and needs.

The DSOA support services are a sub-set of services available under the NDIS. These are aligned to the definitions and prices set out in the NDIS. The main service types available under the DSOA Program are:

1. Assistance in Supported Independent Living;
2. Assistance with Self-Care Activities;
3. Short Term Accommodation (STA) and Assistance (including respite);
4. Specialist Behavioural Intervention Support;
5. Counselling;
6. Community Nursing Care for Continence Aid;
7. Psychosocial Recovery Coaching;
8. Therapy Assistant;
9. Assessment Recommendation Therapy and/or Training;
10. Dietitian Consultation and Diet Plan Development;
11. Exercise Physiology;
12. Audiologist hearing services;
13. Delivery of Health Supports by various nursing professionals; and
14. Case Management.

For complete details of the DSOA Service and Pricing Schedule, including service type definitions see [Appendix A](#).

Note:

DSOA funding is benchmarked against the NDIS pricing schedule, and every output of service now has a specified hourly rate similar to the NDIS rate. Therefore, some client funding allocations will increase or decrease when applying the pricing schedule.

4.2 DSOA Pricing

Under DSOA, pricing of individual units of service or supports will be better aligned with market pricing and will be consistent across states and territories.

Prices have been updated to align with the 2022 – 23 NDIS Pricing Arrangements effective from 1 July 2022.

In accordance with the NDIS Price Guide, DSOA prices allow for overheads, including administrative costs.

It is a requirement of the DSOA Grant Agreement that the DSOA pricing is also applied to services subcontracted by the DSOA service coordinator under the program.

Regional Loading

The DSOA Program accounts for the location of service delivery – applying a regional loading for services delivered in remote and very remote areas. DSOA's regional loading adopts the equivalent NDIS 'very remote' rate, which uses the Modified Monash Model (MMM 2019) to determine a location's remoteness.

Time of Day/Week

For most service types, rates will also vary depending on the time of day/day of week the service is delivered. The DSOA Time of Day/Week categories will adopt the highest rate of the NDIS Time of Day/Week categories that are consolidated by them. Time of Day and Day of Week definitions

Night-time Sleepover

Support to an individual client delivered on a weekday, a Saturday, a Sunday or a Public Holiday that:

- commences before midnight on a given day and finishes after midnight on that day; and
- is for a continuous period of eight (8) hours or more; and
- the worker is allowed to sleep when they are not providing support.

This activity is only available at the DSOA Standard Support Level.

Public Holiday

Support to an individual client that starts at or after midnight on the night prior to a Public Holiday and ends before or at midnight of that Public Holiday (unless that support is a Night-time Sleepover).

Saturday

Support to an individual client that starts at or after midnight on the night prior to a Saturday and ends before or at midnight of that Saturday (unless that support is a Public Holiday Support or a Night-time Sleepover).

Sunday

Support to an individual client that starts at or after midnight on the night prior to a Sunday and ends before or at midnight of that Sunday (unless that support is a Public Holiday Support or a Night-time Sleepover).

Weekday Daytime

Support to an individual client that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless that support is a Public Holiday or a Night-time Sleepover).

Weekday Night

Support to an individual client that starts after 8:00 pm and finishes after midnight on that weekday or commences before 6:00 am on a weekday and finishes on that weekday (unless that support is a Public Holiday, Weekend or a Night-time Sleepover).

Travel costs

Service coordinators can claim travel costs (labour costs – time) in respect of the delivery of a service type if all of the following conditions are met:

- the DSOA Service and Pricing Schedule (see [Appendix A](#)) indicates travel costs are claimable in respect of service type;
- the activities are part of delivering a specific disability support item to the client;
- the support is delivered directly (face-to-face) to the client;
- the service coordinator has the agreement of the client in advance (that is, the Individual Support Package agreed with the client must specify the travel costs); and
- the service coordinator is required to pay the worker delivering the support for the time they spent travelling as a result of the agreement under which the worker is employed; or the service coordinator is a sole trader and is travelling from their usual place of work to or from the client, or between clients.

Where a service coordinator claims for travel time in respect of a support, then the maximum amount of travel time that they can claim for the time spent travelling to each client (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas – using the same DSOA service type (and price) as the main support. The relevant MMM classification is the classification of the area where the client is when the support is delivered.

Short Notice Cancellations

In line with the NDIS, where a service coordinator has a Short Notice Cancellation (or no show) they can claim 100% of the service type price from the client's Individual Support Package.

A cancellation is a short notice cancellation if the client:

- does not show up for a scheduled support in a reasonable time, or is not present at the agreed place and in a reasonable time when the service coordinator is travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1,000; or has given less than five (5) clear business days' notice for any other support.

Pricing Schedule Reviews

Should the Department decide to adjust prices, the DSOA Service and Pricing Schedule at [Appendix A](#) will be updated, and DSOA service coordinators will be notified.

Grandfathered CoS services

There are a limited number of CoS services that do not feature in the DSOA Program – for example, community access service types (see Table 1 above). However, where clients are receiving funding for services equivalent to these support areas under the CoS Programme, their funding will be preserved under DSOA and categorised as “Extended CoS Services”. This will ensure service continuity for clients accessing support services that do not feature under the DSOA Program.

Output units

Each service type in the DSOA Service and Pricing Schedule has a corresponding output unit which specifies the unit of measure for that particular service. For example, hours or days.

For activities purchased that are not listed in these tables and approved through the transition from CoS or as part of a change of need application, the output used should be “each” and equal to the cost of the service/item.

These outputs must be outlined in the client's Individual Support Package and reported through activity reporting as per the DSOA service coordinator's Grant Agreement.

4.3 Accommodation Management Grant

Since 2018-19, the Australian Government has provided time-limited Accommodation Management Grants for eligible supported accommodation service providers.

The Accommodation Management Grant is a contribution towards the cost of supporting eligible clients living in residential supported accommodation settings including small and large residential institutions; hostels; and group homes. The grant can be used towards refurbishment; maintenance; and project management costs for the delivery of safe and appropriate residential accommodation.

There are no more Accommodation Management Grant rounds under consideration at this stage. Any future opportunities will be made available on the [Grant Connect Website](#) and DSOA service coordinators will be notified.

4.4 Conditional in-scope services

Aids and equipment

In signed Bilateral agreements between the Commonwealth and states and territories under Transition to a National Disability Insurance Scheme (Schedule C, Clause 3), states and territories have agreed to continue to deliver supports that fall in their universal service obligation. This includes responsibilities around supplying aids and equipment to people who are not eligible for the NDIS, including older people.

Therefore, in the first instance, aids and equipment should be accessed through available state and territory government funded programs. DSOA service coordinators and clients should contact their state or territory governments to identify what schemes and programs can be accessed (see Section 11.8).

With regard to continence aids, service coordinators should seek support through the Commonwealth Continence Aids Payment Scheme in the first instance (see Section 11.6).

Where it is urgent, and a state/territory or Commonwealth scheme does not supply the required aid or equipment or does not fully fund the purchase of aids and equipment, the DSOA service coordinator can send a change of need application to seek funding to lease or buy (or part buy) aids or equipment to the Department for consideration.

Transport Costs

All available transport subsidy options, including state and territory government funded programs such as the Northern Territory Transport Subsidy Scheme and the Victorian Multi-Purpose Taxi Program, should be exhausted in the first instance before seeking support through a change of need application under DSOA.

Where a client's previous arrangement under CoS included funding for such supports, these will be preserved under the DSOA Program.

4.5 What services are not funded under the DSOA Program?

Given the client cohort, the DSOA Program does not fund specialist disability services aimed at supporting people to gain employment or access early childhood services.

It also does not fund those supports that have been previously funded by state and territory governments that do not give direct care services to older clients, such as state advocacy, information and alternative forms of communication, or supports such as research and evaluation.

As the DSOA Program is a closed program, the Department does not fund supported accommodation vacancies.

DSOA Program funds cannot be used for:

- domestic travel and/or accommodation for clients or their support workers when clients are on holidays (however, the DSOA support service itself can still be funded);
- overseas travel or accommodation;
- purchase of land;
- retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- major or new construction/capital works;
- costs associated with home modifications;
- activities for which other Commonwealth, state, territory or local government bodies have responsibility;
- payment to immediate family members for the client's care or support;
- services that would generally be purchased from the client's income or pension (e.g. daily living expenses such as the purchase of ingredients/food);
- purchase of assets, unless the Department has given their prior written consent and conditions set out in the DSOA Grant Agreement have been met.

4.6 Client contributions

DSOA service coordinators can continue with the client contribution arrangements. DSOA service coordinators may increase these annually in line with the Consumer Price Index where this has been established practice.

This includes maintaining arrangements where clients currently do not pay any client contributions. Prior financial hardship provisions should also be available to clients.

Client contributions are not to be paid using client funds under the Grant Agreement.

Client contributions should be monitored to ensure clients are not experiencing financial hardship, particularly where a client has experienced a change in their financial status resulting in increased financial pressure on the client.

DSOA service coordinators should adopt the following principles in their client contribution approaches:

- **Continuity:** Client contribution policies that were in place before transitioning to the DSOA Program should be maintained.
- **Transparency:** Client contribution policies should include information in an accessible format and be publicly available, provided to and explained to all clients.
- **Hardship:** Individual policies should include arrangements for those who are unable to pay the requested contribution.

5 Individual Support Packages

5.1 Main features

Under DSOA, all clients will have an Individual Support Package (ISP). A single DSOA service coordinator will manage and oversee each client's disability services under an ISP with consideration to their support needs, goals and service delivery preferences.

Only clients on a Direct Funding arrangement under the CoS Programme will be able to continue this arrangement under DSOA (see Section 10).

Main features of the DSOA ISP model:

Main features	DSOA Service Coordinator
Client choice and control	Yes
Part or full-service provision by DSOA service coordinator	Yes
Hold and manage the client's DSOA funding	Yes
Agree the Individual Support Package with the client (and their carer/advocate/representative)	Yes
Dispense funding to the bank account of the client (or their carer/advocate/representative)	No
DSOA service coordinator holds administrative, reporting, and quality and safeguards responsibility	Yes
Management fee paid to DSOA service coordinator in addition to client funds	Yes

5.2 Developing an Individual Support Package (ISP)

DSOA service coordinators must develop an ISP alongside the client and/or carer, advocate or representative.

The ISP should include the following details:

-
- planned review dates (at least 12-monthly review of supports are required under DSOA);
 - list of services and supports and funding; and
 - information about the client.

DSOA service coordinators must use the ISP template (see [Appendix D](#)) prescribed by the Department.

Signing the ISP

The ISP must be signed by both the client (and their carer, advocate or representative where relevant) and the DSOA service coordinator before the start of service delivery.

The DSOA service coordinator must provide a copy of the client's ISP to their Funding Arrangement Manager in seven (7) calendar days of the ISP being signed by the client or their carer, advocate or representative (see [Appendix N for consent form](#)).

The client (and their carer/advocate/representative where relevant) should also be given a copy of the signed ISP.

What if a client doesn't sign the ISP?

The client (or their authorised representative) and the DSOA service coordinator should sign the ISP.

If a client does not sign the agreement, DSOA service coordinators should keep detailed records of reasons why the agreement is not signed. This is because they must always be able to provide proof that an agreement is in place. Proof may include:

- a copy of the ISP the DSOA service coordinator provided to the client;
- a file note of the discussion with the client about the basis of the agreement (including the date the discussion took place); and
- proof that the DSOA service coordinator is providing services as described in the ISP.

5.3 Client Reviews

DSOA service coordinators must undertake an annual review of current services with each of their clients. The client may also seek a review at any time.

Reviews may also occur more frequently than every 12 months. Reasons for an additional or earlier review may include:

- a health crisis or episode;
- a change in care need;
- a change in living or carer arrangements.

Review process

The ISP, developed in collaboration with the client and/or carer, advocate or representative (see Section 5.2), should be used as the basis for the client review.

The review process must include participation by the client and their carer/advocate/representative and must consider whether the services and supports delivered under the client's ISP continue to meet the client's needs and goals.

If support needs remain stable, the review may take the form of a brief discussion with the client (face-to-face or over the phone or through video conference).

For clients with more complex needs or where a change of needs is anticipated, the review may take more time and should be done in person, wherever possible. Phone or video conference may also be used, where appropriate.

Reviews should include consideration of:

- whether the client's goals are being met;
- what strategies are working and what elements of the client's services could be improved;
- whether the supports being accessed are meeting the client's needs, or identifying different or increased client support needs; and
- whether there are any changes in client circumstances.

Review costs

The DSOA service coordinator's management fee is intended to cover the costs associated with the review. The review costs must not be passed on to the client.

Subcontracting reviews

Where a DSOA service coordinator does not have the expertise or capacity to undertake these reviews, services can be subcontracted to an organisation with expertise in this area. Associated costs can be drawn from the DSOA service coordinator's one per cent (1%) management fee.

Should the DSOA service coordinator need help in identifying an appropriate provider to undertake these reviews for their client/s, they can contact their Funding Arrangement Manager for help.

For more information on subcontracting arrangements, see Section 3.3.

Interpreting services

DSOA service coordinators can use the National Translating and Interpreting Service (TIS National) for interpreting services to help them and their clients in the review process (see Section 2.5).

Outcome of reviews

The DSOA service coordinator should discuss the outcome of the review and agree any change in supports required with the client. Any revisions to the ISP must be agreed by both the client and DSOA service coordinator before updating the ISP and/or submitting a change of need request (see Section 6 for more information on the change of needs process).

If the review indicates supports are needed that are out of scope of the DSOA Program, the DSOA service coordinator should help the client (their carer, advocate or representative) access these supports through appropriate channels.

6 Changes in Support Needs

6.1 Change of needs

DSOA clients can access increased supports as their needs change under the DSOA Program or through other Commonwealth programs. DSOA will streamline how DSOA service coordinators apply for support where a client's needs have changed, as identified in their client's review.

If a DSOA client experiences a change in their support needs, a Change of Needs application must be submitted by the client's DSOA service coordinator. The application will undergo assessment by the Department, with consideration to how the client can be supported to access the most appropriate care for their needs.

DSOA will no longer distinguish between “minor” and “significant” change of needs and there is not a separate stream of funding under the Commonwealth Home Support Programme (CHSP).

The Department will refer a client for an independent assessment for change of need requests above a certain threshold (see Section 6.2 for more information about independent assessments).

Aged care assessments will be required where recommended by an independent assessment – providing greater rigour as to when aged care assessments are initiated (see Section 6.3 for more information about aged care assessments).

Evidence required to support the change of needs application

The level of evidence required for DSOA change of need applications will vary depending on the nature of the application. As a general rule the greater the amount of additional funding requested, the greater amount of supporting evidence is required to satisfy the Department that the additional funding is justified.

Where there is a change of need for \$20,000 or more (excluding GST) in the preceding 12-month period, an independent assessment will be required to ensure appropriate supports.

The Department can also request an independent assessment if deemed appropriate (see Section 6.2 for more information about independent assessments).

Main criteria

Main considerations in the Department’s consideration of change of need applications are:

1. Sufficient evidence has been provided on how the client’s needs have changed and why the client requires additional support.
2. The change of need application has been completed correctly and in full.
3. An independent assessment has been completed, if required, and the supports requested in the application reflect the recommendations of the independent assessment.
4. The change of need application must relate to services that are in-scope for the DSOA Program.
5. The application and any supporting documents must only contain de-identified information and should not include any personal or identifying details related to the client. This includes the removal of any photos of the client. Should an application be submitted that does contain identifying information, this will delay the assessment of the application.

Temporary or ongoing change of need

The application must indicate whether the client’s change of need is temporary (that is expected to be time limited) or ongoing (that is expected to be required for the foreseeable future).

If approved, the additional funding for the client will reflect this. For example:

If the change of need is temporary, one-off additional support funding will be provided.

If the change of need is ongoing, recurrent additional support funding will be included in the DSOA client’s funding allocation for future financial years.

Funding commencement

Approved change of need applications will only be funded for supports from the date the change of need application. Insufficient information will delay the assessment of the application and reduce the amount of additional funding that can be considered.

Change of needs funding cannot be paid retrospectively.

DSOA covers 'Direct Services', which does not include Irregular Supports. Irregular Supports are intermittent or unplanned events that disrupt supports initially planned in your client's ISP. An example would be where a client is unable to attend a day program due to illness and therefore requires support in their home that was not initially planned or rostered. In the event of Irregular Support, you will need to submit a Change of Need application.

Assessment timeframes

The amount of time required to assess a change of needs application will vary depending on a number of factors including, but not limited to, the complexity of the application and the number of applications in the assessment queue.

The assessment queue is based on the priority of the application as determined by the Department.

Assessment result

The Department may, at its sole discretion, approve some or all of a change of need application in line with the criteria outlined above.

Once a change of needs application has undergone assessment, the DSOA service coordinator will receive written confirmation of the result (including, where relevant, feedback on the reasons the application was unsuccessful).

If additional funding is approved:

- the DSOA service coordinator will receive the additional funds from their next quarterly Grant Agreement payment. The DSOA service coordinator's management fee (one per cent (1%) of total client funding) will also be adjusted accordingly.
- The DSOA service coordinator must update the client's ISP to reflect the approved additional funding. A copy of the varied ISP must be provided to the Department within seven (7) calendar days of it being signed by the client or their carer, advocate or representative.

Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander people aged 50-64 years who were ineligible for NDIS may test their eligibility for the NDIS if they experience a change in need. Access requirements for the NDIS are outlined in the *National Disability Insurance Scheme Act 2013* (NDIS Act 2013). If accepted into the NDIS, the client will exit from the DSOA Program.

6.2 Independent assessments

Under the DSOA Program, an independent assessment of a client's needs will be required for change of need requests requiring additional support of \$20,000 and above (excluding GST) in the preceding 12-month period.

There may also be other cases when the Department requests an independent assessment alongside a change of need request. This is at the sole discretion of the Department.

If there is a delay with the independent assessment, the Department may pay interim funding but this is solely at the Department's discretion.

Purpose of independent assessments

Independent assessments will give impartial evidence of DSOA clients' disability support needs and ensure clients are getting the best mix of supports and service. They will be used to guide service provision under the DSOA Program.

Independent assessments will also indicate whether an aged care assessment is appropriate for the client's changed circumstances.

Who will carry out the independent assessment?

The Centre for Disability Studies (CDS) will undertake the independent assessments for DSOA clients Australia-wide.

CDS has trained and certified allied health professionals and experienced disability needs assessors to undertake these independent assessments.

Can DSOA service coordinators involve their own assessor to undertake their client's independent assessment?

No. Where an independent assessment is required to support a change of needs application, this assessment must be undertaken by CDS.

Who will cover the costs of the independent assessment?

The independent assessment costs will be directly covered by the Department.

How do I request an independent assessment for my client?

DSOA service coordinators must initiate a change of need application where the change of need amounts to \$20,000 or over (excluding GST) in the preceding 12-month period. DSOA service coordinators will need to ensure the client consents (see [Appendix N for consent form](#)) for the CDS to proceed with the independent assessment. CDS will separately contact the DSOA service coordinator to organise the independent assessment of the client.

What instrument does the Centre for Disability Studies use for the independent assessment?

CDS uses the Instrument for the Classification and Assessment of Support Needs (I-CAN Assessment) which has been customised specifically for the purposes of the DSOA Program.

The I-CAN is based on the World Health Organisation's International Classification of Functioning, Disability and Health (ICF). It provides a holistic assessment across whole of life domains. The tool is person-centred, and strengths based.

A sample of the customised I-CAN assessment report is available at [Appendix I](#).

More information about the [I-CAN assessment](#) is available on the website.

How will these independent assessments be undertaken?

The independent assessments will be completed by an assessor by exchanging information through email, telephone interviews and/or video conference interviews with the client and/or their family, carer, advocate or representative.

Who needs to be present for the independent assessment?

Where possible, the client who is being assessed should be present for at least part of the independent assessment process.

People who know the client and their support needs well will also be encouraged to attend the independent assessment. For example, this may include paid and unpaid support people, including family members. If the client has a core support worker (or equivalent role), it would be recommended for them to be part of the independent assessment process.

Participation will be informed by the preferences of the client and/or their carer, advocate or representative.

How long will the independent assessment take?

The independent assessment is broad and is usually carried out over two (2) sessions, depending on the complexity of the client's disability and how much information can be provided in advance. It is anticipated that each assessment will take about three (3) hours (2 x 1.5-hour appointments).

It is important that the DSOA service coordinator provide the assessor with as much information available about the client, before the assessment. This allows the assessor to get to know the client and their support needs and pre-populate some of the assessment tool, which can reduce the assessment duration.

Independent assessment result

CDS will give the DSOA service coordinator a copy of the independent assessment (excluding the DSOA calculations).

The finalised independent assessment will recommend care needs at the time of assessment, and DSOA service coordinators must discuss these with the client – particularly if the finalised assessment is different to the supports proposed by the DSOA service coordinator during the client review.

Once the independent assessment is finalised, the DSOA service coordinator needs to finalise and submit the change of need application. This includes:

1. attaching a copy of the finalised independent assessment as supporting documents and
2. making any updates to the additional service types required to ensure consistency with the independent assessment's recommendations.

See Section 6.1 for more information about the change of needs processes.

What if the independent assessment identifies less supports than the client is currently receiving?

Cases where the independent assessment identifies materially less supports required to meet a client's needs compared with the actual supports the client is currently receiving, will be reviewed by the Department on a case-by-case basis.

6.3 Aged care assessments

Aged care assessments are holistic and look at physical, medical, mental, cultural, social, and wellness needs of older people to decide eligibility for Commonwealth subsidised aged care services in the setting most appropriate to their needs.

When should a client undergo an aged care assessment?

The needs and level of support accessed by DSOA clients vary widely from low-intensity supports to higher levels of care such as accommodation support services. Many clients have complex needs and are receiving specialised care and supports under the DSOA Program which may not be available under aged care or unlikely to achieve comparable client outcomes.

With the above in mind, Aged Care Assessments will be initiated for DSOA clients in the following instances:

1. The independent assessment of the client's needs undertaken by CDS recommends the client undergo an Aged Care Assessment – to access supports not available under the DSOA Program.

2. The client expresses interest in accessing aged care supports instead of the DSOA Program.

Where an Aged Care Assessment is being considered DSOA service coordinators should support the client to engage My Aged Care in order to determine whether they are eligible for support. In doing so, DSOA clients should clearly outline to My Aged Care that they are a DSOA client, otherwise they may be found eligible for services that are provided through DSOA.

In the event that the DSOA client accepts aged care supports that are delivered through DSOA, it will be taken that the client has chosen to exit DSOA.

In exceptional circumstances, the Department may also initiate an Aged Care Assessment.

Where an Aged Care Assessment is recommended, and there is an immediate risk to client safety, the Department may consider interim funding until the outcome of the Aged Care Assessment is known.

DSOA service coordinator support

Where an Aged Care Assessment is needed, the DSOA service coordinator will be required to support the client to initiate a guided, inbound referral process through My Aged Care for screening and assessment for aged care services.

The DSOA service coordinator and the client can call the My Aged Care contact centre on 1800 200 422 to complete the registration and screening for aged care services. The DSOA service coordinator can also use the [referral form](#) on the My Aged Care website to request an Aged Care Assessment. If the referral is completed through the My Aged Care website, the assessor will reconfirm consent with the client before undertaking the assessment.

Referral information

My Aged Care assessors need to know what supports the client is currently receiving to make an informed decision on their unmet care needs/ sustainability of the services provided when considering eligibility for aged care services.

DSOA service coordinators should, with the client's permission, give a copy of the ISP and Independent Assessment (if applicable) to My Aged Care as part of any inbound referral processes.

In addition, the DSOA service coordinator needs to make clear to aged care assessors if:

- a) the client is being referred to access supports not available under the DSOA Program; or
- b) the referral is because the client is expressing an interest in accessing aged care supports instead of the DSOA Program.

What happens if a client is eligible for aged care?

The DSOA service coordinator should help the client make an informed decision on which program of services they choose to access after the aged care assessment.

When the client is eligible for aged care services and the client wishes to access these supports, the DSOA service coordinator should help the client to do so.

Eligible for aged care services out-of-scope under DSOA

If the client is eligible to access aged care supports that are not available under DSOA (for example, community access supports), the client can simultaneously access these supports while continuing to receive support under the DSOA Program.

Eligible for aged care services in-scope under DSOA

The client cannot simultaneously access aged care supports that are in-scope for the DSOA Program – unless:

- the client was accessing aged care services before their transition to CoS; or
- the client was approved for minor additional support funding through CHSP following their transition to CoS.

In such instances, these clients can continue to access previously approved aged care supports, such as a Home Care Package, under DSOA. The client's funding will be capped at the level when they transitioned into the DSOA Program (excluding indexation).

Where a client is eligible for aged care services, and neither of the above two (2) scenarios apply, the client can choose to either:

1. exit the DSOA Program to access the aged care supports (the client may remain in DSOA until the aged care supports become available); or
2. decline aged care supports and continue receiving their current level of service and funding under the DSOA Program if safe to do so. Their DSOA package will be capped at the level at which they are currently funded, and they will not be eligible to apply for additional DSOA funding as their needs change (excluding indexation).

6.4 Notice of suspended services

Where a client has a leave of support for a short-term period only (defined as under three (3) months), for example because of a stay in hospital, the client's need for services should be reviewed by the DSOA service coordinator after they return and supports adjusted appropriately.

If a client has a leave of support for over three (3) months, the DSOA service coordinator should tell their FAM.

7 Client Transfers and Exits

7.1 Client Transfers: client requests a new DSOA service coordinator

DSOA service coordinators are required to have a process in place and give information to the client about their rights to change DSOA service coordinators if they wish to do so.

A client may choose to change their DSOA service coordinator for a range of reasons. For example, the client may be moving interstate or to a region where the DSOA service coordinator does not operate or may simply be looking for a better fit.

The client or their carer, advocate or representative must tell the DSOA service coordinator in writing, where possible, at least six (6) weeks in advance of their decision. The DSOA service coordinator must tell the Department of the planned client transfer. The date of transfer needs to be mutually agreed between all parties, including the Department. All client transfers are approved by the Department.

The FAM can help in identifying alternate DSOA service coordinator options, if needed.

Information required by the Department includes:

- the transfer date: should be at least six (6) weeks from the date of the form submission and mutually agreed between all parties, including the Department;
- the reason/s for the transfer;

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- details of the client's preferred DSOA service coordinator, including full legal name and contact details;
 - confirmation that the client's preferred DSOA service coordinator has agreed to accept them as a client, taking into account their supports and funding under DSOA (including supporting documentation – email/letter – from the incoming service coordinator);
 - confirmation of the client's consent; and
 - confirmation that your organisation is willing to relinquish/transfer the funding to the alternative organisation.

The DSOA service coordinator managing the client's budget should transfer any relevant client information to the new DSOA service coordinator selected by the client, for example the DSOA Individual Support Package, with the client's permission.

7.2 Client Transfers: DSOA service coordinator can no longer support clients

Where a DSOA service coordinator is subject to a novation, merger or acquisition or the organisation goes into liquidation and will be ceasing to provide services, they must arrange a transfer of their clients to another DSOA service coordinator to ensure service continuity.

The DSOA service coordinator is required to submit a change request telling the Department of the bulk transfer of all clients to alternative service coordinators.

The FAM can help in identifying alternate DSOA service coordinator options, if needed.

Information required by the Department includes:

- the transfer date: should be at least six (6) weeks from the date of the form submission and mutually agreed between all parties, including the Department;
- the reason/s for the transfer;
- details of the client's preferred DSOA service coordinator, including full legal name and contact details;
- confirmation that the client's preferred DSOA service coordinator has agreed to accept them as a client, taking into account their supports and funding under DSOA (including supporting documentation – email/letter – from the incoming service coordinator);
- confirmation of the client's consent;
- confirmation that your organisation is willing to relinquish/transfer the funding to the alternative organisation; and
- a copy of the organisation's transition out plan as supporting documentation. See [Appendix H](#).

The DSOA service coordinator managing the client's funding should transfer any relevant client information to the new DSOA service coordinator selected by the client, for example the DSOA Individual Support Package, with the client's permission.

7.3 Client exits the Program

DSOA service coordinators must tell the Department within 14 days if a client has exited the DSOA Program, including the date and the reason for the exit.

Reasons for clients exiting the DSOA Program may include:

- a client is deceased
- a client chooses to accept a Home Care Package
- a client moves to a Residential Aged Care facility

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- a client has decided to stop accessing services and support

Where the client is found eligible for aged care services, a client cannot access them simultaneously to the DSOA Program as per Section 6.3 of this Program Manual. Should the client wish to access these supports, the DSOA service coordinator should help the client to do so.

- **a client chooses to exit the DSOA Program**

Where the client advises they no longer want to receive DSOA services – for example, they will use family supports, do not want to/or have the capacity to participate in community outings, learning and development, therapies etc. and consequently elect to terminate services.

- **a client does not require or access DSOA Program supports for 12 months or more**

Where a client does not access DSOA services for 12 months or more, the DSOA service coordinator will consider that client to have exited the program. DSOA service coordinators should tell all clients, particularly those accessing services on an episodic basis, of this requirement.

- **a client becomes eligible for the NDIS**

Where an Aboriginal and Torres Strait Islander client aged 50-64 years has experienced a change in circumstances which means that they meet NDIS access requirements, the client may exit the DSOA Program. The person may forward an access request to the National Disability Insurance Scheme (NDIS) to become a participant at any time.

Following submission of the client exit form, the DSOA service coordinator's Funding Arrangement Manager will reduce their future grant payments notification to reflect that they are no longer providing services/supports to that client. DSOA service coordinators must ensure these changes are reflected in the financial acquittal they submit for the financial year.

8 Quality and Safeguard Arrangements

8.1 Quality Arrangements

DSOA service coordinators are required to deliver services in accordance with the parameters of the quality and safeguard arrangements under the NDIS Quality and Safeguards Commission (the NDIS Commission).

The NDIS Commission was established to improve the quality and safety of disability support and services in Australia. The NDIS Commission regulates the disability services market and promotes safe and quality services. As of 1 December 2020, all states and territories are covered under these arrangements.

All DSOA service coordinators including their subcontractors must be registered with the NDIS Commission under the NDIS Registration group(s) most relevant to the services provided.

DSOA clients who employ their own support staff or buy their own services and supports (refer Grandfathered Direct Funding Arrangements, Section 10 of the DSOA Program Manual) assume responsibility for the quality of these services and supports. Where required, clients should consider NDIS registration requirements for their support workers or seek an exemption to the NDIS registration requirements under the DSOA Program.

To apply for an exemption, complete the DSOA – Application for NDIS Registration Exemption form and email it to CommonwealthDSOA@health.gov.au. All applications for exemption are considered on a case-by-case basis and should provide a clear and exceptional reason why an exemption is being sought.

An exemption to NDIS Registration requirements may be granted by the Department if it is determined that an exceptional circumstance applies, however an exemption will not be granted if you (or your subcontractor/worker):

- Provides supports or services that use regulated restrictive practices
- Develops behaviour support plans (provide Specialist Behavioural Intervention Support).

Where an exemption is granted, an unregistered provider of services under the DSOA Program must still adhere to the *NDIS (Code of Conduct) 2018*, including the management of complaints. Exemptions to NDIS Registration requirements under the DSOA Program will be time limited, a review of circumstances will be conducted one month prior to the exemption's expiry date.

DSOA service coordinators are required to comply with the quality arrangements detailed in this Manual and the requirements set out in the DSOA Grant Agreement.

8.2 Quality Standards

DSOA service coordinators are required to:

- adhere to the Quality Standards as outlined in the *NDIS Commission (Code of Conduct) Rules 2018* and any relevant *NDIS Key Rules* or state and territory Quality and Safeguards requirements in existing jurisdictions (as outlined in the DSOA service coordinator's Grant Agreement);
- support and recognise User Rights as outlined in the National Standards or state/territory requirements; and
- undertake service planning and delivery which is responsive to diversity including disability, age, gender, cultural heritage, language, faith, sexual identity, relationship status and other relevant factors, as outlined in the National Standards.

8.3 Workforce Screening

DSOA service coordinators have a responsibility to ensure that all staff, including subcontractors, volunteers, and executive decision makers delivering DSOA Program services are suitable for the roles they are performing. DSOA service coordinators need to comply with the workforce screening requirements of the NDIS Commission.

The NDIS Commission Worker Screening Check (Worker Screening Check) replaces the different arrangements operating in each state or territory and is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles (risk assessed role) with people with disability.

Workers engaged to provide support and services to registered NDIS providers, unregistered NDIS providers and DSOA clients on a grandfathered direct funded arrangement can apply for a Worker Screening Check through a state or territory agency. A fee is payable (which is set by the state or territory in which the application is made). An NDIS Worker Screening clearance expires every five (5) years.

Transitional arrangements for the Worker Screening Check are in place in each state or territory. It requires applicants to prove their identity and applicants will have to nominate the NDIS provider or self-managed participant that engages them (or intends to engage them).

For more information about the NDIS Worker Screening Check, How to Apply and Factsheets, go to the [NDIS Commission – Worker Screening Check](#) website.

Where an exemption to the NDIS Registration requirements under the DSOA Program has been granted by the Department, as an unregistered provider of services (refer to Section 8.1 Quality Arrangements), workers/subcontractors at a minimum will be required to obtain other relevant documentation such as a Police Check certificate.

The cost of obtaining a Worker Screening Check, or other relevant check such as a Police Check certificate is a matter for negotiation between the service coordinator and the individual. Individuals may be able to claim the cost as a work-related expense for tax purposes. More information on this issue is available on the Australian Taxation Office (www.ato.gov.au) website.

Volunteers may be eligible to obtain a Worker Screening Check, or a police check at a reduced cost. This must be confirmed with the relevant agency conducting the check and issuing the certificate.

8.4 Staffing and Training

DSOA service coordinators are required to ensure staff – including subcontractor staff – are appropriately qualified and/or trained to deliver the type of specialist support services they are employed to deliver.

They must ensure their personnel, and the personnel of subcontractors, have the skills, qualifications and experience, to deliver DSOA services in an efficient and controlled way with a high degree of quality and responsiveness and to a standard that complies with the DSOA Grant Agreement and with Commonwealth and state and territory legislation regarding who can undertake specific activities.

8.5 Work Health and Safety

DSOA service coordinators must provide a safe and healthy workplace for their staff and volunteers in accordance with the Work Health and Safety Act and relevant state and territory government legislation, as well as relevant codes and standards.

In many cases, the workplace will be the client's home. DSOA service coordinators are responsible for addressing the safety of staff and volunteers delivering services to a client or carer in the client or carer's home.

DSOA service coordinators must also consider and assess work health and safety, Australian Building Standards and other local requirements as these relate to their own offices and facilities, vehicles and other physical resources used by their staff and volunteers.

8.6 Critical/serious/reportable Incidents

DSOA service coordinators are required to comply with relevant *NDIS Commission (Code of Conduct) Rules 2018* and any relevant *NDIS Key Rules* or state and territory government policies and guidelines and all legal requirements relating to the reporting, documenting and dealing with critical/serious incidents.

For the purposes of the DSOA Program, these incidents include emergencies, deaths, assaults or abuse, serious unexplained injuries and incidents that impact the safety of clients.

8.7 Complaint Mechanisms

Managing complaints about service providers

DSOA service coordinators must comply with the NDIS Commission's requirements when handling complaints and have an internal complaints process in place. All DSOA clients must be provided with information about complaints mechanisms, including all available internal and external complaint mechanism processes.

Most complaints about the services delivered under the DSOA Program should be resolved between the DSOA service coordinator and the client in the first instance. Mechanisms developed by DSOA service coordinators must ensure that DSOA clients and their carer/advocate/representative are actively encouraged to give feedback about the services they receive. A client has the right to call an advocate of their choice to present any complaints and to help them through the complaints management process.

Clients (or their representative) should raise a complaint directly with the DSOA service coordinator through their internal complaints process. Such complaints could be about the quality of the service provider, the timing of the service delivered or the refusal by the provider to deliver the required service. If complaints are not able to be resolved at this level, they should be escalated to the NDIS Commission. DSOA service coordinators must give clients with information about the options for external complaint resolution arrangements.

DSOA clients may make complaints to the NDIS Commission if the services or supports were not provided in a safe and respectful way, services and supports were not delivered to an appropriate standard, how the service provider managed the complaint when the DSOA client raise the matter or any other matters relating to the services being delivered by the DSOA service coordinator.

DSOA service coordinators are also responsible for the services provided by subcontractors, including resolving any complaints made about subcontracted organisations. Should a complaint about a subcontractor be made, the DSOA service coordinator retains responsibility for liaison with the NDIS Commission and ensuring the subcontractor complies with all reasonable requests, directions and monitoring requirements requested by the NDIS Commission.

Managing complaints about DSOA Program administration

Complaints about the administration of the DSOA Program could include complaints relating to access to the program, the conduct of a Commonwealth staff or rejection of a change of need application.

Complaints about DSOA Program administration should be raised first by the DSOA service coordinator with the Funding Arrangement Manager. If the complaint is not able to be resolved at this level, the Funding Arrangement Manager will refer it to the Department for consideration.

If a complaint is not able to be resolved at this level, the complainant may choose to take the matter to the Commonwealth Ombudsman. DSOA service coordinators or clients can contact the Ombudsman via the website www.ombudsman.gov.au or on 1300 362 072.

In recognition that many DSOA service coordinators also deliver multiple services through other Commonwealth and/or state and territory government programs, the Department will, from time-to-time, share information with other relevant parties to ensure clients continue to receive appropriate services. This includes sharing information to resolve disputes that occur in accessing and delivering the DSOA Program.

8.8 Behaviour Support Plans and Restrictive Practices

Where a client begins to exhibit behaviours that may cause harm to themselves or others, DSOA service coordinators are encouraged to submit a change of needs application for support with implementing an appropriate behaviour support plan and/or training staff in appropriate behaviour support strategies.

All DSOA service coordinators should employ positive behaviour supports to safeguard clients and to reduce or eliminate the need for restrictive practices when a client exhibits risk behaviour. However, on occasions, and to manage risk, it may be necessary to use restrictive practices to prevent a client's behaviour from causing harm to themselves or to others.

Restrictive practices include chemical and mechanical restraint, physical restraint, and restricted access to objects, containment, and seclusion.

Restrictive practices must only be used in accordance with any approved behaviour support plan agreed by the NDIS Commission and reported monthly to the NDIS Commission, including any nil report. A behaviour support plan is to be reviewed every 12 months.

Appropriately qualified and trained staff must be used to apply restrictive behaviour interventions.

Additional information on Restrictive Practices and Behaviour Support Plans can be found at: [NDIS Commission - regulated restrictive practices](#)

8.9 Service Continuity

Business continuity plan

As part of NDIS Commission requirements, disability service providers are required to have a business continuity plan in place that sets out how their organisation will manage in the event of a pandemic, crisis or disaster situation.

This business continuity plan does not need to be provided to the Department, however the Department may ask for a copy as when completing assessments of service coordinator's risk management plans.

At all times, DSOA service coordinators must do whatever is reasonably necessary to ensure clients continue to receive DSOA Program services. If there is a risk that a DSOA service coordinator is no longer able to provide services for any reason, for example, because of a serious incident such as a natural disaster, they must work with their Funding Arrangement Manager to ensure service provision continues for their clients.

Emergency Situations

As part of ensuring service continuity at all times, it is the DSOA service coordinator's responsibility to have appropriate business processes in place to coordinate and manage emergency situations that may unexpectedly arise or occur outside of business hours.

Emergency situations may include where:

- you may be unable to continue providing care for a client;
- the client exhibits risk behaviours and requires behaviour management support;
- the client's main carer or guardian is temporarily unable to care for the client because of illness or medical emergency;
- a service is cancelled or a support worker does not show up to an appointment; or
- extreme weather events.

DSOA service coordinators are expected to contact emergency services (that is ambulance, police and/or fire), where required, in the event of a critical incident involving the abuse, neglect or harm of a client.

DSOA service coordinators must tell all reportable incidents (including allegations) to the NDIS Commission in 24 hours of the reportable incident or allegation (see Section 8.7).

The client's ISP should also outline emergency support arrangements, including arrangements for emergency support outside of business hours.

Respite services provided under DSOA are complemented by access to unplanned short-term and emergency respite services provided through the [Carer Gateway](#) (see [Appendix K](#) for contact details).

DSOA service coordinators are encouraged to contact their Funding Arrangement Manager with any questions or if any more information is required (see Section 1.3 for contact details).

Transition Out Plan

In line with the DSOA Grant Agreement, DSOA service coordinators must ensure service continuity for their clients by ensuring a smooth transfer of clients to an alternative DSOA service coordinator agreeable to the client.

As per Section 7.2, where a DSOA service coordinator is subject to a novation, merger or acquisition or the organisation goes into liquidation and will be ceasing to provide services, they must arrange a transfer of their clients to another DSOA service coordinator to ensure client service continuity. As part of the change request submitted to the Department, the DSOA service coordinator must submit a Transition Out Plan (see [Appendix H](#)).

Note, the Transition Out Plan is not the same as the organisation's Business Continuity Plan for the purposes of the NDIS Commission. The Transition Out Plan specifically outlines how the DSOA service coordinator will ensure service continuity for their clients in face of the termination, expiry or novation of their Grant Agreement. It only needs to be prepared and submitted to the Department in such a circumstance.

9 Reporting and Administrative Responsibilities

This section outlines the DSOA service coordinator's reporting and administrative responsibilities as a grant recipient in the administration of the DSOA Program. Note, responsibilities about quality and safeguards are set out under Chapter 8.

9.1 Reporting requirements

Under the DSOA Program, DSOA service coordinators are required to submit reports about the Activity described in their Grant Agreement. The Activity means any tasks, activities, services or other purposes for which the grant is provided.

The type and frequency of reports due are outlined in the Grant Agreement. To reduce the reporting burden for DSOA service coordinators, the frequency of submitting financial reports has been confined to annual reporting, unless otherwise stated in the Grant Agreement. Main reports are noted in the following table.

Main Reports – DSOA Program

Report	Purpose	Reporting Period
Financial acquittal report	To facilitate acquittal of funds expended, providing assurance and evidence that public funds have been spent, as specified in the Grant Agreement	To be provided by 31 August each financial year
Performance Report	Reports on service delivery activities	To be provided by 31 August each financial year

Financial reporting

The Department requires DSOA service coordinators to give assurance and evidence that grant funds have been spent for their intended purpose.

This is provided in the form of a financial acquittal report, which is used to decide if funding provided by the Department has been spent by the DSOA service coordinator in accordance with the Grant Agreement.

For multi-year Grant Agreements it is normal Departmental practice to acquit funding annually. The purpose of an annual acquittal in multi-year agreements is to help in assessing the DSOA service coordinator's targets for funds expenditure and performance.

Most funding acquitted in the Department is based on a financial year cycle, however activity periods in Grant Agreements are either for set periods or for a calendar year cycle. DSOA service coordinators should refer to their Grant Agreements to find out their reporting periods.

DSOA service coordinators must provide financial acquittal reports in the form of, and at the times set out in their organisation's Grant Agreement, or as otherwise notified in writing.

Financial reports should include details of any additional support funding provided to the DSOA service coordinator resulting from a change of need application. It should also identify where clients are no longer accessing supports and/or have exited the DSOA Program and the Funding Arrangement Manager has adjusted the DSOA service coordinator's funding accordingly and/or if the Department has recovered any funds from the provider in the course of the financial year.

Any unspent funds must be returned to the Department in accordance with the DSOA Grant Agreement. DSOA service coordinators cannot carry forward or 'bank' unused funding. Any unspent funds should be reflected in the financial acquittal.

Performance Reporting

DSOA service coordinators must give a performance report in a template provided by the Department on an annual basis. Each performance report must be provided by 31 August each financial year, as per the Grant Agreement.

Details of any Change of Need support provided to the service coordinator (as per Chapter 6 of this Manual), including additional outputs that the service coordinator has been funded to deliver, must also be included in the performance report if in scope for the reporting period.

9.2 Acknowledging the Funding (Due recognition)

In all Agreement Material published, DSOA service coordinators must acknowledge the Department's financial and other support as follows:

"Funded by the Australian Government Department of Health. Visit the <http://www.health.gov.au/> website for more information" **OR**

"Supported by the Australian Government Department of Health. Visit the <http://www.health.gov.au/> website for more information".

Disclaimer

Publications and published advertising and promotional materials that acknowledge DSOA Program funding must also include the following disclaimer:

“Although funding for this [insert service/activity] has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.”

Other options for acknowledging the funding

If for any reason DSOA service coordinators wish to acknowledge the funding in a different way to the options set out in this Program Manual, or have questions about acknowledging the Program, they should contact their Funding Arrangement Manager for advice.

Transition arrangements for existing publications

The Department understands that DSOA service coordinators may have existing stocks of promotional materials which used previous acknowledgements. Where applicable, providers include the prescribed wording above in any new stocks or promotional materials.

Monitoring the use of acknowledgements

DSOA service coordinators are responsible for ensuring they and their subcontractors comply with the Grant Agreement requirements for acknowledging the financial and other support received from the Australian Government. The Department will monitor acknowledgments of funding and, especially, the use of the prescribed wording and tell DSOA service coordinators in writing if it considers that a DSOA service coordinator or their subcontractor/s have failed to comply with the Grant Agreement.

In certain circumstances, the Department may, by notice in writing, revoke its permission for any person to use this wording (for example, if the DSOA service coordinator or subcontractor has not complied with all the requirements of this Manual). DSOA service coordinators should inform the Department if they become aware of any unauthorised use of the due recognition branding by any person.

10 Grandfathered Direct Funding Arrangements

10.1 Direct funding arrangements under DSOA

CoS clients on a direct funded arrangement at the time of DSOA commencement can continue to manage their own budget and supports under a grandfathered direct funded arrangement from 1 July 2021 through to the expiry of the service agreement. Funding for these direct funded clients will be preserved at the level of funding they were receiving under the CoS Programme.

10.2 Employing support workers

It is only under grandfathered direct funded arrangements that a client can directly employ support workers. The client, being the employer, must meet the obligations as an employer, for example:

- complying with work health and safety legislation, including providing a safe working environment and risk management;
- complying with obligations under Fair Work Australia;
- any person employed must have a job description, Work, Health and Safety training and be subject to all necessary employment checks (as outlined in the quality and safeguards arrangements of the Grant Recipient’s service agreement);
- meeting financial obligations, such as paying wages as agreed, complying with tax and superannuation requirements and record keeping; and
- complying with relevant State/Territory requirements.

10.3 Quality and safeguards

Under the Direct Funding model, clients who employ their own support staff or buy their own services and supports will assume responsibility for the quality of these services and supports as specified in their service agreement with the provider administering these funds on behalf of the department. Given this, clients may wish to consider accessing services from NDIS registered providers who are required to have certain experience, qualifications, processes and expertise (as determined by the jurisdiction in which they operate) to be providers of those specific supports.

10.4 Financial reporting

The Department requires Grant Recipients to give assurance and evidence that grant funds have been spent for their intended purpose. The grant recipient managing the direct funding arrangement, should include in their financial acquittal report any interest earned from the budget amount paid into the client's account.

10.5 Annual client reviews

Each year (or more often if needed), the clients on the grandfathered direct funded arrangement must have a review of the services they are receiving to ensure they are meeting the client's goals and changing needs. The department contracts Community Options Australia to do this review.

10.6 Change of needs

Should the grandfathered direct funded client's needs change, they must transfer out of their direct funding arrangement onto a DSOA funded ISP to access additional support. Should they choose to, and if it is safe to do so, these clients can continue to receive their current level of funding through the direct funded model. When a direct funded client wishes to transfer to a DSOA service coordinator to access additional support because of their change of needs but after exhausting all options, a DSOA service coordinator is not available, the Department may consider the change of need request on a case-by-case basis.

10.7 Reduced capacity

Where the client is managing their own budget, and a reduction in capacity is suspected, the service provider contracted by the department to administer the direct funding should ensure that the client has capacity to continue to undertake this role. Where a potential reduction in capacity is suspected, a review of this may be undertaken by the provider or purchased from an organisation with the appropriate skills and capacity.

11 Interaction with other programs

This section provides information on how the DSOA Program interfaces with other programs, including what can and cannot be accessed while accessing DSOA Program services.

11.1 Commonwealth Aged Care

Residential Aged Care

DSOA clients who are eligible to, and choose to, move to residential aged care are required to exit from the Program and the client can no longer receive supports under DSOA.

DSOA clients who have been found eligible and choose to decline to move to residential aged care can continue to receive their current level of care and service under the DSOA Program. Their DSOA package will be capped at the current level at which they are currently funded (excluding

indexation) and they will not be eligible to apply for additional DSOA funding as their needs change.

Residential respite is not viewed as permanent entry to aged care. DSOA clients may access this respite and continue receiving services under DSOA.

Commonwealth Home Support Programme (CHSP)

Where DSOA clients were accessing CHSP services before DSOA, they can continue to receive services from both programs.

DSOA clients eligible to access CHSP services that are not in-scope under DSOA, can receive these services without compromising their access to the DSOA Program.

DSOA clients eligible to access CHSP services that are in-scope under DSOA can choose to either:

1. exit the DSOA Program to access the aged care supports (the client may remain in DSOA until the aged care supports become available); or
2. choose not to accept aged care supports and to continue receiving their current level of service and funding under the DSOA Program.

The table below identifies services that can and cannot be accessed by DSOA clients under the CHSP Programme.

CHSP services that can be accessed by DSOA clients	CHSP services that cannot be accessed by DSOA clients
<ul style="list-style-type: none"> • Domestic assistance • Goods, equipment and assistive technology • Home maintenance • Home modifications • Meals • Other food services • Social Support Individual • Social Support Group • Transport • Assistance with Care and Housing. 	<ul style="list-style-type: none"> • Allied Health and Therapy services • Nursing • Personal care • Specialised support services – eg. continence advisory services, hearing support services • Flexible respite • Cottage respite • Centre-based respite.

If a DSOA client wishes to access any CHSP services, they should engage My Aged Care in order to undertake an assessment to determine whether they are eligible for support. In doing so, DSOA clients should clearly outline to My Aged Care that they are a DSOA client, otherwise they may be found eligible for services that are provided through DSOA.

In the event that the DSOA client accepts supports under CHSP that are delivered through DSOA, it will be taken that the client has chosen to exit DSOA.

Home Care Packages (HCP)

Where DSOA clients were accessing HCP services before DSOA, they can continue to receive services from both programs. The client's funding will be capped at the level when they transitioned into the DSOA Program.

DSOA clients eligible to access HCP services that are provided under DSOA, and who were not accessing these HCP services before DSOA, can choose to either:

- exit the DSOA Program to access the aged care supports (the client may remain in DSOA until the aged care supports become available); or
- decline aged care supports and continue receiving their current level of service and funding under the DSOA Program. Their DSOA package will be capped at the current level at which they are currently funded (excluding indexation) and they will not be eligible to apply for additional DSOA funding as their needs change.

Supports for People with Dementia

The Australian Government considers providing appropriate care and support of people with dementia, their families and carers to be core business for all providers of services to older people, given its prevalence among older people. The Government funds a range of advisory services, education and training, support programs and other services for people with dementia, their families and carers. DSOA Program clients and service coordinators may access these supports if appropriate to their needs, under existing client contribution arrangements for each program. More information is available on the Department of Health website.

Transition Care Programme

DSOA clients may be eligible for the [Transition Care Programme](#) if they meet the eligibility criteria. Transition Care provides time-limited, goal-oriented and therapy-focused packages of services to older people after a hospital stay. These packages include low intensity therapy, such as physiotherapy and occupational therapy, social work and nursing support or personal care. Transition Care is designed to improve older peoples' independence and confidence after a hospital stay. It allows them to return home rather than prematurely enter residential care.

Short Term Restorative Care Programme

If eligible, DSOA clients may also be able to access supports under the [Short Term Restorative Care Programme](#) which aims to reverse and/or slow 'functional decline' in older people and improve their wellbeing. Wellness, reablement and restorative approaches are emerging as powerful ways to help older people improve their function, independence and quality of life.

11.2 Advocacy Programs

Older Persons Advocacy Services (OPAN)

The National Aged Care Advocacy Program (NACAP), delivered nationally through the Older Person's Advocacy Network (OPAN), may be able to provide you with assistance. The program helps older people to understand and exercise their aged care rights, seek aged care services that suit their needs and find solutions to issues they may be experiencing. To find out more about the NACAP, you can contact their experienced and friendly team on 1800 700 600 from 8am to 8pm Monday to Friday and 10am to 4pm on Saturdays, or alternatively via their website at www.opan.com.au.

National Disability Advocacy Program (NDAP)

The [NDAP](#) provides people with disability of all ages with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation. DSOA clients can continue to access the NDAP for support and locate an advocate using the [Disability Advocacy Finder](#).

11.3 Carer Gateway

If DSOA clients and their carers do not already receive emergency respite under the DSOA Program, they may be able to access this support through the [Carer Gateway](#) or on 1800 422 737.

11.4 Information, Linkages and Capacity Building

All people with disability, including those aged 65 years and over, their families and carers and the broader community can benefit from Information, Linkages and Capacity Building (ILC) activities under the Department of Social Services. ILC provides information and capacity building supports for all people with disability, although some ILC activities will be targeted to certain groups of people. ILC focuses on building the capacity of individuals and communities and providing information, linkages and referrals to efficiently and effectively connect people with disability, their families and carers, with appropriate disability, community and mainstream supports (which may include aged care services).

From 2019-20, ILC is delivered through four discrete, but complementary programs:

1. National Information Program – ensuring people with disability, their families and carers have access to up-to-date, relevant information linking them to supports and services in the community. The program will allow people with disability, their families and carers to make better informed choices and decisions.
2. Economic and Community Participations Program – connecting people with disability to activities, employment and community supports and opportunities, helping communities and employers to be inclusive and responsive to people's needs locally, and nationally.
3. Mainstream Capacity Building Program – building the capacity, knowledge, skills and cultures of mainstream services.
4. Individual Capacity Building Program – to help people with disability and their families/carers improve their knowledge, skills and confidence through peer support, mentoring and other skills building.

More information can be found on the [Services Australia](#) website.

11.5 Mobility Allowance

Existing Mobility Allowance clients are grandfathered and remain on the payment unless they cancel their payment. More information on Mobility Allowance provisions can be found on the [Services Australia](#) website.

11.6 Continence Aids Payment Scheme

DSOA clients are eligible to access the Continence Aids Payment Scheme (CAPS), through Services Australia. CAPS provides a yearly non-taxable payment to help cover the costs of products to help manage incontinence. More information can be found on the [Services Australia](#) website.

11.7 Veterans' services

A person's eligibility for Department of Veterans' Affairs-funded services such as the Veterans' Home Care Programme, community nursing, transport or respite does not exclude that person from also being a DSOA Program client (as long as they meet DSOA eligibility criteria).

11.8 State and territory Aids and Equipment Schemes

State and Territory governments are responsible for supplying aids and equipment to people who are not eligible for the NDIS, including DSOA clients. Each state and territory administers an Aids and Equipment Scheme.

State and territory programs, or other Commonwealth programs, should be exhausted before seeking to access funds through the DSOA Program. Please see Section 4.5 for information on conditional in-scope services.

More information about eligibility and provisions please contact your relevant state/territory government below.

ACT

[Oxygen and Equipment Services](#)

NSW

[NSW Aids and Equipment Program](#)

NT

[Territory Equipment Program](#)

[Seating Equipment and Technical \(SEAT\) Service](#)

QLD

[Medical Aids Subsidy Scheme](#)

SA

[DHS Equipment Program](#)

TAS

[Tasmanian Equipment Program](#)

VIC

[Victorian Aids and Equipment Program](#)

[Statewide Equipment Program](#)

WA

[Community Aids and Equipment Program](#)

11.9 Health system

DSOA services are not intended to replace supports funded and provided for under other systems including the health system. For example, the Program supports client independence but is not a substitute for rehabilitation/subacute/transition programs provided under the health system. Post-acute care is also not funded under DSOA.

DSOA clients may be eligible for the [Transition Care Programme](#) (see Section 11.1 above) following a hospital stay. Where a client was receiving DSOA services before hospitalisation,

additional short-term DSOA support services can be provided following a hospital stay, for a short period of time. The DSOA service coordinator can submit a Change of Need application for the client.

11.10 Palliative Care

DSOA Program clients can receive palliative care services from their local health system in addition to their DSOA services, but this should be arranged by the person's clinician. Decisions on the funding and delivery of palliative care and hospice services in each jurisdiction are the responsibility of individual state and territory governments.

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- Appendix A – DSOA Service and Pricing Schedule
 - Appendix B – Comparison of CoS and DSOA
 - Appendix C – Useful resources
 - Appendix D – Individual Support Package Template
 - Appendix E – Change Request: Change of Need Form
 - Appendix F – DSOA Change Request
 - Appendix G – Change Request: Client Exit Form
 - Appendix H – Transition Out Plan

Please email your funding arrangement manager for a copy of this form.

- Appendix I – DSOA I-CAN Assessment – Sample Report
- Appendix J – Glossary
- Appendix K – Further sources of information and support
- Appendix L – COVID-19 Vaccination Report
- Appendix M – DSOA – NDIS Registration Exemption Form
- Appendix N – DSOA – Client Consent Form