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| Individual support packages  17081 (includes individual support packages funding administration options 17206) |
| Outcome objective: Victorians have the capabilities to participate  Output group Disability services  Output: Disability services |

# 1. Service Objective

Individual support packages aim to meet a person’s disability-related support needs.

# 2. Description of the service

Funding for this activity is being withdrawn progressively as clients transition to the National Disability Insurance Scheme (NDIS).

Individual support packages provide funds which may be used to buy a range of disability-related supports chosen by the person to assist them to achieve their goals. Disability services funding may complement existing informal support arrangements from family and friends, and/or other community services.

Individual support package funding must be acquitted to the department annually in accordance with the individual support package guidelines.

# 3. Client group

The client group this activity is targeted at is people with a disability as defined in the *Disability Act 2006* and who are considered a priority for access to services.

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.
* Registration under the Disability Act 2006.

## 4b. Program requirements and other policy guidelines

* [Individual Support Package Guidelines 2014 (incorporating Disability Day Services Operating Requirements)](https://providers.dhhs.vic.gov.au/individual-support-package) <https://providers.dhhs.vic.gov.au/individual-support-package>
* [Individual Support Package Acquittal Information Pack](https://dhhs.vic.gov.au/individual-support-package-acquittal-information-pack)

<https://dhhs.vic.gov.au/individual-support-package-acquittal-information-pack>

* [Senior Practitioner – Authorised Program Officer practice advice](https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice)

<https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice>

* [Senior Practitioner – independent person toolkit](https://dhhs.vic.gov.au/senior-practitioner-disability-independent-person-toolkit)

<https://dhhs.vic.gov.au/senior-practitioner-disability-independent-person-toolkit>

* [Senior Practitioner – Behaviour support planning toolkit](https://providers.dhhs.vic.gov.au/behaviour-support-planning-toolkit-section-4-useful-assessment-tools-and-forms-word)

<https://providers.dhhs.vic.gov.au/behaviour-support-planning-toolkit-section-4-useful-assessment-tools-and-forms-word>

* [Disability services access policy](https://providers.dhhs.vic.gov.au/disability-services-access-policy-word)

< https://providers.dhhs.vic.gov.au/disability-services-access-policy-word >

* [Disability Support Register Guidelines](https://services.dhhs.vic.gov.au/disability-support-register-guidelines-word)

<https://services.dhhs.vic.gov.au/disability-support-register-guidelines-word>

* [Undue financial hardship guidelines – Disability Services](https://providers.dhhs.vic.gov.au/financial-hardship)

<https://providers.dhhs.vic.gov.au/financial-hardship>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

## Key performance measure: Number of new clients

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| Aim/objective | The aim of this performance measure is to monitor the number of new clients with an individual support package. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative |
| Counting rule | Count the number of new clients accessing funded support through an individual support package each month.  Count all clients in July of each financial year as being ‘new’ and then only count new clients in subsequent months. |
| Data source(s) collection | Service delivery tracking |
| Definition of terms | A client is a person who receives direct support funded through an individual support package. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Service delivery tracking (SDT) | FAC/SAMS2 | SAMS2/Service delivery tracking data set | Monthly |
| Annual individual support package funding and EFT acquittal | RIS/SAMS2/FAC | Individual support package acquittal | Annual |

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