PEARLS OF WISDOM

Levels of choice and control

		Examples of choice and control levels offered by Host Providers and Direct Payments			
Typical Roles & Responsibilities when purchasing support and services		Level 1 Host Provider: Limited choice and control over supports & services	Level 2 Host Provider: Choice over supports & services purchased but control limited by level of responsibility held by Host Provider	Level 3 Host Provider: FULL choice over what you purchase and SHARED responsibility with host provider for financial arrangements	Level 4 Direct Payments: Choice over what supports & services you purchase and FULL responsibility for financial arrangements
Establishing the authority and relationship	*Funding agreement*	Service agreement between approved Host Provider and Disability Services			Individual Funding Agreement with Disability Services
	Delegation of roles and responsibilities	Host provider assumes responsibility for service provision and consults with you	Via an agreement between you and the Host Provider.		As above
	Administration costs	Administration fees may be included in hourly rates or as a % of funding	May have a menu of percentages depending on the level of shared responsibility. Host Provider should list what is included and not included in this rate.	May have a menu of percentages depending on level of funding. Other administration requirements might be outsourced e.g. payroll service or recruitment service on fee for service basis	You will need to factor the cost of your administration into your plan.
	Establishment fees	Some Host Providers might have a one-off charge for establishing your arrangements – others may factor this into the administration costs.			check with Regional office staff
	What I purchase - budgeting	The Host Provider will negotiate a budget with you as to what you will purchase based on your assessed need			You negotiate a budget directly with Disability Services
	Development of support plan to purchase supports and services	Host Provider provides a menu of service responses	Varies for different Host Providers – could include workshops or one on one assistance by Host Provider – includes development of a forecast of allocation of funds to put plan into place		Statement of Support and Funding attached to Individual Funding Agreement developed in consultation with regional office
	Receiving & acquitting funding	Host Provider receives and acquits funds. Your reporting on your spending will be used to acquit funds with Disability Services. Host Provider provides output details to funding body			You acquit directly to Disability Services

This article provides examples of the levels of choice and control options available – this article does not define all Host Providers and how they operate.

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Financial arrangements	*Purchasing supports and services*	You purchase mostly from disability service providers. Host Provider manages payments.	The Host Provider may pay wages to workers and other negotiated arrangements on your behalf. You may also use self-managed funds or invoice for services.	You purchase your supports and services based on your plan. You have full responsibility for paying workers, contractors and for other negotiated supports. You are able to purchase independent assistance from e.g. payroll service, bookkeeper, recruitment service	
	Responsibility for managing payments	The Host Provider will make most payments on your behalf	The Host Provider will make some payments on your behalf but you may negotiate to take responsibility for some of your own payments via a self-managed funds arrangement	You will take responsibility for managing your payments and reporting either to your Host Provider or directly to Disability Services.	
	Reporting & results	Limited responsibility. You receive a statement of income and expenditure.	You have some responsibility for reporting any self-managed funds.	Responsibility to report all expenditure to Host Provider. Host Provider reports to Disability Services.	Responsibility to report directly to Disability Services
Industrial / legal responsibilities of engaging people	*Managing human resources*	Low levels of responsibility for people engaged, financial arrangements	Responsibility for who you employ, management but Host Provider manages payments. Host Provider may impose more documentation/ rules about employment processes	Full responsibility for who you employ, management and payments.	
	Engaging Workers or Contractors	Host Provider is the employer of support workers but you get to direct the supports you require or what the workers do.	Host Provider employs workers on your behalf but you are seen as employer, direct what the workers do, when they do it based on an employment agreement between you and the employee and the Host Provider	You employ your own workers or engage contractors	You take responsibility for who you employ

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Industrial / legal responsibilities of engaging people continued	*Compliance with industrial regulations*	Host Provider is responsible if employing workers on your behalf		You. However, if you are engaging people under a 'private and domestic' arrangement and you or your family aren't running an enterprise in Australia then you are not obliged to pay under an Award although you are obliged to meet the National Employment Standards (NES)	
Results	*Quality Management*	The Disability Sector Quality System (DSQS) provides a framework for quality service provision responsive to the needs of people with a disability. Under this framework, all specialist disability services delivered or recurrently funded by the department are required to work through a cycle towards independent certification. Host Providers are subject to the Disability Sector Quality System.			If you purchase services from disability service providers they will be subject to the DSQS. Other providers, who do not receive funding from Disability Services, may be regulated under laws that apply to all businesses, such as Australian Consumer Law, or by laws governing other industries such as health. If you employ your workers yourself, you should seek a criminal history check and provide adequate training and skills development for the safety and wellbeing of you and them. You or your family member family has the right to be safe and free from abuse and neglect.

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PEARLS OF WISDOM

Levels of choice and control

There are a range of Roles and Responsibilities involved in self-direction. You can choose to take different levels of responsibility for each of these Roles.

PLANNING: pre-planning, big picture/ whole of life planning, planning for the future; planning for the life I want: BELONGS TO YOU

Higher level of individual responsibility

Level 1 Host Provider:
You have **LIMITED** responsibilities for the management of your supports and services. Host Provider offers a menu of supports & services and provides all accountability to Disability Services.

Level 2 Host Provider:
Host Provider may provide options for employing workers under your direction. You may look after **SOME** of your funding via self-managed funds but most funds managed by the Host Provider. Host Provider offers e.g. set-up, payroll service, the system for you to purchase your supports and services and reporting to Disability Services.

Level 3 Host Provider:
You look after **MOST** of your funding via a self-managed funds arrangement. Host Provider offers e.g. set-up assistance, the system for you to purchase your supports and services and reporting to Disability Services.

Level 4
Direct Payments:
You look after **ALL** your aspects of managing your funding & purchasing support based on your plan

Higher level of Host Provider responsibility

A Host Provider may specialise in one model and provide more assistance with the processes involved in that model.
Other Host Providers may operate a combination of models or provide assistance across the three levels of support.

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