

Frequently Asked Questions

1. Why are we changing the way we work with clients?

- Following feedback from clients and providers, we are piloting a new way of working with clients in 2019.
- This new way of working seeks to build capability in our clients, improve their experience and ensure they receive the right services and supports to reach their goals.
- The pilot aligns with wider disability sector changes so that our clients have more choice and control over their lives.
- The new process will help align the TAC with the principles of contemporary disability practice, with which many providers are already familiar.

2. When will the Independence Planning Pilot start?

- The pilot will run from February to December 2019 with a mix of approximately 100 new and existing clients.

3. How will I know if my client is part of the pilot?

- TAC Support Coordinators will contact you to let you know if your client is included in the pilot.
- You will not notice any changes until we start the new planning period for your client. At this point, you will be contacted by your client or the TAC.

4. What will change for providers?

- Clients will choose who will be involved in planning discussions as well as when and where they take place (including over the phone). This may or may not include some members of the support team. This will enable clients to take a more active role in identifying their goals and how they want to achieve them.
- Input from providers is often critical to develop and implement a client's plan. In the event that you are not present during a planning discussion, your valuable input will be sought.
- We will be having more regular planning conversations with clients. You will be contacted if these conversations change your engagement or current arrangement with the client.
- Clients will have a new plan format, called MyPlan, instead of the Independence Plan.
- Clients will be provided with a Statement of Funded Supports (SoFS) which outlines the approved services or items, along with quantities (i.e. hours or cost) that are funded by the TAC within a set time period. This will be shared with you to outline what services you are approved to provide.

5. How will the Independence Plan change for clients in the pilot?

- Clients participating in the pilot will have a new plan format, called MyPlan, instead of the Independence Plan.
- MyPlan outlines short and long-term goals that support our clients to take control of their home and living arrangements, their health, wellbeing and participation in the community, social activities and/or employment.
- The MyPlan outlines an action plan for how each goal will be reached. It includes:

- The goals that have been set
- The progress made towards reaching each goal
- The things the client and others will do to help them reach each goal (including family and friends, mainstream and community services)
- The types of services the TAC will consider funding to help reach each goal
- The date the client wants to reach each goal
- The date of the next review with their TAC Support Coordinator
- The client will choose as to how they share their MyPlan with you.
- Accompanying the MyPlan is a Statement of Funded Supports, which outlines the approved services or items, along with quantities (i.e. hours or cost) that are funded by the TAC within a set time period. This will be shared with you to outline what services you are approved to provide.
- We will be supporting clients to build capability to decide who and how they want their supports to be delivered. As a provider, this means you will be having different conversations as the clients increasingly make the decisions about their service provision.

6. What is not changing for providers?

- There are no changes to how you are paid.
- There are no changes to the entitlements available to TAC clients. As now, the funded supports that each client requires will be determined by the Support Coordinator having regard to what is reasonable to support the client achieve their goals.
- Clients who are not participating in the pilot will continue to undertake Independence Planning the same way they do now.

7. Does this create any additional work for me?

- No, we are doing this to improve the way we work with our clients and providers, and to implement best practice in planning.
- We want you to continue to deliver quality services to our clients and we wish to work with you to ensure client choice and control in the planning process.

8. Why are some of my clients included in the pilot and not others?

- We are trying these new ways of working with approximately 100 clients to start with.
- This may mean you work one way with a client in the pilot and differently with your other clients.
- When inviting clients to participate in the pilot we considered a number of factors. They include:
 - Selecting a group of clients with a range different circumstances
 - Ensuring there was minimal disruption to existing relationships

9. Do I have an opportunity to provide feedback?

- This is an opportunity for you to be one of the first providers to work with us in this new way, to help make sure we're working with clients in the best way possible and align with the delivery of contemporary disability practice.
- We want to hear more from you about the new planning process and any areas for improvement. Your feedback will be very valuable and assist us in developing processes that suit both clients and providers.

10. What happens after the pilot?

- Once the pilot is complete, we will use the learnings to extend this way of working to all Independence clients in the near future.

11. Where can I find out more information?

- If you have a question that hasn't been covered here, or for more information email independencepilot@tac.vic.gov.au