



Laurie Harkin

Hello, my name is Laurie Harkin. I am the Disability Services Commissioner. In this newsletter we tell you about a complaint we received about an Individual Support Package.

Lots of people call us about their Individual Support Package (ISP). If you are unhappy about what is happening with your ISP talk to us at the Disability Services Commissioner's office.



What is an ISP?

An ISP is money given (or allocated) to a person with a disability to pay for support and services they need. The person can decide who will provide the supports.

Can I make a complaint about an ISP?

If you use your ISP for supports from a **'registered disability service provider'** (eg to pay for staff to help you with daily activities), you can talk to us if you are not happy with the support they provide.

How do I know if a service is registered?

If you are not sure if your service is a **'registered disability service provider'**, you can ring us to find out.

Or, you can check the Department of Human Services website by using the link below



<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/register-of-disability-service-providers-list>



For more information about Individual Support Packages you can download the Easy Read Handbook -



http://www.dhs.vic.gov.au/__data/assets/pdf_file/0017/602216/cis_individualsupportpackagehandbook_easyread_pdf_120410.pdf



We wish you a happy and safe holiday season



Disability services can tell you how much money you have in your ISP

Colin's story



Colin



Colin wanted to know how much money was left in his Individual Support Package (ISP). He called his disability service and spoke to Joanne.

Colin asked how much money was left in his ISP. Joanne told Colin that she didn't know. She told Colin that she will call the next day and tell him how much money was left in his ISP. Joanne did not call Colin the next day. Colin called back 3 times. Each time Joanne said she would call back. Joanne never called Colin back.



Colin was unhappy with his service.



Christine

Colin called the Disability Service Commissioner and spoke to Christine. Colin told Christine that his disability service was not telling him how much money was left in his ISP. Colin made a complaint. He gave Christine permission to talk to his disability service.



Joanne

Christine spoke to Joanne from the disability service about Colin's complaint. The reason that Joanne did not call Colin was because she did not know how much money was left. Joanne did not know how to find out. Christine talked with Joanne about how they could find out this information.




When Joanne understood how to find this information she called Colin. She told Colin how much money was left in his ISP. Colin always knows how much money he has left in his ISP now because he spoke up.

Making a complaint can help to improve services.

We would like to thank VALID for helping us create this newsletter

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