



Disability Services Commission

Self-management of Funded Supports

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1. Key words

Capacity, choice and control, flexibility, funds, quality, representative, safeguarding, self-manage, self-management, supports.

2. Policy statement

Self-management refers to the management of funded supports by a person with disability or a representative acting on their behalf. This policy provides the framework for the self-management of funded disability supports in Western Australia.

3. Compliance

Compliance with this policy is mandatory. The policy will be in effect from 1 July 2017.

4. Principles

- People with disability have the right to exercise choice and control in the selection, design and implementation of their supports and services. People with disability can self-manage funded supports in their plan, to the extent that they desire and have capacity to do so. A person who self-manages will be supported to maintain and develop their capacity for self-management.
- People with disability have a right to live in an environment free from neglect, abuse, violence, intimidation and exploitation. The Disability Services Commission (the Commission) has a role in supporting the safety and wellbeing of people with disability. A person and/or their representative who undertakes self-management is responsible for the service quality and safeguarding measures of their self-managed supports.
- The level of funded supports in a plan will be determined in accordance with the principles of reasonable and necessary support to achieve plan goals. The management option chosen does not affect the quantity of funded supports.

5. Definitions

Self-management – the management of funded supports in a plan by either the person with disability or a representative acting on their behalf. The person or their representative receives the funding, engages supports and services and is responsible for meeting relevant legal obligations. Where a representative manages the supports and services, they receive funds on trust to be spent according to the person's plan, and may be wholly or partially responsible for meeting legal obligations.

Service provider management – the management of those funded supports in a plan provided by a contracted service provider to the person with disability. The service provider receives the funding, engages staff and is responsible for meeting relevant legal obligations. On agreement with the service provider, the person and/or their representative may actively direct the provision of those supports to the extent they desire and have capacity to do so.

Shared management – this is a type of service provider management under which the funded supports in a plan are managed in a shared arrangement between a person and a service provider. The service provider receives the funding, and the person or their representative engages staff. The person or their representative and the service provider share responsibility for meeting relevant legal obligations.

Combination management – the combination of both self-managed and service provider managed supports in a plan.

National Standards for Disability Services – the quality benchmarks for service delivery required of individuals and organisations providing services to people with disability.

Capacity – the ability, time and willingness to manage funded supports, and to develop and maintain the required knowledge and skills with appropriate support and opportunity.

6. Policy

6.1 Support management decisions

As part of the planning process, decisions will be made with each person and/or their representative about how funded supports in a plan will be managed. The Local Coordinator will discuss the management options available and provide information about each option, including self-management. This will allow the person and/or their representative to make informed decisions that maximise their choice and control.

A person may choose to self-manage some or all of the funded supports in a plan either themselves or through a representative acting on their behalf. The Local Coordinator will presume the person has the capacity to self-manage, and will assist the person or their representative to self-manage to the extent it is feasible for them to do so.

6.2 Supporting self-management

Where a person with disability and/or their representative expresses an interest in self-managing funded supports, the Local Coordinator will provide information and refer the person and/or their representative to appropriate resources to build their understanding of self-management.

As part of plan development and preparation for self-management, the Local Coordinator will incorporate flexibility in the person's proposed strategies and supports to maximise the person's choice and control in the achievement of goals in their plan.

6.3 Capacity to self-manage funded supports

The Local Coordinator will support the person and/or their representative to develop their understanding of, and capacity to fulfill, the responsibilities of self-management. The Local Coordinator will collaborate with the person and/or their representative to complete a 'Self-management Checklist', which outlines the requirements of self-management.

The Checklist will be required on a one-off basis at the development of the person's new plan after 1 July 2017. Thereafter a new Checklist is only required where:

- the person and/or their representative requests a significant change to the number or complexity of funded supports to be self-managed
- the person and/or their representative requests to change the person self-managing the funds
- there is evidence that the person and/or their representative has not been able to meet all the responsibilities of self-management in their current plan
- circumstances for the person and/or their representative have changed in a manner that may impact on their capacity to continue self-management
- there is a significant change to relevant legislation.

If a review of a decision relating to self-management is required, the Checklist may be utilised as documentation of the self-management planning process.

7. Implementation

7.1 Implementation of self-management

Where a person or their representative has the ability, time and willingness to self-manage funded supports, self-management will be approved as part of the person's plan in accordance with the relevant delegation framework for approval of plans.

The person or their representative will complete and sign the 'Acceptance of Grant Funds Agreement' document. This Agreement is a legal contract between the Commission and the person receiving the funds. In approving self-management and entering the contract, the Commission is not responsible for the compliance of the person and/or compliance of their representative with any applicable legal obligations.

Funds will be paid in advance installments into a dedicated account reserved solely for the purpose of self-managed funds. The person receiving the funds may also elect to have funds paid in arrears.

Once self-management is implemented, the Local Coordinator will continue to support the person and/or their representative. The Local Coordinator will conduct an evaluation of self-management at least annually as part of the plan monitoring and review process. Self-management will not be approved where the person is insolvent under administration, or self-management presents an unreasonable risk to the person with disability. Self-managed funds cannot be used to employ family members; or to replace or supplement the income of family members (see Family Members as Paid Support Workers Policy).

7.2 Responsibilities associated with self-management

Under self-management, the person and/or their representative is responsible for:

- managing any funds provided in a plan under a self-managed option. This includes acquitting the funds and meeting other agreed accountability requirements
- ensuring funds are used in accordance with Commission policies
- purchasing the supports identified in the plan including sourcing, arranging and paying for supports and related costs
- assessing and monitoring the quality of services they purchase, and ensuring that appropriate safeguards are in place and the rights of the person with disability are upheld at all times
- complying with any and all applicable legal requirements associated with employing staff and engaging contractors.

The representative is responsible for supporting the person with disability to self-manage, by assisting the person and/or acting on their behalf, on a voluntary basis. The representative must act honestly, diligently and in good faith, and support decisions that reflect the person's choices and preferences. Where the person's choice or preference cannot be ascertained, their representative has a duty to make a decision based on what the person would likely want and is in the person's best interests.

The Local Coordinator will support the person and/or their representative by:

- providing information and discussing support management options, including self-management, as part of the plan development process
- referring the person and/or their representative to additional resources to support and build capacity for self-management
- incorporating flexibility in the person's strategies and supports to maximise the person's choice and control in the achievement of plan goals
- discussing the obligations and responsibilities associated with self-management



- working with the person and/or their representative to complete the Checklist
- monitoring the progress of the plan
- providing information and updates on quality and safeguarding matters to the person and/or their representative where relevant
- conducting an evaluation of self-management with the person and/or their representative at plan review.

7.3 Safeguarding under self-management

A person and/or their representative who self-manages funded supports is responsible for exercising diligence with service providers, maintaining appropriate safeguarding measures and ensuring that their self-managed supports reflect the National Standards for Disability Services.

If abuse or neglect of a person with disability is suspected or alleged, appropriate and immediate action must be taken to ensure the safety of the person. The matter must be discussed with the relevant authorities. The Local Coordinator should also be contacted at the earliest opportunity for support and advice.

Where concerns arise or relevant information on safeguarding matters becomes available, the Local Coordinator will consult with the Area Manager, and advise and support the person and/or their representative as appropriate. The Local Coordinator will also consider whether a review of the person's self-management arrangements is required.

The Local Coordinator and all other officers will respond to an allegation or concern in accordance with the Commission's People at Risk Policy and the Managing Allegations of Ill-treatment or Neglect of a Person with Disability Policy.

Approval for self-management may be withdrawn or suspended if concerns or allegations arise in relation to the person's safety and welfare, the capacity of the person and/or their representative to self-manage, and/or the quality of the services provided to the person.

7.4 Funding and engaging supports under self-management

A person who self-manages funded supports is responsible for remitting the costs of supports and services provided, and fulfilling the legal obligations associated with directly engaging staff as either employees or independent contractors. These include, but are not limited to, pre-employment checks, occupational health and safety regulations, worker's compensation, superannuation, taxation, and other insurances.

Funding per unit of self-managed supports will cover all the costs associated with self-management, including direct costs such as wages, indirect costs such as insurance, and ancillary costs such as book-keeping if required.



7.5 Review of self-management decisions in the plan

In areas under the National Disability Insurance Scheme in Western Australia (WA NDIS), decisions on requests to self-manage funded supports are reviewable decisions. Where it is determined that the person or their representative may not self-manage, the person will be advised in writing of the decision and the reasons for the decision. The person will also be advised in writing that the decision is a reviewable decision and provided with information on the review process (see WA NDIS Operational Policy - Reviewing and Appealing WA NDIS Decisions).

8. Communication

This document will be published on the Commission's website and intranet, and relevant employees and other stakeholders advised of its existence.

9. Evaluation and review

This policy will be reviewed in 24 months or whenever required by a significant change to relevant policy, people, process, technology and/or information. Evaluation of the policy will take into account operational learning, feedback from stakeholders and relevant data.

10. Related documents

Disability Services Act 1993 and Disability Services Regulations 2004

Self-Management Guide

Disability Service Commission Policy - Family Members as Paid Support Workers

Disability Services Commission Policy - People at Risk

Disability Services Commission Policy - Managing Allegations of Abuse and Neglect of a Person with Disability

WA NDIS Operational Policy - Reviewing and Appealing Decisions

The following Local Coordination and WA NDIS Operational Policies:

Plan Development and Plan Changes

Funded Supports in a Plan - Reasonable and Necessary

Supported Decision-Making

Safeguarding

Engagement and Monitoring

Review of Plans

The pricing for contracted service providers is available at:

<http://www.disability.wa.gov.au/wa-ndis/wa-ndis/pricing-arrangements/>

A list of contracted service providers is available at

<http://www.disability.wa.gov.au/services-support-and-eligibility/services-supports-and-eligibility-new/services/directory-of-service-providers-/>