

Centre Support Package



Various Government Departments around Australia provide support to people with disabilities based on an assessment of their needs.

Needs that are considered include: accommodation, respite, therapy, personal care, equipment, transport, daily activities, employment support and administration.

Funding for these needs is granted to the individual who is assessed as needing them and it is up to that person to choose what level of support they would like in spending them.

This graphic contains four images which illustrate the different levels of personal involvement each person chooses to have in the way their supports are provided.

The left hand side shows two types of services that can be classified as 'Provider-owned services'. These are Provider-managed and Shared Coordination. The right hand side shows two types of services that are classified as 'client owned services'TM. These are Shared management and Self management.

Quadrant 1 Top LHS Provider-Owned Service: Provider Managed



Provider-Owned Service: Provider Managed A **Provider-Owned Service** is one where an organisation uses client funds to purchase resources which it then uses to provide care for its clients.

A **Provider-Managed Service** is one where the organisation decides how its services will be provided, such as housing, staffing, behaviour support, day program activities, transport, community participation and recreational activities.

The graphic representing this model is of a whole bunch of passengers on a bus with a professional driver taking them where he thinks they should go. Apart from minor instances it is not possible for clients to make co-payments to supplement the services they receive and any capital gains from assets used to provide services – such as housing - belong to the Provider.

Provider-owned and managed services charge your funding package for all the costs incurred on your behalf and charge a service fee for their work in providing this service.

If you do choose the **Provider-owned and managed** option, your provider will be required by the Funding body to plan your service in line with your recognised needs. Each provider will be required to provide an account of costs to Funding body, and keep any unspent money in your name.

You can change provider at any time.

Quadrant 2 Bottom LHS Provider-Owned Service: Shared Coordination



A **Provider-Owned Service** is one where an organisation uses client funds to purchase resources which it then uses to provide care for its clients.

A **Shared Coordination Service** is one where the organisation actively seeks your opinions and then either provides the service itself or contracts with other organisations on your behalf as needed. This often takes the form of offering options of services, inviting you to join them when staff are recruited and giving you authority to coordinate the activities of direct staff and other services.

The graphic representing this model is of a whole bunch of passengers on a bus with one sitting next to the professional driver making suggestions as to where he could take them.

Apart from minor instances it is not possible for clients to make co-payments to supplement the services they receive and any capital gains made from assets used to provide services – such as housing - belong to the Provider.

Provider-Owned Service: Shared Coordination services charge your funding package for all the costs incurred on your behalf and charge a service fee for their work in providing this service.

If you do choose the **Provider-Owned and Shared Coordination** option, your provider will be required by the Funding body to plan your service in line with your recognised needs. Each provider will be required to provide an account of running costs to Funding body, and keep any unspent money in your name.

You can change provider at any time.

Quadrant 3 Top RHS Client-Owned Service™: Shared Management



A **Client-Owned Service™** is one where you use your own support package funds to purchase resources and provide care for yourself.

A Share management service is where you choose a Disability Service Provider to assist you in managing whatever aspects of that service provision you are not confident of doing alone. This model means that, with the guidance and support of your Disability Service Provider, you would buy or rent the property, pay the staff, combine with other people, purchase a vehicle, and choose your own activities. Together you find an accountant to do your accounting and payroll, a physiotherapist to provide therapy, a real estate agent to advise about properties, as needed. You can band together with other client-owned services™ to reduce costs and change the way your supports are delivered in line with the life transitions that come with age.

The graphic representing this model has the person previously giving the professional driver suggestions as the one doing the driving – and the professional driver sitting next to her making suggestions as to where she might like to go. This graphic contains a purple text box with the words “Good Directions client-owned service™ model puts you in the drivers seat, but stays onboard as guide and mentor”.

The ‘client-owned service’™ model enables the client or their family, friends or interested people to make co-payments to supplement the services they receive and any capital gains made from assets used to provide services – such as housing - belong to them. It is ideally suited to accommodate copayments, Special Disability trust income, inheritance, employment income, other government benefits, investment income and the like.

Client-Owned Services™ with Shared management pay for all their own costs as well as a reduced service fee to the Disability Service Provider for their assistance in jointly managing this service.

Client-Owned Services™ are required by the Funding body to plan their own service in line with your recognised needs. They are required to provide an account of running costs to Funding body.

Good Directions is a client-owned service™ provider. We exist solely to assist people with disability packages to set up their own entity and to run it efficiently. In our experience you receive a service of your own choosing for a significantly less overhead cost.

If you would like more information or further examples of how this model works in practice please call Good Directions on 1800 1234 05 or send an email to peter@gooddirections.com.au.

As in all options, you can change provider at any time.

Quadrant 4 Bottom RHS Client-Owned Service™: Self Managed



The **Client-Owned Service™: Self Managed** option allows you to manage every aspect of your support service without a designated Disability Service Provider to assist you.

Expert assistance can be obtained as needed.

The graphic representing this model has the person who was driving in Q3, now driving alone.

As with all service structures, Client-Owned Services™: Self Managed are required by the Funding body to plan their own service in line with your recognised needs. They are required to provide an account of running costs to Funding body.