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1 Introduction

Supports for people with a disability are changing in Victoria. More and more people are choosing how they use their supports and funding so they can live the lives they want to lead.

At the same time organisations are changing the way they deliver services for people with a disability, creating more meaningful opportunities for people in education, employment and participation in the community.

This handbook has been written to give information about how people with a disability can choose to take advantage of these changes to do different things in

their lives. In particular it talks about how people who attend Day Services can use their supports and funding to do different things during the day, in the evening and at weekends.

For some people, things in this handbook may be easy to do. Other people may require more support and effort. People with a disability and their families may not know what options are open to them or who to ask for assistance. Some people may be thinking about these ideas for the first time.

Service providers are also learning how they can provide more choice, both in their organisations and out in the community. Part of this is finding new ways to listen and respond to people and their families about what they want to do.

Whether you are a person with a disability, a family member, carer or advocate, a Day Services provider or just interested in how people with a disability can live better lives, this handbook will help you understand more.



1.1 Who is this handbook for?

This handbook is for **you** if:

- you use disability Day Services
- **or**
- you are a family member, friend or carer of someone who uses disability Day Services
- **and**
- you are interested in finding out about different disability support options that might be available

This handbook is also useful for staff from disability services providers who are supporting people attending Day Services to explore different types of supports.

1.2 What is in this handbook?

This handbook contains specific information about:

- what Day Services are
- changes to the way Day Services are funded and what it might mean for you
- using your support plan to explore different support options
- making changes to your supports and who can help
- your rights and responsibilities if you use Day Services

This handbook should be used alongside the DHS *Individual Support Packages Guidelines* and *Individual Support Package Handbook* which provide more detailed information about using Individual Support Packages.



For more information

For more on *Individual Support Packages* visit:

<http://www.dhs.vic.gov.au/for-individuals/disability/individual-support-packages>

For the *Individual Support Package Handbook* visit:

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/individual-support-package-handbook>

1.3 What are Day Services?

Day Services are a type of support organised or provided directly by disability services providers. They assist people with a disability to:

- be involved in their community
- become more independent
- do things they want to do

Day Services typically involve activities in a range of lifestyle areas, including daily living, developing skills to help get a job, community participation and recreation. Specific activities are developed with individuals and their supporters to make sure they best meet their needs and preferences.

Day Services activities might be

- provided directly by a Day Services provider – either in a building operated by that provider or somewhere in the community with staff support
- organised and supported by a Day Service provider but delivered by someone else (like a swimming program at a local pool)

Historically, Day Services (previously known as *Day Programs* or *Adult Training Support Services*) focussed on activities for a group (or groups) of people with a disability. However more and more services are now supporting people to choose and direct their own supports, including the types of activities they do and who they do them with. People can now use their funding to purchase activities that:

- are tailored to their specific needs and that they do on their own
- are tailored to the needs of a small group **or**
- have been designed for a larger group.

Day Services should always complement a person's informal supports – family, friends and other community members - to maximise opportunities for participation within the community.

1.4 Different Funding – Same Rules

There are two types of funding people can use to pay for Day Services activities:

an Individual Support Package (also known as an ISP)

or

a Futures for Young Adults (FFYA) package

People who use an ISP to attend a Day Service will have either have:

an ISP allocated through the Disability Supports Register

or

an ISP allocated as part of the changes to Day Services funding on 1 January 2010
(see **Section 2.1**)

Information in this handbook applies to **all** people who attend Day Services, regardless of what type of funding they have.



Note

FFYA funding is limited to three years and provides support to young people with a disability to transition from school to post-school options. Towards the end of the three years, planning is undertaken to see if they need ongoing disability supports. See [Section 6.3](#) for more information or visit the Disability Services website:

http://www.dhs.vic.gov.au/disability/supports_for_people/being_part_of_my_community/futures_for_young_adults.



1.5 Self-directed approaches – you're in charge

In Victoria, the delivery of supports for people with a disability is built on the principle of **self-directed approaches**. This means that people have the right to choose and manage their own supports where they are able to do so.

This does not mean that you have to do things on your own. It just means that you can and should be in charge of what you do.

Self-directed approaches cover three important areas:

- **self-directed funding:** how you access, use and manage your money for your supports
- **self-directed planning:** how you decide and prepare for what you want to do
- **self-directed support:** what you do, when you do it and who with.

This handbook contains specific information for Day Services users and their supporters about using self-directed approaches to funding, planning and support to try different things during the day.

2. My Funding

The Victorian Government believes that people with a disability should have as much choice and control over their lives as possible. Having your own funding makes it easier to choose things you want to do. You can decide how you want to use your funding, who you want to support you and what you want to do.

Some recent changes have meant everyone who goes to a Day Service now has their own funding. This section provides information about the changes and what they may mean for you.

2.1 Changes to Day Services funding

In the past DHS gave funding to Day Service providers. Providers would then decide how to use this funding to support people.

Since January 2010, this funding has been allocated to Day Services **users** instead. This change means that everyone who goes to Day Services now has their own Individual Support Package of funding, and can choose how they want to be supported.

In most cases DHS still gives this funding to Day Service providers to manage on your behalf. This means they are your **funding administrator** (see **Section 2.4** below). The Day Service providers use this funding to arrange and provide activities for people using their service. However, anyone can choose to take their Individual Support Package and use it in a different way if they want.

2.2 Using your funding

You can use your Individual Support Package for Day Services or other types of supports to meet your needs and goals, as long as they meet the Funding Guidelines in the *Individual Support Package Guidelines*.

Some key things to remember include:

- your funding can only be used to provide support to **you**
- individual funding is not 'income' like money from a pension or wages
- you can only use your funding for things that meet your disability support needs

Chapter 4 has more information about different ways you can use your funding package.



For more information

For more detailed information see Section 3 of the *Individual Support Package Guidelines*.

2.3 How much funding do I have?

The amount of funding allocated to each person is different. This is because people have different disability support needs. Also, each package will pay for a varied number of hours of support, depending on your support needs and what you choose to do.

You have a right to know how much funding is in your Individual Support Package. Your Day Service provider can tell you how much funding is in your package. DHS regional offices can also provide information about your funding. A list of contact numbers for DHS regional offices is at the back of this booklet.

2.4 Funding administration arrangements

Funding administration arrangements are the way people choose for their funding to be managed. For most people who go to Day Services, your funding administrator is your Day Service provider. However, depending on what type of activities you decide to do you could also choose to use a financial intermediary, direct payments or a combination of these funding arrangements.

More detailed information on what these different options mean is available in Chapter 4 of the *Individual Support Package Handbook*.

2.5 Is my funding safe?

Your Individual Support Package is **portable**. This means if you leave your current service provider and go somewhere else, you can take your funding with you.

This makes it easier for you to decide who you purchase supports from and what type of supports they might be.

You will not lose your funding if you decide to change things. Your funding will still belong to you if you decide to change service providers, or use your funding for more individualised supports. See **Section 4.3** for more detail.

2.6 Moving regions or interstate

Your Individual Support Package is allocated to you. This means you can move within Victoria and the funding moves with you. If the move means that you change DHS regions, the DHS regional office will help you and your current provider coordinate the change.

If you move to another state or territory in Australia, there is an agreement that people with individual funding can ask for their funding to be transferred to their new state for 12 months. You can request this for your Individual Funding Package but will need to talk with your new state about what happens after 12 months.

3. My Plan

Having an Individual Support Package is just one part of controlling your supports. Self-directed planning also helps you to do the things you want to do.

This section talks about how you can use your individual funding and your support plan to try different things during the day, in the evening or at weekends.

3.1 What is a Support Plan?

A Support Plan is a document that outlines the things you want to do in life, your goals and aspirations, and the supports you need to help you achieve them.

Day Service providers will work with you to make sure that your Support Plan reflects:

- the things that are important to you
- activities you do or want to do and when you will do them
- how they will support you to achieve your goals and aspirations
- how many days each week you attend their service

The law says if you go to a Day Service you must have a Support Plan. Your Day Services plan might be one part of a broader plan that includes goals and supports about your whole life. However, it is likely to be focussed on what you do during the day time.

It is a good idea to read your plan from time to time to make sure it is up to date, and reflects what you want and need. You have a right to ask for a copy of your plan at any time.



Remember

The law says:

- providers must write a Support Plan with you within two months of you starting with them.
- your Support Plan must be reviewed at least once every three years



3.2 Updating your plan

If you want to change your supports, the best place to start is with your Support Plan. You can ask for your Support Plan to be reviewed at any time.

You might want to think about the following:

- is the information in your Support Plan correct and up to date?
- are you happy with the goals in your Support Plan?
- are you happy that the activities that you do at your Day Service are helping you to meet your goals?
- are there things that you are interested in that aren't currently available at your Day Service?

If you have questions about any of these things, you should talk to your Day Service about how they can support you to explore different ideas and activities. You can ask a family member or carer to help you. You can then work together to put these in your plan and start making changes.

3.3 Making changes

If you do want to try new things, remember some changes are easier to make than others. Different factors can affect how easy it is do new things, including:

- where you live
- your support needs (including mobility)
- costs
- timing of activities
- staff experience at your Day Service
- community experience supporting people with a disability

Some changes are easier than others to arrange. For example, if you want to try another activity already on offer at your Day Service, your service provider should know enough about you to support you to change, and can plan with their staff to get you started when you are ready, including rearranging your other activities.

Alternatively, you might want to try something new like going to a Men's Shed, volunteering in a library or trying to get a job. Sometimes this can take longer if there are more things to organise.

For example, you may need to find a contact at the library who can help show you what to do and help you settle in, or you might need to arrange transport to get to training. These are not impossible problems, but it may take some time to find people who can support you.

Talk to your Day Service about what is involved in making changes and work together to see how you can more do things you want to do.

3.4 Making big changes

You may decide you want to use your Individual Support Package to make some big changes to your supports. For example you might want use your funding to do something that your Day Service provider cannot help you with.

If you want to make big changes, your Day Services provider may ask DHS to help you with your planning. However, you still have a right to do things you want to do, if you have enough funding in your Individual Support Package.

3.5 Trying things out

Changing what you do during the day can be a bit scary. You might meet new people, go to new places or do something that requires new skills.

Sometimes things feel less intimidating if you try them first. Before you make any changes, talk to your Day Service about trying things out. It might be possible for you to visit a new place to have a look around or meet with the people involved.

Remember, it can take a while for new things to feel natural, but if you are not happy with something you can always change your mind. No one can force you to do things that you don't want to do, so if you're not happy make sure you let people know, and tell them why. Whatever you choose, you can still change things over time as your needs change.



For more information

Supporting Decision Making: A guide to supporting people with a disability to make their own decisions

3.6 Some choices may be limited

Although you can decide how you use your Individual Support Package, some choices may not be available to you. Everyone's lives and circumstances are different and these can affect choices open to you. For example, some activities may not be available where you live, or there may not be people available with the appropriate skills to support you, depending on your specific needs.

Some activities cost more money than might be available in your Individual Support Package. For example, doing something on your own can be more expensive than doing it with others in a group. This might mean you have to find additional ways to support yourself, such as asking your friends and family or combining your funding with other people so that things become cheaper (this is covered more in **Chapter 4- My Supports**).

Alternatively you may decide that it's too expensive and choose to do something else instead. Some things still might not be possible, but it's important to talk about what you want and see if it can be done.

3.7 When you can't get what you want

There may be situations where your Day Service is not able to support you to do the things that you want to do. In this case you may choose to take your Individual Support Package to another provider. There is more information about this in the next chapter, **My Supports**.

Don't forget that you can also find out about different types of activities that might be available in your area from other people including:

- your DHS regional office (see **Section 6.3**)
- Metro, rural and deaf access workers at your local council
- advocacy services
- Peer Support groups in your area
- the internet
- friends, family or any other people you might live with.

Remember to share any information or ideas you get from other people with your service provider. They will be able to support you to build any new goals and activities into your plan.

4. My Supports

DHS has been working with disability service providers and advocacy organisations to create more flexibility about disability supports, including Day Services, and encourage stronger links with the wider community.

This section provides information about some of the support options available for people with a disability, including:

- changing to a **different Day Service** or other provider
- going to **two different Day Services** part time
- doing things **individually** with a mix of paid and informal support
- doing a **combination** of Day Services and some individual activities
- combining funding with other people to do things in **pairs or small groups**
- choosing to keep everything the **same**

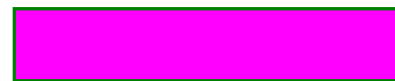
4.1 Changing Service Providers

Your Individual Support Package is portable, which means you can choose which service provider you want to use it with. Although many people are happy with their Day Service provider, there are reasons why people might choose to change. These might include:

- moving to a new suburb or town
- hearing about interesting activities and approaches with another service
- finding a provider that has more links to further training or employment opportunities
- finding a provider that has activities in the evening or at weekends which your current provider is unable to do
- moving to a service that offers better value for money
- a problem or dispute with a service user or member of staff

Before you take steps to change your Day Service provider, there are a few things you should consider, including:

- **Can your current service provider offer the same activities?** Don't assume your Day Service can't meet your needs. Talk to them about what you want and about ways that they might be able to support you.
- **Make sure that your chosen service provider can support you.** Before you make plans to leave make sure you have somewhere to go. You may like a different provider but they may not be able to support you at this time. Where you live and availability of transport may also limit choices available to you. Make sure that what you want is available and can meet your needs.
- **You have a right to change providers.** No one can stop you leaving your Day Service if that is what you want to do. If you feel that your provider is making it difficult for you to leave or you feel uncomfortable talking with them about this you should speak with your DHS regional office.
- **You need to give your current provider two months notice.** As with any agreement or contract for services there is a notice period. This means you need to tell your provider two months before you make any changes to give you and your provider time to prepare. Your provider may tell you that they don't need two months notice and you may agree on a shorter notice period.
- **Leaving in a hurry.** There may be some exceptional circumstances where you need to leave a service sooner than two months. Reasons might include a sudden change in your health or support needs; unexpectedly having to move to another town/suburb or an ongoing request, problem or difference of opinion that you, your provider and your DHS regional office have been unable to resolve. Your DHS regional office will support you and your service provider to manage any such circumstances.



4.2 Using two (or more) service providers

You can choose to split your individual funding package between two or more Day Services.

For example you may like your current Day Service but find out about a great opportunity with a different service that your provider cannot offer you. In this case you might go to your original Day Service on Monday, Tuesday and Friday but a different service on Wednesday and Thursday.

If you choose this option you should consider all the questions above in **Section 4.1** first. Other things to consider include:

- **You need to give your current provider two months notice.** As above, this gives everyone time to plan properly for the changes.
- **Your may need a new Funding Administrator.** If you split your funding across two (or more) services you may need to decide who you want to be your Funding Administrator. In some cases you can nominate for more than one provider to manage your funding, but you will need to agree on this with both Day Service providers. It is important to check if your provider charges a fee for this.
- **Your Support Plan may need to change.** As explained in **Section 3**, your Day Service provider must develop a Support Plan with you. If you go to other Day Service(s) you will need to have a Support Plan for your new service(s). This might mean you have more than one plan, or, if the service providers are able to work together with you, you could have one updated plan for both services.

4.3 Doing something really different

You may decide that you want to use your Individual Support Package to purchase supports that are much more flexible than Day Services can offer you.

If you choose this option you should consider the issues above in **Section 4.1** first. Other things to consider include:

- **You can only use your funding for your disability support needs.** See **Section 2.2** for more about how you can use your Individual Support Package.
- **You will need a new Support Plan.** If you would like to use your funding to do something really different you need to advise your Day Service and your DHS regional office. DHS staff, or a service provider that undertakes facilitation services, will work with you to develop a new Support Plan and a funding plan which says how you will use your funding.
- **Your funding belongs to you.** If you choose to leave your Day Service your Individual Support Package will still be allocated to you on an ongoing basis. You will need to review your Support Plan with your DHS office every three years to make sure it still meets your needs.
- **You may need someone to manage your money for you.** If you leave your Day Service you will need a new funding administration arrangement to manage your funds. This might be via a financial intermediary or direct payments or another disability service provider. See Chapter 4 of the *Individual Support Package Handbook* for more on these options and how they work.
- **Supports may be more expensive.** With an Individual Support Package you can choose to do other things, like one to one support, or support in the evening or weekends. However, you may not have enough funding to do as many hours you did with your Day Services provider. Talk about this with your DHS regional office when you develop your funding plan, including how you might use informal supports to complement your allocated funding.
- **You can get together with others.** One way of being able to afford to do more varied or expensive things is to combine your funding with someone else. Sometimes, if two or more people want to do the same activity, the costs are lower. If you can share the cost of transport and a carer, you might be able to save some of your funding for something else. This option does depend on finding someone else who wants to do the same activity, amongst other things, but it might offer you more opportunities to be flexible.



For more information

For more on information on:

- how you can spend your Individual Support Package see Chapter 3 of the [Individual Support Package Handbook](#)
- funding administration arrangements see Chapter 4 of the [Individual Support Package Handbook](#)

4.4 Mixing and Matching

You can also choose to do a combination of activities with a Day Services provider and some individual activities that you have organised yourself.

If you decide to do this, you should consider the points above in **Sections 4.1** and **4.3**, and in particular talk to your Day Service about which activities you still want to do with them.

An advantage of this option is that your Day Service may still be able to support you as your Funding Administrator. However, you will need to discuss this with them first, including whether they will charge you a fee.

4.5 Staying the Same

Remember, you don't need to change anything. If you are happy with your Day Service provider and the activities you do with them, you can leave things as they are. No one is going to force you to change if you are happy, and you will still have the choice to change things in the future if you want to.

5 Day Services – Rules and Responsibilities

DHS has written some guidelines about doing group activities in Day Services. These guidelines make sure that Day Services providers and people who use their funding to go to Day Services know what to expect and what their responsibilities are. This section explains these rules, and provides some more detail about things mentioned elsewhere in this handbook.



For more information

The information in this section is based on the *Day Services Guidelines February 2011*, used by departmental staff and Day Services providers.

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/day-services-guidelines>

5.1 Cost of Day Services

Funding for Day Services is calculated based on the cost of attending a Day Service in a group for 30 hours a week, 46 weeks of the year.

This usually means you will attend for six hours a day, Monday to Friday. However, this may be different if you and your Day Service have agreed to a specific timetable. For example, you may choose some one-to-one supports. These are usually more expensive which might mean you receive less than 30 hours support a week.

If you want to go to a group activity in a Day Service part-time, you will only be charged for the days you agree to attend.



For more information

For more information about ISP costs, fees and funding administration arrangements see Chapter 3 of the [*Individual Support Package Handbook*](#).



5.2 Fees

Day Services providers may also charge fees in addition to the amount in your funding package. The types and amount of fees will depend on the services your Day Service provider offers, as well as the activities you choose to do.

For example you might have to pay for entry to a show or exhibition (like the zoo or aquarium) or you might need to pay for paint for an art class, or ingredients for a cooking class. Other factors may also apply, such as whether your Day Service provides transport to and from their services.

If the Day Service charges a fee, they should always provide you with information, in a format you understand, about:

- the amount of the fee
- why the fee is being charged
- what the fee covers
- whether the fee is charged once, or regularly
- how and when to pay the fee
- if there is a penalty for not paying, or paying late

Some things to remember about fees:

- **You must pay your fees.** Fees are things that all people in the community would be expected to pay. When planning your activities and managing your personal income, remember to consider any possible fees you will have to pay.
- **You cannot use your individual funding package to pay for fees.** Your individual funding package must be used to pay for supports related to your disability. This means you will need to pay for fees with your own money, such as your disability pension.
- **You can talk to someone if you have a problem paying for fees.** If you are having problems paying for fees you may be eligible to receive additional help. Talk to your Day Service or DHS regional office about what you can all do to manage your fees better.

Some people are eligible for Mobility Allowance from Centrelink. If your Day Service charges you a fee for transport, it should not be more than the amount you receive in your Mobility Allowance.



For more information

For more information about the Mobility Allowance visit [Centrelink's Mobility Allowance home page](http://www.centrelink.gov.au/internet/internet.nsf/payments/mobility.htm):

<http://www.centrelink.gov.au/internet/internet.nsf/payments/mobility.htm>

5.3 If your needs change temporarily

Sometimes your support needs can change for a short time. For example if you have been sick you might need some time to get well again. This might mean you need a little more support than normal to do your usual activities.

If you do need more support for a while, talk to your Day Service provider about what this means for your activities. If you only need to make small changes your Day Service provider should be able to work with you to rearrange things so you can do your activities, or do something else you want to do until things get back to normal for you.

If your support needs increase a lot, and are likely to last a while, your funding might not be enough for your Day Service provider to support you. In this situation you might need to apply for additional funding. If this happens, talk to your Day Service provider or DHS regional office about how to apply for temporary additional funding.

Not everyone is eligible for additional funding. Applications are considered along with other people who need additional funding. If you do receive additional funding it is not a permanent increase and will be reviewed by your DHS regional office.



5.4 If your needs change permanently

If you continue to have increased support needs for more than two years, or if your needs change permanently, you might need more funding so your Day Service can continue to support you in the same way.

If there's been a change in your needs you can talk to your Day Service or DHS about applying for a permanent increase in funding. This will generally mean you will need to lodge an application on the Disability Support Register.

Remember, not everyone can get more funding. It depends on your level of need compared to other people's level of need. If the department's review of your support needs indicates your current level of funding is correct, you can talk to your Day Service or a carer or family member about how to make your current funding work better for you.



For more information

For more information about DHS Intake and Response visit:

<http://www.dhs.vic.gov.au/for-individuals/disability/start-here/access-to-disability-supports>

For more about the Disability Support Register see:

<http://www.dhs.vic.gov.au/for-individuals/disability/start-here/disability-support-register>

5.5 Taking time off

You may need to take time off from your Day Service. This might be because you are going on holiday or because you are sick. Whatever your reasons for taking time off, remember:

- **Let your Day Service provider know:** if you know you are going to be away, let your Day Service provider know as soon as possible so they can plan for you being away. Give them the dates you will be on holiday or your hospital appointment if you have one.
- **Keep everyone updated:** if you need some time off unexpectedly, let your Day Service provider know as soon as you can. If you are ill you may need someone to contact your Day Service for you. You and/or your supporters should discuss with your provider about how long you might need to be away and about keeping them informed about when you might come back. You may also need to tell your DHS regional office or accommodation provider if you are going to be away a long time.
- **There may be different ways your provider can support you:** if you need some extended leave or time at home, talk to your Day Service provider about different ways that they can support you. These might be in your home or in a convenient place in your community.

As your funding administrator, your Day Service provider uses your Individual Support Package to contribute to the cost of running the range of activities they offer, even if you are away sick or on holiday.

If you know you are going to be away for a long time you can choose to leave your service temporarily. You can then decide later if you want to go back. If you choose to do this, remember:

- **You must give two months notice.** As explained in **Chapter 4**, if you make changes, you must tell your Day Service provider at least two months in advance.
- **You may need a new funding administrator.** You can choose to use your funding in a different way to manage your support needs whilst you are away. However you may need a new funding administrator to help you manage your money.

- **Your provider may not be able to offer you a place when you get back.** Depending on circumstances, your Day Service provider may need to change things whilst you are away. Talk with them and/or your DHS regional office before you make any decision to leave.

5.6 Suspension or termination

Sometimes a person's support needs might change so much that the Day Service provider has concerns they can't properly support them anymore. The Day Service may be worried about the safety or wellbeing of the person or others.

In these cases the Day Services may ask the person not to attend their Day Service for a short time. This is called a suspension. They may also ask a person to leave permanently. This is called termination.

Suspension and termination should only happen if there is a serious problem that cannot be resolved through discussion or making other arrangements. Before suspension or termination the Day Service provider must:

- explain their reason for the suspension or termination with you and your supporters in person
- tell you the reason why they can't support you in a letter
- talk about what your options are, including what might be done to make sure you can return as soon as possible
- talk to the DHS regional office and explain why they think they can't support you at the moment
- talk about what this means for your funding and the options open to you

Day Service providers should make every effort to help you through this process.

If you disagree with a decision to suspend or terminate your Day Service, you can discuss this with the Day Service provider and your DHS regional office.

If you are still unhappy with the decision you can complain to the Disability Services Commissioner (see [Section 6.3](#)).

5.7 If your Day Service is closed

Sometimes Day Services have to close because things happen that they cannot control. This might be because of a flood, or a fire, or some other reason. Your Day Service will support you in different ways depending on when, why and how long they will be closed:

- **Your Day Service needs to close while you are there.** If there is an accident or an emergency that means your Day Service has to close, Day Service staff will help you to make other arrangements. They might arrange for you to go home or to another safe place for a while. They will make sure you are safe, and that there are people to support you. They will also tell you and other people who need to know when they will be open again.
- **Your Day Service needs to close because of risk.** Sometimes the weather can make it unsafe for a Day Service to open, especially in areas where there is a risk of floods or bush fire. If the Country Fire Authority declares a Code Red Day your Day Service may not be allowed to open by law. You should speak to your Day Service about what happens on Code Red Days so that you stay safe, especially if you live in an isolated place.
- **Your Day Service needs to close for a long time:** Sometimes Day Services may need to close for a long time – for example if there is a flood or the building is damaged. If this happens your Day Service should let you and your family or carers know in a letter in a style that suits you. The letter should tell you how long the service will be closed and what alternative arrangements are being put in place to support you during the closure.



5.8 Reporting by your Day Service

As your Funding Administrator, your Day Service provider uses your funding to contribute to the costs of providing group activities. If you attend only one Day Service your provider will not keep itemised reports about your individual funding package.

If you want to change your supports, the Day Service provider will give you information about what that means for your funding.

For example, if you choose to go to a Day Service three days per week instead of five, and spend the other two days at home, the Day Service will tell you how much money you have left from your package after the three days at the Day Service. Then you can work out how you want to use the remaining funding for other supports.

6 More information

6.1 Futures for Young Adults (FFYA)

Futures for Young Adults (also known as FFYA) is a three year program which provides support to young people with a disability who need additional assistance to make the transition from school to post-school options. The program is available to eligible students from when they complete school until they turn 21.

A transition planner will arrange to meet with students before they leave school to talk about goals, plans and ways to develop the skills to achieve them. Post school options can include getting a job, doing further training, volunteering or going to a Day Service.

Funding for FFYA is only for three years. Near the end of a person's three years, DHS regions will undertake planning to see whether they need ongoing disability supports. If a person needs ongoing support, Day Services are just one of many options people can choose from. FFYA aims to support and encourage people to try a range of options of things they want to try in life, including employment through the Transition to Employment program.



For more information

More information about FFYA and the Transition to Employment program is available on the DHS website:

<http://www.dhs.vic.gov.au/for-individuals/disability/community-life-and-jobs/transitioning-to-employment>

6.2 Individual Support Package Handbook

The *Individual Support Package Handbook* is the best source of information about using individual funding packages in Victoria.

This handbook builds on the *Individual Support Package Handbook* to provide specific information about using individual funding to access day supports.



For more information

[Individual Support Package Handbook](#)

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/individual-support-package-handbook>

6.3 Disability Services Commissioner

The Disability Service Commissioner helps people resolve concerns about the disability supports they receive, including supports from Day Services.

If you are unhappy with any of your supports or decisions that concern you at your Day Service you can discuss them with your Day Services provider and your DHS regional office. If you are still unhappy you can complain to the Disability Services Commissioner:



Contact Details

The Disability Service Commissioner

Office: Level 30, 570 Bourke Street, Melbourne 3000

Phone: 1800 677 342 (free call)

Phone: 1300 728 187 (local call)

TTY: 1300 726 563

Email: complaints@odsc.vic.gov.au

Website: www.odsc.vic.gov.au

6.4 What do the words mean?

The meanings of important words used in this handbook are set out below.

Day Services	A type of support for people with disability. Typically involve activities in a range of lifestyle areas, including daily living, developing skills to help get a job, community participation and recreation. Specific activities are developed with individuals and their supporters to make sure they best meet their needs and preferences.
Day Services provider	A community service organisation that provides Day Services under the Disability Act and is registered on the register of disability service providers. The department is also a disability service provider.
department	The Department of Human Services (or DHS)
DHS regional office	The department has eight geographical regions. Each region has offices where staff provide information, support and/or help to people with a disability.
direct payments	A type of funding administration arrangement where funding is provided by the department directly to a person with a disability or their nominated person to purchase supports.
Disability Services	A division of the department that provides and funds a range of services for people with intellectual, physical, sensory and neurological disabilities.
disability support	Supports that specifically meet the needs and goals of a person with a disability.
Disability Support Register	The system used by the department to record a person's need for on-going disability support. Provides a picture of the support that is currently required, so that when resources become available, they can be allocated fairly and quickly.
facilitator	Someone who helps people with a disability to plan their supports and funding.
financial intermediary	A type of funding administration arrangement where an organisation engaged by the department holds

	<p>funds and makes payments at the direction of the person with a disability or nominated person. It also keeps records of each person's funding and reports expenditure to the person and to the department.</p>
funding	<p>The amount of money the department allocates to a person.</p>
funding administration arrangement	<p>The way that funding packages are managed.</p>
Futures for Young Adults (FFYA)	<p>3-year program which provides support to young people with a disability who need additional assistance to make the transition from school to post-school options.</p>
Individual Support Package (ISP)	<p>The name given to the funding that the department allocates to a person to purchase supports.</p>
Individual Support Package Guidelines	<p>A document by the department which gives an overview of the policy requirements for the development and implementation of Individual Support Packages.</p>
Individual Support Package Handbook	<p>A document by the department based on the Individual Support Package Guidelines which explains what the policy requirements mean for service users in an easy to understand way.</p>
informal support	<p>Supports that people get from family members or other supporters (not paid carers)</p>
portable	<p>A word to describe the way that someone's funding can be moved from place to place.</p>
self-directed funding	<p>A process that allows a person to choose how their funding is managed, either by them or on their behalf.</p>
self-directed planning	<p>A process that explores a person's needs, goals and aspirations and develops a support plan for how they may best be met.</p>
self-directed support	<p>The way in which a person's supports are organised and managed, either by them or on their behalf.</p>
support plan	<p>A document which contains the goals of the person with a disability and describes how the support from the disability service provider will address their goals.</p>
supporter(s)	<p>Family members, friends, carers and informal advocates</p>

who work with the person to help them achieve their goals. Does not include paid carers or service providers.

supports

A term used to refer to the services, goods and/or activities that may be purchased through an Individual Support Package.

6.4 Comments

If you would like to give DHS some feedback about this handbook, you can send an email to disability.services@dhs.vic.gov.au.

Remember to write *Comments on Day Services Handbook* in the subject line.

6.5 Your DHS regional office

Rural Regions

Barwon-South Western

Tel: 1800 675 132
Fax: (03) 5226 4566
TTY: (03) 5226 4062
Email:
Barwon.Disability@dhs.vic.gov.au

Gippsland

Tel: (03) 5136 2474
Fax: (03) 5136 2520
TTY: (03) 5136 2494
Email:
Gippsland.Disability@dhs.vic.gov.au

Grampians

Tel: 1800 670 143
Fax: (03) 5333 6505
TTY: (03) 5333 6815
Email:
Grampians.Disability@dhs.vic.gov.au

Hume

Tel: 1800 783 783 (landline) or 1300
238 133 (mobile)
Fax: (03) 5722 0541
TTY: 1800 022 149
Email: Hume.Disability@dhs.vic.gov.au

Loddon Mallee

Tel: 1800 229 822
Fax: (03) 5434 5890
TTY: (03) 5434 5669
Email: Loddon.Disability@dhs.vic.gov.au

Metropolitan Regions

Eastern Metropolitan

Tel: (03) 9843 6312
Fax: (03) 9843 6575
TTY: (03) 9843 6638
Email:
Eastern.Disability@dhs.vic.gov.au

North and West Metropolitan

Tel: (03) 9412 2741
Fax: (03) 9412 5466
TTY: (03) 9412 2647
Email:
NorthandWest.Disability@dhs.vic.gov.au

Southern Metropolitan

Tel: 1300 131 079
Fax: (03) 8585 6005
TTY: (03) 8585 6008
Email:
Southern.Disability@dhs.vic.gov.au