



# Considerations when completing your DSOA change of needs application

August 2022

**This fact sheet provides information that will support the completion of a change of needs application for your client.**

What to consider when completing a change of needs (CoN) application:

Information about the change of needs process can be found in the [Disability Support for Older Australians \(DSOA\) Manual](#) (see Section 6 Changes in Support Needs). This fact sheet will provide additional information that should be considered when submitting a CoN application.

## Providing Evidence

Sufficient evidence must be provided on how the client's needs have changed and why your client requires additional support.

What documentation must I submit along with my client's CoN application?

- Your client's Independent Support Package (ISP)
- Your client's most recent review
- A current roster of care for your client (for clients in supported residential accommodation only)
- For client's living in their own home, you must provide a breakdown of the client's current support shifts for each day of the week
- A complete list of services you are proposing (this table is provided for completion in the Change of Needs form Part C - Proposed services. The table is required in conjunction with the roster of care or breakdown of services as mentioned above).

What examples of evidence can I submit to support my client's CoN application?

When submitting your client's CoN application, you will need to supply as much supporting evidence as possible. This might include an assessment or supporting documentation that supports your client's change in need from a:

- General practitioner
- Specialist
- Allied Health practitioner
- Hospital reports.

## Prompts to consider when providing text:

Questions 16 and 21 require additional information about your client. (The questions below are not exhaustive but a guide only to what you might include in your response).

## Question 16. How have the client's disability support needs changed?

Prompts to consider when providing text:

- How has the client's existing disability deteriorated?
- Has the client received an additional health diagnosis that is impacting their disability?
- Has the client experienced significant change in their living circumstances? What are they?
- Has the client experienced significant change to their informal support/carer arrangements?
- How has an unexpected event/accident impacted on the client's increased change of needs?

## Question 21. Were there any other steps taken for support?

Prompts to consider when providing text:

- Other steps might include informal/formal supports – what are they?
- Is the client eligible to access funding from other sources? e.g., hospital
- Have other accommodation options been considered such as supported accommodation?
- Has funding for equipment been obtained or rejected through state-based funding? (evidence of this would be required)
- Your client is receiving other services to address specific needs? e.g., community nursing for dressing changes etc
- Has there been underspend in the client's budget that has been used to cover the clients increase in support needs for a certain period?

## Independent Assessments

If required, the Department of Health and Aged Care (the Department) will request an independent assessment to be completed by the Centre for Disability Studies (CDS).

### When is an independent assessment required?

An independent assessment will be required for CoN applications requiring additional supports of \$20,000 and above (excluding GST) in the preceding 12-month period.

### Can DSOA service coordinators engage their own assessors to undertake their client's assessment?

DSOA service coordinators should conduct annual assessments of their clients as per the conditions in the DSOA grant agreement. These annual reviews should be attached to support a CoN application, however, will not replace an I-CAN assessment the Department has requested CDS to complete.

## DSOA in-scope services

The supports requested in the CoN application must be in-scope for the DSOA program.

### Where can I find information about DSOA in-scope services?

You will find information about what services are funded under the DSOA program in the [DSOA Program Manual](#) under section 4, 4.1.

Where can I find information about services that are not funded under the DSOA program?

You will find information about what services are not funded under the DSOA program in the [DSOA Program Manual](#) under section 4, 4.6.

## Consent

Unless a [DSOA Notice and Consent Form](#) has been provided by the client, the CoN application and all supporting documentation must be de-identified.

What information should be de-identified?

All information that could identify your client must be de-identified:

- In the CoN application.
- In all accompanying documents or evidence provided.
- Will submitting a CoN application that is not de-identified be processed?

Will submitting a CoN application that is not de-identified be processed?

No. The Department will reject the application if your client is identified in the Change of Needs application or attached evidence and they or their representative have not signed a [DSOA Notice and Consent Form](#).

## Temporary or ongoing change of need

The application must indicate whether the change of need for the client is temporary or ongoing.

What is a temporary change of need?

A temporary change of need is a one-off payment or time-limited supports to manage the change in client need.

What is a permanent change of need?

An on-going change of need is a permanent increase to the client's funding which will recur in subsequent funding agreements.

## Funding

Where can I find out about my clients current funding amount?

You can find your clients current funding amount in your client funding breakdown.

Can I back date my application for funding to commence when the client's change in need occurred?

No. Change of needs funding cannot be paid retrospectively. Funding will only be considered from the date the fully completed application has been received.

## When completing Part C – Proposed Services table

You must refer to the DSOA Services Reference Table (Appendix A) when completing this section. If a service does not have an end date, please use the date of one day before the end of the funding agreement end date as the service end date.

If you are applying for higher intensity support, you must provide evidence to support the higher intensity rates such as an Occupational Therapy or other assessments/reports by qualified health professional.

You do not need to include any current DSOA funding the client is already receiving, the table is only for the additional services you are requesting.

### Service title

If your client is living in supported accommodation the service type you **must** select is Assistance in Supported Independent Living (ASIL)

If your client is living in their own home, you **must** select Assistance with Self Care Activities (ASCA)

Other service types can be selected as needed.

### Final steps

The Change of Needs application must be completed correctly and in full.

- All CoN applications must be submitted by the client's DSOA service coordinator. Applications received from providers not listed as the client's service coordinator will not be accepted.
- Incomplete applications will not be accepted and will be returned to the service coordinator.
- Please be aware this could result in a delay of additional services being granted for your client.
- Please email your application and all supporting documentation to [DSOChangeofneed@health.gov.au](mailto:DSOChangeofneed@health.gov.au)