

Futures for Young Adults - Existing Participants (Years 1 – 8) GUIDELINES

Disability Services

NOVEMBER 2005

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1 Futures for young adults in 2004

1.1 New Directions

In May 2003, the Minister for Community Services announced new directions for FFYA to refocus the program on achieving better outcomes for young people with disabilities leaving school. The aims of the new directions are:

- Improved transition planning processes and support
- Improved range and quality of post school options
- Improved employment pathways and opportunities for young people

The new directions will provide a way for young people to be involved in making choices and decisions about their life.

Transition workers will work with existing participants to review their current situation with the aim of exploring a range of options that may assist them in becoming more independent of FFYA support in the future.

1.2 What does “FFYA” mean for existing participants?

Guiding Principle

- *Under the new directions, existing participants who need disability specific supports will continue to have access to these arrangements. If existing arrangements already respond to disability specific needs/goals and generic or community support alternatives have been ruled out as a possible option, supports do not have to change*
- *Transition Planning will utilise the Individualised Planning and Support (IP&S) framework, ensuring that existing participants and their families/carers or significant support people are included as important participants in all aspects of the planning process*

The new FFYA directions provide an opportunity for existing participants to revisit their individual goals. In many instances existing participants are involved with services and supports which have provided them with the resources and skills they need to cope more independently in the community. The new directions establishes a process to ensure that where this is not happening or where the individuals needs have changed, there is a process for reviewing the supports being provided and exploring a range of alternative options for their future.

These options may include:

- Further education
- Prevocational training or work experience with a view to gaining employment
- Linking into their local community, or
- Specialised services

Regions should consider a proactive response over the next 1-3 years aimed at supporting existing participants from years 1-8 to revisit their goals and where appropriate modify their supports. This is particularly important where individuals have not had the opportunity to explore alternative options especially in the area of employment or independent access to activities in the community. Whilst the new directions for FFYA provide an exciting opportunity for existing participants to rethink and rework their goals, it is acknowledged that not everyone will want to take up this opportunity.

These guidelines have been written to assist DHS regions to work in new ways and provide new opportunities for existing FFYA participants, and aim to:

- Provide regions with a clear policy regarding the redevelopment of FFYA for existing participants
- Interface with policy and guidelines “New Directions for Futures for Young Adults” 2004 school leavers and beyond
- Clearly identify guidelines for specialist funding
- Provide a framework for transition planning
- Encourage the use of transition planning with a view to existing participants moving to more independent options where possible

1.3 Accessing FFYA supports

Existing participants with disability specific needs and goals, may access disability funded supports where they meet the following criteria:

- Supports are directly linked to the needs and goals as identified in the existing participants individual plan
- The planning and review process has determined that supports provided through generic or community services (e.g. neighbourhood houses, council services, community support groups, local clubs, volunteer groups etc) are not appropriate or not available
- FFYA should not be the source of funding where the service or funding is available through other sources, for example where employment services or aids and equipment can be accessed through existing programs. The Transition worker should ensure that the funds are being provided through the most appropriate source
- The planning and review process has determined that supports provided through government subsidy or assistance programs (e.g. Austudy, Youth Allowance, Newstart Allowance, etc) are not appropriate or not available
- Supports are not related to costs that any other community member would be reasonably expected to pay (e.g. funding of personal holidays or interests not linked to an individual's specific disability needs, fee relief, purchasing educational equipment etc)

1.4 Guiding principles

Transition planning for existing FFYA participants should follow the same principles as for other individualised planning. These principles are outlined in the Individual Planning and Support guidelines. They state that:

- *The individual plan will be directed by the person or their network and facilitated by the planner. The plan will be based on the aspirations and goals of the individual as well as their needs. It will include what access to informal, formal, and disability-funded supports are required and how these can be mobilised or developed, where needed.*

There are a number of guiding principles, which regions should apply when working with FFYA participants over the next 3 years, including:

- Emphasising that existing participants have an active role within the planning process
- Utilising the Individualised Planning and Support (IP&S) framework
- Ensuring the families/carers or significant support people are included as important participants in the all aspects of the planning process
- Empowering and supporting individuals to develop and implement plans which focus on defined goals and outcomes aimed at assisting or supporting the individual to cope better with life in the adult community
- Recognising that each person is unique and has individual goals and support needs
- Ensuring that existing participants have the information, skills and support needed to make informed life decisions
- Recognising that the presence of disability specific needs or potential to explore new opportunities is not dependent on a person's SNA level
- Undertaking a phased approach to review all existing participants regardless of SNA level, year of participation or any other factor
- Exploring opportunities for existing participants to become more independent
- Exploring opportunities for existing participants to experience and pursue valued roles within their community
- Supporting the pursuit of paid work as a powerful and valued option
- Responding to a person's disability specific needs
- Utilising the Funding Principles (Section 1.5) as a guide to the types of support which can be provided

1.5 Funding principles

An existing participant eligible for assistance through FFYA will participate in the FFYA planning process to identify the range of supports that can respond to their individual needs and goals.

A number of different supports may be identified which could provide assistance to the young person to achieve their goals. In some cases these are available through existing generic programs or services. However other specialised support not available through the generic service system and may need to be provided through FFYA funding.

The following funding principles outline the types of supports that may be available through FFYA.

These funding principles are effective January 2005 and replace previous principles, guidelines and business rules related to funded support through FFYA.

Principle 1: *Funding proposals promote self-determination and maximise independence.*

- The individual plan should develop skills, independence, motivation, natural support networks and/or participation in valued social roles within the community
- The plan should support existing participants, wherever possible, to pursue paid work as a valued option
- Active reviews should ensure support is focussed on specific aspirations and transition outcomes
- The individualised planning approach should focus on existing participants to participate in the community and receive the supports they require within the ordinary structures of education, health, employment, and community services
- Existing participants should be encouraged to pursue their goals independently of FFYA support

Principle 2: *Wherever possible mainstream or generic services are utilised. Where a particular generic service or community support is not available then funded supports are considered.*

- Supports provided by the FFYA should not replace or duplicate other services and resources already available in the community
- Where mainstream and generic services, supports and subsidies that respond to the existing participants needs and goals are available support should be provided to link individuals with these supports
- Existing participants seeking employment should be directed to services offered by Centrelink and programs such as *New Apprenticeships Access Program (NAAP)* and the *Community Jobs Program*. More information about these and other pre employment programs can be found in the "New Directions for Futures for Young Adults – Guidelines"
- Where existing participants are seeking access to further education through Adult Community Education (ACE), ACE funded places should be sought

Principle 3: *Supports or services are linked to identified goals, as identified by the individual and/or their nominated advocate/representative.*

Principle 4: *Funding proposals promote a reasonable balance between the need for formal, paid supports and the need for informal supports and generic resources.*

- The individualised planning approach should support existing participants to develop and maintain informal networks, with disability supports available when assistance is required beyond the services generally provided within the community

Principle 5: *To further develop the community sector to better meet the needs of people with disabilities.*

- Regions should maximise the opportunities provided by Disability Services funded community development initiatives such as Metro Access, Rural Access and Community Building, which may be able to plan for the needs of young people with disabilities and support the development of generic, community inclusive options

Principle 6: *Funding proposals demonstrate the use of funds that meets the existing participant's needs in the most innovative and cost effective way.*

- Transition workers and other regional FFYA staff should link with and utilise the full range of State, Commonwealth and local services, supports and subsidies available within their region, to support people with disabilities in various ways. FFYA funding should only be considered after all other potential funding sources and options have reasonably been explored or if existing funding opportunities or options are not accessible to the person with a disability

Principle 7: *FFYA funding aims to support existing participants within their own cultural identity as defined by themselves and their families.*

Principle 8: *One-off funding may be allocated if it has been identified as a need in the planning process.*

Principle 9: *Funded supports should not replace the resources of other agencies, or available subsidies that would reasonably be accessible to individuals and families in the local area.*

1.6 Reviewing existing FFYA participants

Existing FFYA participants may be identified in the following categories:

- Existing participants not currently receiving FFYA support or funding
- Existing participants currently receiving SNA 1- 5+ level of support in a FFYA funded day placement
- Existing participants currently receiving funded packages to pursue alternatives to a day placement

Each of these categories has defined objectives based upon the new directions for FFYA.

- A review of those people not currently using FFYA will be conducted to identify that they are currently "inactive". This is discussed further in section 4 "Inactive FFYA participants"
- Existing participants currently receiving support in a FFYA funded day placement should be supported through a review process to revisit their goals to assist them in achieving maximum levels of independence in the community. For some existing participants this may mean that over time they may not need support from FFYA. Others may be able to make a partial transition from FFYA, but will also need to retain some level of disability specific support. In these situations existing participants may wish to explore options, which are an alternative to the Day Program they are currently attending. Others may require the continuation of all existing supports because they are appropriately tailored to their disability specific needs
- Where an existing participant wishes to continue using their current service a formal review process will be completed by the FFYA Transition worker with the participant, their support network and the agency. Where there is agreement with all parties the funding will be formally transferred to the Community Options service type, see attachment "Information Sheet for Agencies – Transfer to Community Options Service Type"

In this situation the individual's placement becomes subject to an annual review of Community Options Service Type, which should reflect the principles of individual planning and support. . This states:

"The individual plan will be directed by the person or their network and facilitated by the planner. The plan will be based on the aspirations and goals of the individual as well as their needs. It will include what access to informal, formal, and disability-funded supports are required and how these can be mobilised or developed, where needed."

As part of the transfer from FFYA service type to Community Options service type a copy of the current individual plan will be forwarded to the FFYA transition worker

- Existing participants receiving FFYA support to pursue alternatives to day programs should be supported through a review and planning process to move towards achieving maximum levels of independence. Given that some of these participants will require a degree of continuing support, the review process should also be used to identify who should transfer with a level of funded support (matched to their needs) to the Community Options service type

Regions should undertake comprehensive and systematic audit of all existing FFYA participants to understand which of the above categories are relevant, and to inform where and how best to start working with existing participants.

Given the scope of the changes, regions need to strategically plan how best to apply regional FFYA staffing resources and efforts over the next 1-3 years of working with existing FFYA participants.

2 Supporting participants towards transition outcomes

2.1 Supporting transition outcomes through reviews

The new directions for FFYA provide an opportunity for existing participants (regardless of their SNA level) to explore, plan for and realise transition goals and outcomes focused on achieving greater levels of independence and community participation.

This process should be undertaken through a formal review process, where FFYA Transition workers work with existing participants to explore:

- What their past experiences and achievements have been
- What are their current FFYA experiences and achievements
- What they imagine for the future
- What support is needed from FFYA or other supports to achieve this

Given the scope of undertaking a review of existing participants, regions should adopt a phased approach to conducting reviews. Initial reviews should focus on existing participants who are most willing or able to explore alternatives that will assist them in achieving greater levels of independence.

Regions should focus on supporting these participants to develop and implement individual plans for their future. These plans should detail how they will be supported to achieve goals and outcomes to increase their individual level of engagement with generic community options. The result may be that the existing participant is supported in either a partial or complete move from FFYA funded support.

2.2 Commencing the review process

Regions should focus on existing participants in the following groups:

- Existing participants currently being supported by FFYA to attend TAFE or mainstream universities who are nearing completion of studies and could be supported to move on to employment options or greater levels of independence within the community
- Existing participants currently being supported by FFYA in employment, particularly those in Commonwealth funded employment places, who could be supported to move on to non-FFYA funded employment options
- Existing participants currently attending day programs or recreation and leisure activities who could explore alternative options and possibilities which are focused on achieving greater levels of independence and improved access to sustainable, generic supports
- Existing participants already using community based or community access options, who could be supported towards accessing generic community supports and sustaining these as well as informal support networks

2.3 The Development of a Transition/Review Plan

The development of the transition/review plan should follow the same principles as those of developing an individual plan as outlined in "Individualised Planning & Support (IP&S) Support and Choice Initiative 2003/2004. Guidelines for facilitators."

- The following principles apply to both the development of individual plans as well as FFYA Transition/ Review Plans
- Plans should reflect the guiding principles as outlined in section 1.4

Plans should:

- Reflect life in the community;
- Focus on people's goals, aspirations and support needs;
- Link the person with community resources and non disability supports wherever possible;
- Identify if informal supports can be developed or maintained and how this can be done;
- Identify Disability and other funded supports and estimated costs where necessary; and
- Identify the person(s) responsible and accountable for implementing and monitoring the plan or components of the plan

During the development of the plan, there may be a need to prioritise preferences in regard to life experiences and goals, what is ideal and what is realistically achievable. Also, what may not be realistic right now but is something that can be worked towards over a specified period of time. None of us can do everything we want to do. The individual may need to specify priorities to make the most of available resources.

2.4 Trialling options and opportunities

- Transition workers may need to encourage existing participants (as well as members of their support network) to explore alternatives that they may not have previously considered
- The use of trial periods and part time or time-limited participation should be explored as part of the planning process
- Where a formal trial period is identified as a technique to try something new, the review date should be specified and all relevant parties be aware of the review process
- Where a trial period involves the cooperation of a number of different service providers either new or existing, this should be documented on the transition/review plan

3 Participants with disability specific needs

3.1 Participants who need disability specific supports

The Community Options service type can be used by regions to enable existing participants to have their disability specific needs and goals met through supports that are not focused on a transition from school ([See Attachment 2 – Community Activity Specifications](#)) this is regardless of whether they have been determined eligible under either the IDPS or Disability Services Act.

Regions are able to transfer these individuals across to the Community Options service type by considering:

- If the current support arrangements and funding levels are appropriate to each person's disability specific needs and goals
- If planning assistance offered as part of a transfer from FFYA to Community Options Service Type enables the person to realise their, goals and opportunities

After consideration of these factors regions should be able to identify which existing participants from this group have primary disability specific needs/goals and would therefore benefit from an immediate transfer to the Community Options service type.

The transfer for existing participants will not require any change in current support arrangements or funding levels. Essentially, the only immediate change would be transferring and reporting the funding and target under the Community Options service type at the regional and service provider level.

Like FFYA funding, the Community Options service type would remain tagged to the individual and would be portable. This means that regions can use the FFYA review or Individualised Program Plan (IPP) review process as an opportunity to explore options and goals with each existing participant. Participants may consider the opportunity to use their funding to try other supports which may respond better to their goals and needs. If an existing participant chooses to try other supports the funding should travel with them to facilitate access to appropriate supports. If an existing participant exits Community Options, for example if they die or move interstate, then the funding tagged to that individual should be returned to the regional FFYA budget for allocation to a future school leaver.

3.2 Process for transferring individuals to Community Options Service Type

Stage One

1. Information will be provided to all existing funded participants regarding the opportunity to participate in a formal review of the individual's current placement.

2. All existing participants will have an opportunity to discuss whether their current day placement is meeting their needs and an opportunity to explore other options.
3. Where an existing participant is interested in pursuing other options a Transition Plan will be developed that outlines the supports they require and any other goals they would like to explore in the future. These supports may be either internal or external of the existing service.
4. Where an existing participant or their support networks are unsure of transferring to the Community Options service type, a Transition worker will develop a plan to assist them in deciding whether they wish to remain in their current service or investigate alternatives.
5. Where an existing participant wishes to continue using their existing service a review process will be undertaken and their funding will be formally transferred to the Community Options service type.
6. The individual's placement supports under Community Options service type should continue to be tailored to respond to the participant's disability specific needs through planning processes. Annual reviews should reflect the principles of individual planning and support.

Stage Two

Once this work has been undertaken, regions may have further capacity to identify other existing participants with disability specific support needs that would be better met by the Community Options service type. For these individuals a review process should be undertaken to explore options for the future, including a move to Community Options service type.

The review process can be used as an opportunity to meet and:

- Explore options for the future
- Discuss the notion of moving with an agreed level of support to Community Options
- Confirm the portability of funding under the Community Options service type
- Clarify that supports under Community Options service type should continue to be tailored to respond to the participant's disability specific needs through planning processes such as an Individual Program Plan (IPP), General Service Plan (GSP) or other Individualised Planning processes.

If as an outcome of the review process an existing participant with disability specific support needs transfers to Community Options service type, then the funding and target should transfer from FFYA service type to Community Options service type. The individual's placement supports under Community Options service type should continue to be tailored to respond to the participant's disability specific needs through planning processes. Annual reviews conducted by the nominated organisation or agency and should reflect the principles of individual planning and support.

4 Inactive FFYA participants

4.1 Confirming that FFYA support is not needed

Within each region, there are a number of FFYA participants who are not receiving any FFYA support or FFYA funding because they do not require FFYA assistance or choose not to use this support. To enable the FFYA participant list to be reflective of the real need in the community, it is important that regions clearly identify those participants who are no longer active.

Initially, regions should administratively close records for existing participants who remain on the system but are deceased, and this is documented on the client file.

Regions should identify where individuals are “inactive”. Examples of individuals who would be classified as “inactive” are existing participants who:

- Have moved interstate and remained living interstate for a period of more than 3 months
- Who have not accessed any FFYA funding for more than 2 years
- Have been incarcerated in prison, are required to serve a further 12 months or more, and should be linked to alternative supports upon their release

Regions should attach details of any forwarded correspondence to the client file before ensuring that all FFYA records for these persons are identified as “inactive”. If in doubt about the status of an existing participant, Transition workers should discuss with their supervisor prior to amending any client records

4.2 Inactive participants who request FFYA supports in the future

Where an inactive participant contacts the regional office to request support, regions should:

- Ensure that the individual’s request is processed through the Intake & Response Service, identifying that they are a previous FFYA participant years 1-8
- Discuss how they have been managing without FFYA support
- Explore how the individual’s request relates to a disability specific need
- Explore if non-funded or community supports could respond to the need
- Provide information about non-funded or community supports
- If inactive participants can be redirected to alternative supports, then this mutually agreed outcome should be documented and a letter confirming that the person no longer requires FFYA support should be forwarded.

If not, then a face-to-face review meeting should be coordinated, to develop a formal transition plan that responds to the person’s disability specific needs and goals.

Attachment 1: Victorian Local Government

The Department for Victorian Communities manages local governments in Victoria. To find your local council details visit the following website:

<http://www.dvc.vic.gov.au/> and click on the link to **Victorian local governments**

Department of Human Services Disability Services Intake and Response Teams

For information about community supports and services for people with a disability, their families and carers in your local area, contact your **regional** Department of Human Services Disability Intake and Response Service between 9am and 5pm, Monday to Friday.

Eastern Metropolitan

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

North & West Metropolitan

Telephone: (03) 9412 2741
Fax: (03) 9412 5466
TTY: (03) 9412 2647
Email: North&West.Disability@dhs.vic.gov.au

Southern Metropolitan

Telephone: 1800 783 783
Fax: (03) 8585 6005
Email: Southern.Disability@dhs.vic.gov.au

Rural Regions

Barwon South Western

Telephone: 1800 783 783
Fax: (03) 5226 4566
Email: Barwon.Disability@dhs.vic.gov.au

Gippsland

Telephone: 1800 783 783
Fax: (03) 5136 2411
Email: Gippsland.Disability@dhs.vic.gov.au

Grampians

Telephone: 1800 783 783
Fax: (03) 5333 6505
TTY: (03) 5333 6815
Email: Grampians.Disability@dhs.vic.gov.au

Hume**Telephone:** 1800 783 783**Fax:** (03) 5722 0577**TTY:** (03) 5722 0623**Email:** Hume.Disability@dhs.vic.gov.au**Loddon-Mallee****Telephone:** 1800 783 783**Fax:** (03) 5430 2302**Email:** Loddon.Disability@dhs.vic.gov.au

Attachment 2: Community Options Activity Specification

Output: Community participation and inclusion

Activity 17082: Community Options

Output group: Disability Services 2003-06

Community Options is a new activity that supports the introduction in 2004 of new directions for Futures for Young Adults as a transition program that focuses on supporting school leavers for up to 3 years. Community Options enables people who are currently supported on FFYA but who are no longer young adults or who have ongoing support needs, to have their needs and goals met through more appropriate and tailored supports.

Objectives

Community Options facilitates access to a wide range of flexible support options, which respond to individual needs and goals. Community Options will work in partnership with people with a disability and support them to pursue a lifestyle of choice.

Description

Community Options:

- provides personalised supports based on people's choice and need
- supports people to plan ahead, set goals and make informed decisions about their future
- enables support to be flexible in order to respond to changing needs over time
- facilitates new initiatives that will increase the options available in the community, the home and from specialist disability supports such as day programs
- aims to work in partnership with individuals and tailor support so that it responds as best as possible to their unique needs and goals, and maximises independence
- is underpinned by the Individualised Planning and Support (IP&S) framework

Target group and priority access

Eligible persons are those participants who people who are currently supported on FFYA who:

- Have been identified as having disability specific support needs or
- Have confirmed through a review process that they do not want to explore alternative options or support arrangements

Monitoring and review

Disability Services may require agencies funded through service agreements to participate in the following monitoring processes for this funded activity:

- submitting Quarterly Data Collection data in line with the performance measures and data collection items listed below
- preparing agency learning and development plans
- being familiar and compliant with the key documents specified for this activity
- registering their services on the Disability Online website
[http://www.disability.vic.gov.au/dsonline/dssite.nsf/pages/add_your_service?](http://www.disability.vic.gov.au/dsonline/dssite.nsf/pages/add_your_service?Open+document)
Open document
- completing an annual quality plan
- minimum annual reviewing of individual plans
- supplying data specified in the Financial Accountability Requirements

- complying with the general fire safety standards and requirements that are outlined in the department's Information Kit for Agencies and section 6.5 of the Disability Policy and Funding Plan 2003–06.

Internally managed services are required to enter details of all services delivered to the person with a disability in the department's information system—DISCIS. Reference should be made to any key documents that may apply (referred to later in this section).

Please note that under the Health Records Act 2002, service providers that hold health information are required to fully inform clients of the organisation's information handling practices and to obtain consent to gather and use identifying health information. Details can be found in section 6.4.3 of the Disability Services Policy and Funding Plan 2003–2006.

Performance measures and data collection

Performance measure 1

Number of people receiving support through Community Options.

Rationale: This measures the number of people receiving the service during the quarter.

Target: to be set by regions

Reporting cycle: quarterly.

Performance measure 2

Percentage of individuals who have a plan established that helps them achieve their goals.

Rationale: This measure is included to reinforce the expectation that an individual plan is fully developed, as a matter of priority, when each person begins to access support through Community Options.

Target: 90 per cent.

Reporting cycle: yearly.

Further performance measures will be considered during 2003-04.

Key documents

Disability Services has identified key documents applicable to each activity specification. The key documents are for use by departmental and funded sector organisations and include, but are not limited to, the following Acts, standards, policies and guidelines. Key documents are current at the time of printing, and may be amended from time to time to ensure relevance to program direction or practice.

Please note: D=department and F=funded sector. All upper case letters (D/F) are for adherence; lower case text (d/f) are for information only.

The relevant key documents may also be used for the advice of service providers when developing their own practice and standards documents.

Documents are available on the Internet through www.dhs.vic.gov.au/disability (see publications), departmental regional contacts or Disability Services.

For any queries, contact your regional contact or Disability Services Division.

A Quality Framework for Disability Services 1999	DF
Adult Training and Support Services Policies and Mandatory Procedures Manual 1997	DF
Agency Training Plan Resource Kit (www.distss.org.au)	f
Compensable Clients Guidelines 2000	f
DHS Incident Reporting System December 2002	DF
DHS Information Privacy Policy 2002	DF
DHS Insurance Guide for Non-Government Organisations	F
DHS Pre-Employment/Pre-placement Safety Screening (Police Checks) November 2001	DF
DHS Reporting Allegations of Physical or Sexual Assault to the Police 1993	F

Disability Self Assessment System	F
Disability Services Act 1991	F
Disability Services Policy & Funding Plan 2003-06	F
Duty of Care January 2000	DF
Evacuation Packs December 1998	f
Fire & Emergency Response Procedures & Training Framework December 2001	f
Fire Risk Management Guidelines Series 7, Capital Development Guidelines	f
Guidelines for the Management of Prader-Willi Syndrome (Third edition)	f
HIV Positive Guidelines for Disability Services August 2000	F
Human Relations and Sexuality Policy and Guidelines	f
Individual Program Plan Guidelines and Examples May 1991	F
Intellectually Disabled Persons' Services Act 1986	DF
Parents with an Intellectual Disability and Older Children— Strategies for Support Workers January 1999	f
Policy on Medical Treatment for H&CS Clients September 1995	f
Quarterly Data Collection Privacy Guidelines (QDC) 2002	f
Quarterly Data Guide (QDC) October 2002	F
Restraint and Seclusion—Joint Practice Instruction December 2001	F
Restraint and Seclusion Policy January 2001, amended September 2002	F
Service Agreement Information Kit for Agencies 2003-04	F
Service Agreement Manual—Business & Systems Processes	D
Sure Protection Against Infection March 1998	f
Victorian Standards for Disability Services August 1997	DF

Funding guidelines

Funding amounts will be allocated based on each individual's person directed plan and assessed need for support. The funding amount is attached to the individual and is portable.

Future activity re-development

This activity will be further developed during 2004-05.

Attachment 3: FFYA Activity Specification

Output: Community participation and inclusion

Activity 17201: Futures for Young Adults (FFYA)

Output group: Disability Services 2003–06

Objectives

To provide information, advice and support for up to 3 years to eligible young people with disabilities leaving school in 2004 and beyond to facilitate their capacity to plan for and pursue a range of goals and opportunities as they make the transition from school to participation in adult life.

Description

Futures for Young Adults:

- Provides information, advice and support for up to 3 years to eligible young people with disabilities to facilitate their transition from school to a range of adult options
- Supports young people to plan ahead, set goals and make informed decisions about their future
- Supports young people, including those with high support needs, to achieve their post school goals and move into their post school options
- Enables young people to explore a range of post school options including further education and training, employment and community based activities or specialist disability supports aimed at developing community participation, skills and/or work readiness
- Aims to work in partnership with individuals and tailor support so that it responds as best as possible to their unique needs and goals, and maximises independence
- Supports the pursuit of paid work as a powerful and valued option where possible and to the fullest extent for each young person
- Is underpinned by the Individualised Planning and Support (IP&S) framework
- Links people to supports and services which respond to a person's ongoing or high support needs

Eligibility Criteria

To be eligible for FFYA school leavers must meet all of the criteria below:

1. Currently receiving support through the *Department of Education and Training Program for Students with a Disability* or equivalent in the Catholic and Independent sector
2. Be 18 years of age before 31 December in their final year of school¹
3. A permanent resident of Victoria

Note: Young people will also be considered in line with the Disability Services' Compensable Clients Policy

Referral process

Young people seeking support through FFYA must complete a referral form. These forms are primarily distributed through schools but are also available on the Disability Services website, and through the Disability Intake and Response Teams in the regions.

¹ Students attending *mainstream* schools may be eligible for support if they are completing Year 12 and turning 18 years in the first half of the following year. These young people are eligible to apply for support prior to turning 18 years old, but will be considered in the context of all eligible young people.

Monitoring and review

Disability Services may require agencies funded through service agreements to participate in the following monitoring processes for this funded activity:

- submitting Quarterly Data Collection data in line with the performance measures and data collection items listed below
- preparing agency learning and development plans
- being familiar and compliant with the key documents specified for this activity
- registering the services on the Disability Online website
[http://www.disability.vic.gov.au/dsonline/dssite.nsf/pages/add_your_service?](http://www.disability.vic.gov.au/dsonline/dssite.nsf/pages/add_your_service?Open+document)
Open document
- completing an annual quality plan
- supplying data specified in the Financial Accountability Requirements
- complying with the general fire safety standards and requirements (outlined in the department's Information Kit for Agencies and section 6.5 of the Disability Policy and Funding Plan 2003-06).

Internally managed services are required to enter details of all services delivered to the person with a disability in the department's information system—DISCIS. Reference should be made to any key documents that may apply (referred to later in this section).

Please note that under the Health Records Act 2002, service providers that hold health information are required to fully inform clients of the organisation's information handling practices and to obtain consent to gather and use identifying health information. Details can be found in section 6.4.3 of the Disability Services Policy and Funding Plan 2003–2006.

Agencies are expected to operate in accordance with the New Directions for Futures for Young Adults, 2004 Guidelines, which were updated in June 2004.

Individuals eligible for services under the Intellectually Disabled Persons' Services Act 1986, or the Disability Services Act 1991, who are receiving funding through FFYA should have service provision records created in DISCIS.

Performance measures and data collection

Performance measure 1

Number of people receiving support through Futures for Young Adults services.

Rationale: This measure will be reported to the Department of Treasury and Finance and measures the number of individuals receiving the service during the quarter.

Target: to be set by regions.

Reporting cycle: quarterly.

Performance measure 2

Percentage of individual program plans established or reviewed within the last 12 months.

Rationale: This measure is included to encourage the practice of planning and review as an intervention strategy. It is also a requirement of the Intellectually Disabled Persons' Services Act 1986.

Target: 90 per cent.

Reporting cycle: yearly.

Data collection item 1

Number of people receiving support through FFYA who are participating in a departmentally funded Day Program.

Rationale: It is anticipated that people supported through FFYA, who are also attending Day Programs, may have been counted within the Day

Programs activity. To make it easier for Day Program providers to report numbers, they are asked to report all people and the data collected here will be used to remove people counted twice within the output.

Reporting cycle: quarterly.

Special instructions: this figure is aggregated with the 'number of people receiving day programs' for Department of Treasury and Finance reporting.

Key documents

Disability Services has identified key documents applicable to each activity specification. The key documents are for use by departmental and funded sector organisations and include, but are not limited to, the following Acts, standards, policies and guidelines. Key documents are current at the time of printing, and may be amended from time to time to ensure relevance to program direction or practice.

Please note: D=department and F=funded sector. All upper case letters (D/F) are for adherence; lower case text (d/f) are for information only.

The relevant key documents may also be used for the advice of service providers when developing their own practice and standards documents.

Documents are available on the Internet through www.dhs.vic.gov.au/disability (see publications), departmental regional contacts or Disability Services.

For any queries, contact your regional contact or Disability Services Division.

A Quality Framework for Disability Services 1999	F
Adult Training and Support Services Policies and Mandatory Procedures Manual 1997	F
Agency Training Plan Resource Kit (www.distss.org.au)	F
Compensable Clients Guidelines 2000	f
DHS Incident Reporting System December 2002	F
DHS Information Privacy Policy 2002	F
DHS Insurance Guide for Non-Government Organisations	F
DHS Pre-Employment/Pre-placement Safety Screening (Police Checks) November 2001	F
DHS Reporting Allegations of Physical or Sexual Assault to the Police 1993	F
Disability Self Assessment System	F
Disability Services Act 1991	F
Disability Services Policy & Funding Plan 2003-06	F
Duty of Care January 2000	F
Fire Risk Management Guidelines Series 7, Capital Development Guidelines	f
Futures for Young Adults—Memorandum of Understanding with Commonwealth Dept of Family and Community Services in relation to FFYA	F
Futures for Young Adults Business Rules & Guidelines 2004	F
Guidelines for the Management of Prader-Willi Syndrome (Third edition)	f
HIV Positive Guidelines for Disability Services August 2000	F
Human Relations and Sexuality Policy and Guidelines	f
Individual Program Plan Guidelines and Examples May 1991	F
Intellectually Disabled Persons' Services Act 1986	F
Parents with an Intellectual Disability and Older Children—Strategies for Support Workers January 1999	f
Policy on Medical Treatment for H&CS Clients September 1995	f
Quarterly Data Collection Privacy Guidelines (QDC) 2002	df
Quarterly Data Guide (QDC) October 2002	dF
Restraint and Seclusion—Joint Practice Instruction December 2001	F
Restraint and Seclusion Policy January 2001, amended September 2002	F
Service Agreement Information Kit for Agencies 2003-04	F

Funding guidelines

Basis of funding/unit of funding

Equivalent full time (EFT) place per annum.

Methodology

All funding within FFYA is allocated based on each individual's person directed plan and assessed need for support. Unit prices for this activity are only relevant for FFYA funded day programs and are based on an equivalent full time place according to identified support levels (3, 4, 5, 5+). The rates were set to include components for the cost of salaries, allowances, WorkCover and superannuation.

They include long service leave, recreation, sick leave back fill, public holidays, annual leave loading, and police checks, so that a component of each person's funding is available for accrual to meet these costs. Funds for training are incorporated at 1.5 per cent of the salary component. Over time, the rates have been adjusted to reflect variations in award/safety net adjustments. An administrative or overhead component is also included. As from 2003–04, unit prices will be adjusted in accordance with an annual price index. This price index will combine consumer price indexation on non-salary items with a price allowance for future wage increases, and the required productivity contribution, into one index – effective from 1 July each year. The funding amount is attached to the individual and is portable.

What is not usually funded within this activity

- additional funding for staff conferences and training (a margin for training is included in the unit price)
- minor works
- capital works.

Future activity re-development

New directions for FFYA commenced in 2004 and focus support for young people with disabilities leaving school for up to 3 years.

Attachment 4: Information Sheet for Agencies – Transfer to Community Options Service Type

Key Messages about the Community Options Service Type

1. The new directions for Futures for Young Adults focuses on a 3-year transition program.
2. DHS is introducing the Community Options service type for existing participants with high levels of support who have been supported through the FFYA program for longer than 3 years and who have an ongoing need for disability support.
3. The Community Options service type describes the funding code.
4. Information about the process of transfer as well as the opportunity to explore other options will be provided to existing participants and their key support people through information sessions and review meetings.
5. Where there is agreement with all parties that the existing participant requires ongoing disability specific support and wishes to continue to access the existing service, funding will transfer to the Community Options service type. This review process will involve discussions with the participant, their support network and the agency.
6. The FFYA transition worker will document the decision to transfer funding to the Community Options Service Type. The participant will continue to receive support from their existing service unless they choose to access an alternative option in the future.
7. Where an individual is continuing to access the existing service the reviews should reflect the principles of individual planning and support.

Exploring other options

8. One of the aims of FFYA is for young people to have a variety of rewarding day activities. As part of the new guidelines for existing participants all existing participants will have the opportunity to review their individual plans.
9. If an individual indicates that they wish to explore alternatives to their current placement the FFYA Transition worker will conduct a review plan with the individual and their support network.
10. The individual plan will be directed by the person and their support network and be facilitated by the FFYA transition planner. It will identify access to informal, formal, and disability-funded supports, including how these can be mobilised or developed, where needed.
11. Where these alternatives require a continuation of FFYA funding this funding will continue to be attached to the individual, a review process will be established to ensure the supports being provided continue to reflect the individuals needs.

12. In the event that the person no longer requires support their funds will be reallocated within the FFYA program.

Attachment 5: FFYA Complaints Process

General principles of complaint procedures

- The right of an individual to lodge a complaint about a service is fundamental in Disability Service's strategy to promote the rights and responsibilities of people with a disability.
- Individuals in receipt of support through FFYA are entitled to have complaints investigated objectively, fairly, promptly and without fear of retribution.
- Complaints should be handled with a positive attitude towards the individual and a commitment towards fair resolution.
- Complaints are a form of feedback, which may inform access/service delivery practices, with a view to improving the service.
- Individuals and their families should be provided with information about complaints procedures as part of the transition planning process.
- Both service providers and regional DHS offices must have policies to inform individuals of their right to complain, and procedures to resolve any complaints. These policies must be consistent the following corporate complaints management principles:

COMMITMENT

The Department of Human Services is committed to the efficient and fair resolution of complaints by all staff in the organisation. The Department acknowledges the right of our clients, carers and the community to complain, and actively encourages feedback.

FAIRNESS

Any Departmental complaints handling process must be fair to all parties to the complaint.

RESOURCES

The Department will provide adequate resources for complaints handling with sufficient levels of delegated authority.

VISIBILITY

All Departmental complaints handling process shall be well publicised to clients, carers, staff and the community with all Regions and Programs making information about the right to complain readily available.

ACCESS

Any Departmental complaints handling process shall be accessible to all and ensure that information is readily available on the details of making and resolving complaints. The complaints handling process and supporting information shall be easy to understand and use, and be in plain language.

ASSISTANCE

Departmental staff will provide assistance, if necessary, to complainants with the formulation and lodgement of complaints.

RESPONSIVENESS

All Departmental complaints will be dealt with quickly and complainants treated courteously.

CHARGES

There is no cost associated with any complaint to the Department.

REMEDIES

All Departmental complaints handling processes should determine the range of available remedies & how to implement them.

DATA COLLECTION

The Department will aim for systematic recording of complaints and their outcomes.

SYSTEM AND RECURRING PROBLEMS

Departmental complaints shall be classified and analysed for the identification and rectification of systemic and recurring problems.

ACCOUNTABILITY

All Departmental complaints handling processes should include reporting against documented performance standards.

REVIEWS

The Department's complaints handling processes shall be reviewed regularly to ensure that they are efficiently delivering effective outcomes.

Where the person has a complaint with the service provider

Under the current Victorian Standards for Disability Services, each provider funded by Disability Services must have its own internal complaint procedure. Prior to commencement of service, the agency must provide the person with a copy of its internal complaints procedure in a format that is appropriate to, and understood by that person.

Complainants should be encouraged to have their concerns addressed by the agency's internal complaints procedure as a first step. The FFYA Transition Planner/Facilitator should be the first point of access to the Department's complaint process. The Planner/Facilitator should determine whether the person wishes to be linked to an advocacy service for assistance. The Planner/Facilitator will then guide the person to the appropriate Departmental staff member (who may be the Agency Liaison Officer or a more senior Manager) in order to have the issue resolved. Following this, the Planner/Facilitator will withdraw from the actual complaint process. Upon resolution of the complaint with the relevant parties, the Planner/Facilitator will be advised of the outcome. The relevant Agency Liaison Officer (where that person is not specifically handling the complaint) should be informed of the outcome of the complaint.

The rationale for the involvement of the Planner/Facilitator and Agency Liaison Officer is three fold:

- Many people may have difficulty in negotiating the service system; therefore, the Planner/Facilitator becomes their guide.
- The Planner/Facilitator will be kept informed of issues arising with individuals and service providers.
- The relevant Agency Liaison Officer is kept informed of any issues.

Where the person has a complaint with the Department

Where the complaint is with a Departmental Officer, existing internal regional complaint frameworks should be utilised. These procedures must be made available upon commencement of Department funded services in a format that is appropriate to, and understood by, that person. Regions should also ensure that other avenues, for example advocacy, for dispute resolution are made available to the person, their family or carer.

Advocacy and complaints

Advocacy may be important in assisting individuals to actively seek resolution of complaints. The advocate's role is not to arbitrate a dispute. The advocate's role is to 'stand beside the individual' and where necessary to speak and act on behalf of the individual. Where mediation and arbitration is required, that is where a complaint cannot be resolved at the service provider level; the relevant regional DHS office has the primary responsibility.

External Body

National Abuse and Neglect hotline

Toll free 1800 880 052

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation, with complaints in Victorian Disability Services referred to the Quality Branch, Disability Services Division, for investigation. The hotline helps to safeguard the rights of people with disabilities using Commonwealth, State or Territory funded services, including open or supported employment, accommodation, community and respite care services.

The Hotline is open from 8am to 8pm across Australia, 7 days a week. Anyone can call the Hotline to report cases of abuse or neglect or to find out more about the service. Cases of abuse and neglect can include physical, sexual, psychological, legal and civil abuse, restraint and restrictive practices, or financial abuse. It can also include the withholding of care and support, which exposes an individual to harm. Information on the Hotline is also available in alternate formats, including Braille, audiocassette and large print.

Ombudsman Victoria

<http://www.ombudsman.vic.gov.au/>

Telephone: (03) 9613 6222

Toll Free (Non-Metropolitan callers only): 1800 806 314

The Office of Ombudsman was established in October 1973 under the Ombudsman Act 1973 to enquire into or investigate complaints against Victorian government departments, public statutory authorities and officers of local councils. Following an investigation, the Ombudsman expresses an opinion as to whether or not the actions complained of are contrary to law, unreasonable, unjust, oppressive or improperly discriminatory.

Complaints process

