



# Disability Support for Older Australians (DSOA) Client fact sheet

August 2022

**From 1 July 2021, the DSOA Program replaced the Continuity of Support (CoS) Programme.**

## Am I eligible to receive services under the DSOA Program?

The DSOA Program, like the CoS Programme, is closed to new clients. If you were receiving support through the CoS Programme, this continued from 1 July 2021.

## What are the benefits for me?

Under the DSOA Program you will have:

- Tailored support under an Individual Support Package (ISP) overseen by a DSOA service coordinator to give you greater transparency and choice when it comes to the support you receive.
- Your DSOA service coordinator will manage all your disability support services and help you access quality care that meet your needs.
- As your needs change you may request that your DSOA service coordinator submits a change of needs application to the Department of Health (the Department) to apply for more supports.
- Funding for disability services under DSOA is more in line with NDIS pricing and is nationally consistent across states and territories.

## What is not changing under the new DSOA Program?

- Your current living arrangements, support services, and support providers are not changing, unless you need them to.
- If you make a financial contribution to your service provider, this arrangement will continue. You will pay the same fees you paid under the CoS Programme.
- You will be able to transition to aged care services by requesting an assessment through My Aged Care if you need to.

## Will I receive the same level of funding?

CoS client funding amounts and outputs were taken from disparate state and territory government disability funding models.

DSOA funding is benchmarked against the NDIS Price Guide, therefore, some client funding will increase, and some may decrease.

Where your CoS funding rate was higher than the DSOA Pricing Schedule, your DSOA service coordinator will need to provide supporting evidence to the Department of Health and Aged Care (the Department) to substantiate the higher rate under DSOA.

## **Can I change my DSOA service coordinator?**

You can change your DSOA service coordinator any time by contacting your service coordinator or the Community Grants Hub on 1800 048 998.

## **Can I employ my own workers under the DSOA Program?**

It is only under grandfathered direct funded arrangements that a client can directly employ support workers. More information about this is available in the [DSOA Program Manual](#).

For DSOA clients not on a grandfathered arrangement, your DSOA service coordinator will manage the employment of support workers and can sub-contract service providers to deliver your services.

Service providers are required to comply with the NDIS Commission's Quality and Safeguard Framework which means they need to be NDIS registered.

If your chosen support workers are not NDIS registered, they can submit an application seeking exemption from this requirement with the Department.

## **Can I access additional support under the DSOA Program if my needs change?**

You may apply for more support as your needs change under the DSOA Program.

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

Your DSOA service coordinator will assist you with this process. The Department will cover the costs of the independent assessment.

## **What happens if I received supports under CoS that are not included under the DSOA Program?**

The Department will work with your DSOA service coordinator to determine whether these services can continue to be funded from your DSOA package. In some instances, they may be met from other state or territory funded programs.

These supports, for example Community Access, will be categorised as 'Extended CoS Services' under the DSOA Program.

## **Can I continue to receive aged care services under the DSOA Program?**

If you are receiving services funded under an aged care package and the supports can be met from your aged care package, your DSOA service coordinator will work with you to exit from the DSOA Program. You should not see a reduction in your services, rather a change in the way the services are being delivered to you.

## **My DSOA service coordinator has an interim arrangement in place until 30 September 2021. What happens to my services after this time?**

The Department is working with your DSOA service coordinator to ensure that you continue to receive the services and supports you are eligible for under the DSOA Program. There should not be any interruption to services provided to you.

## **Where can I find more information and who can I contact**

Information about the DSOA Program is available in the DSOA Program Manual on the Department's website at [www.health.gov.au/resources/publications/disability-support-for-older-australians-program-manual](http://www.health.gov.au/resources/publications/disability-support-for-older-australians-program-manual)

You can also contact the Community Grants Hub on 1800 048 998.