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# Standard Operating Procedure

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## Include Support Coordination in a plan

**Previous Step:** Pre-planning tasks are completed in the National Disability Insurance Scheme (NDIS) business system (System)

**Next Step:** Complete the Determine Plan Management task in the System

### 1. Purpose

This Standard Operating Procedure (SOP) will support you to consider and include reasonable and necessary support coordination in a participant's plan and should be used alongside the [Standard Operating Procedure – Complete the determine funded supports task](#).

### 2. Index

- [6.1 Navigate to the support calculator](#)
- [6.2 Include Support Connection in a plan](#)
- [6.3 Include Coordination of Supports \(support coordination\) in a plan](#)
- [6.4 Include Specialist Support Coordination in a plan](#)
- [6.5 Next steps](#)
- [7. Supporting material](#)

### 3. To be used by

- Plan Developers:
  - Planners
  - Partners in the community (early childhood partners and local area coordinators [LACs])
- NDIA plan delegates.



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## 4. Scope

Support coordination is a broad term used to describe the three levels of support (support connection, coordination of supports and specialist support coordination). This support can be included in the participant's plan to support them to connect with services whilst strengthening their ability to pursue their goals and aspirations. The provision of support coordination will also help the participant understand how the NDIS operates within a broader ecosystem of supports including disability organisations and mainstream and community supports.

To provide a high quality service to participants, planners and partners are reminded successful planning is centred on the following principles:

- Valuing and respecting the goals and aspirations of the participant.
- Understanding the importance, role and opportunity that may be afforded to the participant by connecting with mainstream, community and informal supports.
- Applying reasonable and necessary judgements in developing and determining the funded supports to assist the participant to pursue their stated goals.
- Determining and assessing the suitability of funded supports against the generated Typical Support Package (TSP).
- Quality interactions which demonstrate empathy and understanding of the participant's disability and needs.

### 4.1 Levels of support coordination

There are three levels of support coordination which may be included in the plan in the support coordination budget. Use your reasonable and necessary decision making and take into account the goals and aspirations of the participant. Streaming is an important factor to determine the level of support coordination a participant needs. However, it's important that plan developers also take into account a participant's individual circumstances. When you determine the type, level and number of hours to be included in the plan, consider existing informal supports, any additional complexity factors as well as the participant's streaming outcome.



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The generated TSP will also guide you in determining the funded supports. The following is provided for guidance only and is not intended to be used as a rule.

If the TSP is exceeded by more than 10% because of a reasonable and necessary decision, clear evidence from a relevant professional must be attached as an inbound document in the NDIS Business System (System). Justification for any changes, in line with the attached evidence, must be recorded in the **Review and Submit Plan for Approval** task.

**Note:** If support coordination is included in the plan, discuss with the participant if they have any preferred providers for this support and gain their consent for the NDIA to make a referral on their behalf. This information will be required for plan implementation. For further information refer to the [Standard Operating Procedure – Make a request for service \(support coordination and recovery coach\)](#).

## 4.1.1 Support Connection

Support connection is typically delivered by a participant's Local Area Coordinator (LAC) or Early Childhood Partner. Support connection is a time-limited assistance to strengthen the participant's ability to connect with mainstream and community supports, and establish service agreements and bookings with support providers. The aim is to increase the participant's capacity and ability to maintain relationships, negotiate with service providers and respond to minor service delivery issues.

Participants who reside in an area that is supported by an LAC or Early Childhood Partner, should generally not require additional funding to be included in their plan as this is the primary role of the partner. This is, however, dependent on the level of support the participant needs to implement their plan. You will need to consider all information available to you to make this decision as each participant's circumstances are different.

For participants streamed General or Supported:

- If supported by a partner, you can remove the funding generated in the **Support Coordination** budget. In doing so, you should assess if the participant requires referral to a specific support connector, such as a CALD organisation or a preferred Aboriginal and Torres Strait Islander provider.



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If not supported by a partner, amend the generated **Support Coordination** budget to reflect your reasonable and necessary consideration. As a guide, this would typically be an hour a month (around 12 hours for a 12 month plan) of support connection.

## 4.1.2 Coordination of Support (formerly support coordination)

Coordination of support is delivered by a support coordinator. Consider including coordination of support in a participant's plan to assist in strengthening the participant's capabilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. Participants requiring this level of support will have usually been streamed at the Intensive level. This may include resolving points of concern, unexpected service delivery issues, developing capacity and resilience in a participant's network and coordinating supports from a range of suppliers or providers.

The support coordinator should focus on addressing barriers and reducing complexity in the support environment, while ensuring that the participant is supported to connect with, and build their capacity and resilience. It may also involve development of an intervention plan which will be delivered by disability support workers.

There may not be enough funding in the generated TSP to meet the participant's coordination of support needs. You may need to adjust the coordination of support funding to enable the participant to receive the right level and type of support to implement their plan and address any complexities in their life.

**Note:** When a support coordinator is providing capacity building supports, immediately moving to a partner - LAC or Early Childhood may disadvantage the participant. In this case you can include 3 months of coordination of support in the new plan, with a request that the support coordinator completes a 'warm handover' to the partner at the end of those 3 months.

The below provides some guidance for including funds for coordination of support in the plan however you will need to consider all information available to you when making your reasonable and necessary decision.

- Low ([s47E\(d\) - certain operations of agencies](#)) for example, this could be considered when the participant:





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- s47E(d) - certain operations of agencies

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- Medium (s47E(d) - certain operations of agencies) for example, for participants who:

- s47E(d) - certain operations of agencies

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- High (s47E(d) - certain operations of agencies) for example, participants who:

- s47E(d) - certain operations of agencies

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- s47E(d) - certain operations of agencies

**Note:** For all levels, these are **examples only** and you **must** use your reasonable and necessary decision making when including supports in a plan.

### 4.1.3 Specialist Support Coordination (s47E(d) - certain operations of agencies)

Participants who have been streamed as Super Intensive may require specialist support coordination as they may have multiple complexities in their circumstances, multi-jurisdictional involvement and limited support networks. This could involve a specialised and/or intensive response within a specialist framework if the participant has high risks in their life situation and/or environment. These could include:

- s47E(d) - certain operations of agencies
- 
- 

This approach is expected to:

- address barriers and reduce complexity in the participant's environment
- assist to connect the participant with multiple complex supports
- assist to build the participant's capacity and resilience.

You will need to use your reasonable and necessary decision making to determine how many hours will need to be included for specialist support coordination and consider the guidance under the heading of [Specialist Support Coordination](#) above. When deciding how many hours, make sure there is enough funding to support the participant as well as to allow the support coordinator to fulfil their reporting requirements.

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## 4.1.4 Referral for Complex Support Needs

When determining the level of support coordination you may identify the participant has complex support needs that require referral into the Complex Support Needs (CSN) Pathway. The CSN Pathway aims to provide specialised support for people with disability who experience personal and situational factors that are beyond the scope of the typical NDIS Pathway. To refer a participant for assessment by the CSN branch, refer to [Standard Operating Procedure – Referral for complex support needs pathway](#). For more information on the CSN Pathway refer to [Practice Guide – Complex support needs pathway](#).

## 4.2 Support Coordination Roles

The role of the LAC, Early Childhood partner (support connection) or support coordinator is to assist the participant to implement their plan. They will make sure the participant can exercise choice and control to, link with the right providers, pursue their goals and locate and coordinate a range of supports. Generally, this will include mainstream, community and funded supports while building on informal networks. They will provide participants with strategies for how to use their support budgets to pursue their goals. Support coordination activities can include supports to build participant resilience in their own network and community.

A support coordinator will need to complete implementation and progress reports as part of their role in supporting the participant. Plan developers should make sure that additional hours are included in the support budget to allow for this to be completed. You will need to use reasonable and necessary decision making to make sure all required inclusions are in the participant's plan.

## 4.3 Psychosocial Recovery Coach

From 1 July 2020, a new support called psychosocial recovery coach (recovery coach) will be available for NDIS participants and is included in the [NDIS Pricing Arrangements and Price Limits](#).

Generally, if a participant's primary disability is psychosocial disability then you should consider including the support of a recovery coach. Recovery coach support should be included if, in your discussions with the participant, you identify that they require support to link

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to and maintain engagement with informal, community, mainstream and funded supports; and to build capacity, including strengths and resilience. A recovery coach is available to participants across all streams – General, Supported, Intensive and Super Intensive.

Generally, the participant should not have funding for both recovery coach support and support coordination included in their plan. Support coordination may be considered reasonable and necessary in addition to funding a recovery coach in limited circumstances. For example, funding for a specialist support coordinator may be considered reasonable and necessary if the participant identifies a goal of finding suitable housing.

If the participant had funding for support coordination in their previous plan, discuss the supports a recovery coach can provide. Explain that a recovery coach will be able to provide targeted support for the participant in relation to their psychosocial disability and can support them in their recovery journey.

If the participant is already linked with a support coordinator they can exercise their own choice and control to decide if they want to use their recovery coach funding to continue receiving support from their support coordinator, or they may wish to change to support provided by a recovery coach.

**Note:** As this is a new support the market may be limited to provide this service. Until the market matures there may not be any recovery coach providers available in the participant's local area. If this is the case and the participant has support coordination included in their plan they can continue to be provided with support through their LAC or support coordinator.

If recovery coach support is included in the plan you must complete the Request for Service System task during plan implementation. Refer to [Standard Operating Procedure – Make a request for service \(support coordination and recovery coach\)](#).

For further information refer to [Practice Guide – Psychosocial disability](#), [Standard Operating Procedure – Psychosocial recovery coach support](#).

### 4.4 Children 15 and Under

As of 15 September 2017, the System no longer auto-generates funding for support coordination for participants aged 15 years or under, even if it has been indicated as required

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in the Guided Planning Questionnaire. Apply reasonable and necessary decision making when determining if funding for support coordination is required. Consider the participant's circumstances and context (including their informal support networks and parental responsibility) and if the support meets reasonable and necessary criteria. Record adequate justification to support and document the decision.

### 5. Prerequisites

- You have had a planning conversation with the participant to understand and identify their current and potential Assistive Technology (AT) support needs, as well as identifying any preferences for specific providers to provide support coordination services.
- You have completed all relevant pre-planning tasks in the System.
- You have read the [Standard Operating Procedure – Complete the Determine the Funded supports task](#).



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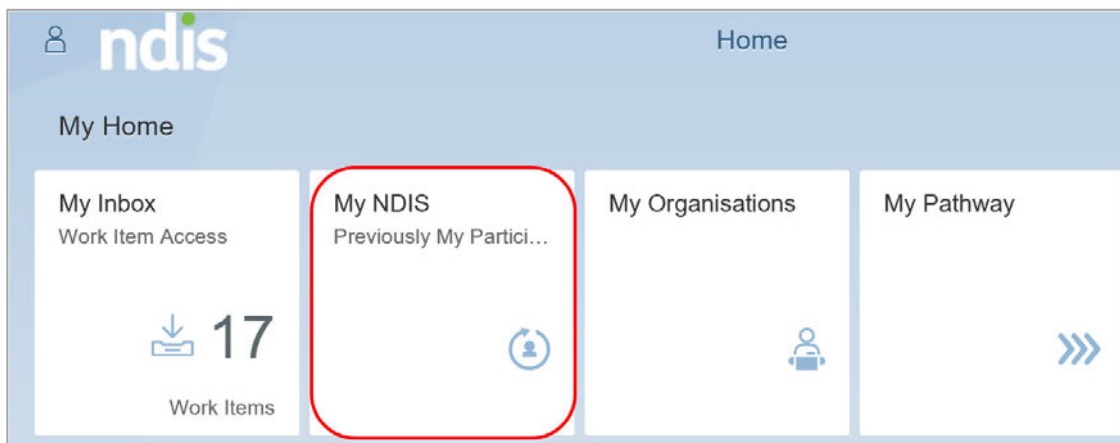
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## 6. Procedure

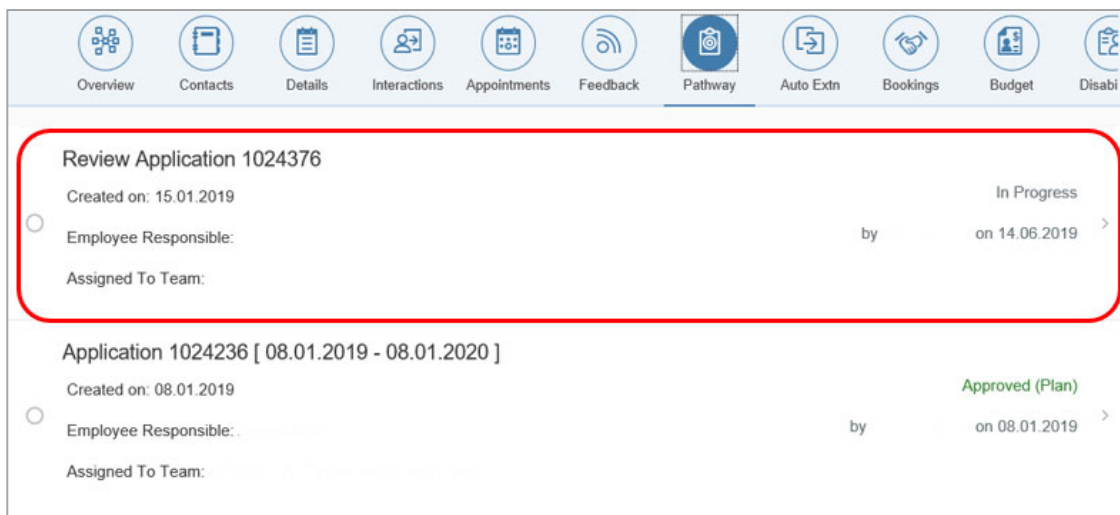
**Note:** Data in screenshots is fictional and intended for instructional purposes only.

### 6.1 Navigate to the support calculator

1. From the Home screen select **My NDIS**.



2. Search for and select the **Participant**. Refer to [Standard Operating Procedure – Search the NDIS Business System](#).
3. From the pathway tab, select the **In Progress** Application.



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### 4. Select **Planning**.

The screenshot shows a navigation bar with six icons: Applications, Access, Pre-Planning, Planning, Implement, and Monitor. The 'Planning' icon is highlighted with a red box. Below the navigation bar, the page title is 'Participant Applications'. The main content area shows details for 'Review Application 1026766', including the creation date (20.05.2019), status (In Progress), and employee responsible information.

### 5. The Planning page displays. Select **Determine the Funded Supports**.

The screenshot shows the 'Planning - Staff Tasks' section. The 'Planning' icon in the navigation bar is highlighted with a red box. Below the navigation bar, the page title is 'Planning - Staff Tasks'. The main content area shows a list of tasks. The first task, 'Determine the Funded Supports', is highlighted with a red box. It includes the text 'Last updated by' followed by a name and the date 'on 31.05.2019', and a double arrow icon to the right. Below it is another task, 'Determine Plan Management', also with a double arrow icon to the right.



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6. The **Determine the Support Needs** screen opens.

Support Type	Price \$
Core	5,570.71
Capacity Building	4,956.40
Capital	220.00
Total Plan Budget ( \$ ) 10747.11	
Plan Duration: 12 months	

Buttons: Generate Support Plan, Save, Submit

7. Complete the **Determine the Funded Supports** task. Refer to [Standard Operating Procedure – Complete the Determine the Funded Supports task](#).
8. Once the plan's funded supports have been completed, select the **Save** button.

Support Type	Price \$
Core	5,570.71
Capacity Building	4,956.40
Capital	220.00
Total Plan Budget ( \$ ) 10747.11	
Plan Duration: 12 months	

Buttons: Generate Support Plan, **Save**, Submit

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9. Select the **Capacity Building** support type.

Support Type	Price \$	
Core	135,828.50	>
<b>Capacity Building</b>	11,849.60	>
Capital	31,395.90	>
Total Plan Budget ( \$ )		179074.00

10. The two **Capacity Building** sub types are displayed.

Support Type >	Support Category	Price \$	Comment
	Capacity Building	3,784.00	>
	Support Coordination	0.00	>

11. Manually remove any funding auto-generated for **Support Coordination**.

Support Type >	Support Category	Price \$	Comment
	Capacity Building	3,784.00	>
	Support Coordination	0.00	>

12. Select the expand icon in the **Support Coordination** price field.

Support Type >	Support Category	Price \$	Comment
	Capacity Building	3,784.00	>
	Support Coordination	0.00	>

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13. The **Support Calculator** will open. Select anywhere in the **Product** field.

Product	Price	Quantity	Unit	How Often	Frequency	Total
	0.00	1			1.00	0.00

Item Type:

Quote Required  Quote Received

Total: \$0.00

Done Cancel

14. The **Select a Product** screen will open.

Select a Product

support coordination

Support Coordination Level 1: Support Connection  
07\_001\_0106\_8\_3

Support Coordination Level 2: Coordination of Supports  
07\_002\_0106\_8\_3

Support Coordination Level 3: Specialist Support Coordination  
07\_004\_0132\_8\_3

Cancel

15. Add support using:

- [Include Support Connection in a plan](#)
- [Include Coordination of Supports \(formerly support coordination\) in a plan](#)
- [Include Specialist Support Coordination in a plan.](#)

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### 6.2 Include Support Connection in a plan

1. In the support calculator, select **Support Connection**.

2. Use reasonable and necessary decision making to adjust the **Quantity** as guided [above](#).

+	Product	Price	Quantity	Unit	How Often	Frequency	Total
	Support Connection	58.92	12	Hour	Per Year	1.00	707.04
							\$707.04

- At **How Often** select **Per Year**.
- Select **Done**.

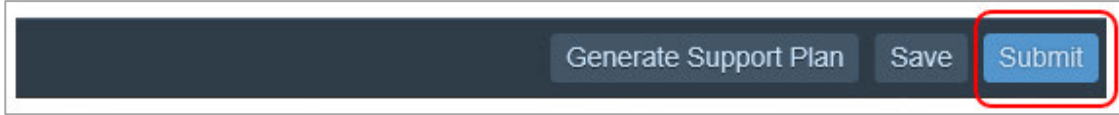
3. In the **Comment** field record the following: XX hours of support connection to help me connect with my chosen service providers.

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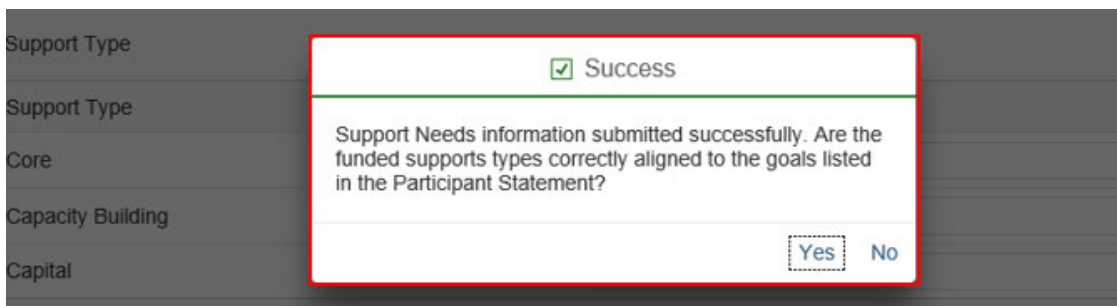
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- Select **Submit** when completed.



- When the form has been submitted, a success message appears. The success message will ask **Are the funded supports types correctly aligned to the goals listed in the Participant Statement?**



- If you select **No**, you will be taken directly to the **Participant Statement** to review the goals section and make sure the correct support type boxes have been ticked.
- If you select **Yes**, you will continue as usual.

### 6.3 Include Coordination of Supports (formerly support coordination) in a plan

**Note:** In the System support coordination is referred to as coordination of supports.

- In the support calculator, select **Coordination Of Supports**.

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Select a Product

support coordination

Support Coordination Level 1: Support Connection  
07\_001\_0106\_8\_3

Support Coordination Level 2: Coordination of Supports  
07\_002\_0106\_8\_3

Support Coordination Level 3: Specialist Support Coordination  
07\_004\_0132\_8\_3

Cancel

2. Use reasonable and necessary decision making to adjust the **Quantity** as guided [above](#).

Support Calculator

+	Product	Price	Quantity	Unit	How Often	Frequency	Total
	Coordination Of Supports	96.04	53	Hour	Per Year	2.00	10180.24

Item Type: Stated

Quote Required  Quote Received

\$10180.24

Done Cancel

- At **How Often** select **Per Year**.
- At **Item Type** select **Stated**.
- Select **Done**.

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- In the **Comment** field enter the following text: XX hours of support coordination to support me to connect to, engage with and coordinate my chosen service providers.

Support Coordination	5,090.12		53 hours of support coordination to support me to connect to, engage with and coordinate my	
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- Include any other reasonable and necessary supports using the **Support Calculator**.
- When you are satisfied that all supports in the plan are reasonable and necessary, select **Submit**.

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### 6.4 Include Specialist Support Coordination in a plan

- In the support calculator, select **Specialist Support Coordination**.

Select a Product
support coordination
Support Coordination Level 1: Support Connection 07_001_0106_8_3
Support Coordination Level 2: Coordination of Supports 07_002_0106_8_3
Support Coordination Level 3: Specialist Support Coordination 07_004_0132_8_3



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2. Use reasonable and necessary decision making to adjust the **Quantity** as guided [above](#).

Support Calculator							
+	Product	Price	Quantity	Unit	How Often	Frequency	Total
🗑️	Specialist Support Coordinati...	182.74	80	Hour	Per Year	1.00	14619.20
Item Type		Stated					
Quote Required		<input type="checkbox"/>					
Quote Received		<input type="checkbox"/>					
							\$14619.20
							Done Cancel

- At **How Often** select **Per Year**.
- At **Item Type** select **Stated**.
- Select **Done**.

3. In the **Comment** field record the following: XX hours of specialist support coordination to support me to connect to, engage with and coordinate my chosen service providers.

Support Coordination	14,619.20	80 hours of Specialist support coordination to support me to connect to, engage with and coordinate my chosen service providers.
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4. Include any other reasonable and necessary supports using the **Support Calculator**.
5. When you are satisfied that all supports in the plan are reasonable and necessary, select **Submit**.

Generate Support Plan	Save	Submit
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## 6.5 Next steps

### 6.5.1 Determine Plan Management

Complete the [Standard Operating Procedure – Complete the Determine Plan Management task](#) before finalising and approving the plan.

### 6.5.2 Finalise and approve the plan

Complete [Standard Operating Procedure – Review and submit a plan for approval](#) OR [Standard Operating Procedure – Finalise and approve a plan](#). You will need to include justification for including coordination of supports in the plan.

## 7. Supporting material

- [National Disability Insurance Scheme Act 2013 \(section 34\)](#)
- [National Disability Insurance Scheme \(Supports for Participants\) Rules 2013](#)
- [Practice Guide – Participants streamed as Intensive or Super Intensive](#)
- [Standard Operating Procedure – Complete the Determine the Funded Supports task](#)
- [Our Guidelines](#)

## 8. Process owner and approver

General Manager, Participant Experience Design.

## 9. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our [Feedback form](#).



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## 10. Version control

Version	Amended by	Brief Description of Change	Status	Date
5.0	MB0056	Class 2 approved.  Included reference to Practice Guide – Complex Support Needs Pathway and Standard Operating Procedure – Referral for Complex Support needs.  Included new section on psychosocial recovery coach role.	APPROVED	2020-06-18
6.0	EMN960	Updated recovery coach guidance to clarify: <ul style="list-style-type: none"> <li>when a support coordinator may be considered reasonable and necessary in addition to a recovery coach</li> <li>a participant can continue with their current support coordinator using their recovery coach funding if they choose to.</li> </ul>	APPROVED	2020-07-27
7.0	CS0074	Class 1 Approval  Updated links relating to the NDIS Business System.	APPROVED	2021-01-18
8.0	JS0082	Class 1 Approval	APPROVED	2022-02-23

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Version	Amended by	Brief Description of Change	Status	Date
9.0	ED0024	<p>Class 1 Approval</p> <p>Removed section – Training in planning and self management. This support is no longer funded and the SOP – Include financial management capacity building supports has been decommissioned.</p>	APPROVED	2023-03-30



# SGP Knowledge Article Template

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## Add or update support coordination funding in a plan approval case

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This article provides guidance for a **planner** to:

- understand what support coordination is
- understand levels of support coordination
- understand support coordination roles
- add support coordination funding
- update support coordination funding.

### Recent updates

#### October 2023

Current guidance

### Before you start

You have:

- read and understood [Our Guideline – Reasonable and necessary \(external\)](#)
- made a decision to include support coordination funding in a participant's plan
- read and understood article [Understand the product catalogue](#)
- read and understood article [Support Categories](#).

### What is support coordination?

Support coordination is a broad term used to describe the three levels of support. The three levels of support are:

- support connection
- coordination of supports
- specialist support coordination.

This support can be included in the participant's plan to support them to connect with services whilst strengthening their ability to pursue their goals and aspirations. The provision of support



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coordination helps the participant understand how the NDIS operates within a broader ecosystem of supports. This includes disability organisations and mainstream and community supports.

To provide a high quality service to participants, planners and partners are reminded successful planning is centred on the following principles:

- Valuing and respecting the goals and aspirations of the participant.
- Understanding the role of mainstream, community and informal supports and the benefit to the participant by connecting them with these supports. Applying reasonable and necessary decision making in developing and determining the funded supports to assist the participant to pursue their goals.
- Quality interactions which demonstrate empathy and understanding of the participant's disability and needs.

## Levels of support coordination

There are three levels of support coordination which may be included in the plan in the support coordination budget. Use your reasonable and necessary decision making and consider the participant's goals and aspirations.

Streaming is an important factor to determine the level of support coordination a participant needs. It's important that plan developers take into account a participant's individual circumstances. When you determine the type, level and number of hours to be included in the plan, consider:

- existing informal supports
- any additional complexity factors
- the participant's streaming outcome.

**Note:** If support coordination is included in the plan, discuss with the participant if they have a preferred provider for this support. Gain the participant's consent for the NDIA to make a referral on their behalf. This information will be required for plan implementation. You can add this information in the **Handover Notes**. For further information refer to articles [Complete the request for service](#) and [Add handover notes for a plan approval case](#).

### Support connection

Support connection is typically delivered by a participant's local area coordinator (LAC) or early childhood partner. Support connection is a time-limited assistance to strengthen the participant's ability to connect with mainstream and community supports. This includes establishing service agreements with support providers. The aim is to increase the



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participant's capacity and ability to maintain relationships, negotiate with service providers and respond to minor service delivery issues.

Generally support connection is the primary role of the partner. Participants who reside in an area that is supported by an LAC or early childhood partner, will usually not require additional funding to be included in their plan. This is, however, dependent on the level of support the participant needs to implement their plan. You will need to consider all information available to you to make this decision as each participant's circumstances are different.

## Coordination of Support (formerly support coordination)

Coordination of support is delivered by a support coordinator. Consider including coordination of support in a participant's plan to assist in strengthening the participant's capabilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This may include:

- resolving points of concern
- unexpected service delivery issues
- developing capacity and resilience in a participant's network
- coordinating supports from a range of suppliers or providers.

Participants requiring this level of support will have usually been streamed Intensive.

The support coordinator should focus on addressing barriers and reducing complexity in the support environment. At the same time, they should ensure the participant is supported to connect with and build their capacity and resilience. It may also involve development of an intervention plan which will be delivered by disability support workers.

You may need to add or change the coordination of support funding to enable the participant to receive the right level and type of support to implement their plan and address any complexities in their life. You can do this if you have the evidence to support the change.

**Note:** When a support coordinator is providing capacity building supports, immediately moving to a partner - LAC or early childhood may disadvantage the participant. In this case you can include 3 months of coordination of support in the new plan. Include a request that the support coordinator completes a warm handover to the partner at the end of those 3 months.

The below provides some guidance for including funds for coordination of support in the plan. You will need to consider all information available to you when deciding if funding meets NDIS funding criteria.

Low [s47E\(d\) - certain operations of agencies](#) ) for example, this could be considered when the participant:





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- s47E(d) - certain operations of agencies
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Medium (s47E(d) - certain operations of agencies ) for example, for participants who:

- s47E(d) - certain operations of agencies
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High (s47E(d) - certain operations of agencies ) for example, participants who:

- s47E(d) - certain operations of agencies
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**Note:** For all levels, these are examples only and you must use your reasonable and necessary decision making when including supports in a plan.

## Specialist Support Coordination (s47E(d) - certain operations of agencies)

Participants who have been streamed as Super Intensive may require specialist support coordination. These participants may have multiple complexities in their circumstances, multi-jurisdictional involvement and limited support networks. This could involve a specialised and/or intensive response within a specialist framework if the participant has high risks in their life situation and/or environment. These could include:

- s47E(d) - certain operations of agencies
- 
- 

This approach is expected to:

- address barriers and reduce complexity in the participant's environment
- assist to connect the participant with multiple complex supports
- assist to build the participant's capacity and resilience.

You will need to use reasonable and necessary decision making to determine how many hours to include for specialist support coordination. You should consider the guidance under the heading of Specialist Support Coordination above. When deciding how many hours, make sure there is enough funding to support the participant as well as to allow the support coordinator to fulfil their reporting requirements.

### Referral for Complex Support Needs

When determining the level of support coordination you may identify the participant has complex support needs. These needs may require a referral into the Complex Support Needs (CSN) Pathway. The CSN Pathway aims to provide specialised support for people with disability who experience personal and situational factors that are beyond the scope of the typical NDIS Pathway. To refer a participant for assessment by the CSN branch, refer to [How to refer a participant to CSN through PACE](#).

### Psychosocial recovery coach

Generally, the participant should not have funding for both recovery coach support and support coordination included in their plan. Support coordination may be considered reasonable and



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necessary in addition to funding a recovery coach in limited circumstances. For example, funding for a specialist support coordinator may be considered reasonable and necessary if the participant identifies a goal of finding suitable housing.

The market may be limited to provide this service. Until the market matures there may not be any recovery coach providers available in the participant's local area. The LAC or support coordinator can continue to provide support if the participant has support coordination included in their plan.

For further information refer to articles [Add psychosocial recovery coach funding in a plan approval case](#) and [Support Categories](#).

## Support coordination roles

The role of the LAC, early childhood partner (support connection) or support coordinator is to assist the participant to implement their plan. They will make sure the participant can:

- exercise choice and control to link with the right providers
- pursue their goals
- locate and coordinate a range of supports.

Generally, this will include mainstream, community and funded supports while building on informal networks. They will provide participants with strategies for how to use their support budgets to pursue their goals. Support coordination activities can include supports to build participants' resilience in their own network and community.

A support coordinator will need to complete implementation and progress reports as part of their role in supporting the participant. Plan developers should make sure that additional hours are included in the support budget to allow for this to be completed. You will need to use reasonable and necessary decision making to make sure all required inclusions are in the participant's plan.

## Add support coordination funding

1. In the **Plan Approval** case, select the **Draft Budget** tab.
2. Select **New Support Category**.
3. Enter Support Coordination and Psychosocial Recovery Coaches in the **Support Category** field.

**Note:** The support category will be locked to **Capacity Building**.

4. Select the **Budget Type** from the drop-down list.

**Note:** the Budget Type for this support will default to 'Stated'.



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5. Select the **Instalment Type**.

**Note:** The **Frequency** and **Plan Duration** fields will be locked. To change the plan duration, refer to article [Change plan duration](#).

6. Enter the **Amount** for this support.

7. Select **TSP Variance Reason** from drop-down list.

8. Record **Additional Description** about why the participant needs this support.

**Note:** This will not display on a participant's plan. Use these comments to discuss funded supports as part of a plan implementation meeting.

9. If the support meets all of the NDIS funding criteria under the **Justifications** heading, select the checkbox.

10. Record **Justification** in the free text field. For some supports, this might automatically populate. For more information about recording justifications, refer to article [Add budget justifications](#).

**Note:** This field has a character limit of 3000. Certain special characters in this field may cause an error, this is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |%, you will need to remove these before you can select save.

11. If you're using evidence to support your justification, select the **Evidence Used** checkbox.

12. Select the **Evidence Type** from the drop-down list:

- If you select **Document**, go to step 13
- If you select **Other**, go to step 14.

13. Enter the **Evidence Link** name. You can view linked evidence on the **Evidence** tab of the **Plan Approval** case. To learn more about linking evidence, refer to article [Add and link evidence to a case](#).

14. Enter the **Evidence Explanation** into the free text field.

15. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat step 12.

16. Select **Save**.

## Update support coordination funding

1. In the **Plan Approval** case, select the **Draft Budget** tab.



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2. Select **Support Coordination and Psychosocial Recovery Coaches** from the **Stated Budget** items.

3. Select the **Budget Type** from the drop-down list.

**Note:** the Budget Type for this support will default to 'Stated'.

4. Select the **Instalment Type**.

**Note:** The **Frequency** and **Plan Duration** fields will be locked. To change the plan duration, refer to article [Change plan duration](#).

5. Enter the **Amount** for this support.

6. Select **TSP Variance Reason** from drop-down list.

7. Record **Additional Description** about why the participant needs this support.

**Note:** This will not display on a participant's plan. Use these comments to discuss funded supports as part of a plan implementation meeting.

8. If the support meets all of the NDIS funding criteria under the **Justifications** heading, select the checkbox.

9. Record **Justification** in the free text field. For some supports, this might automatically populate. For more information about recording justifications, refer to article [Add and link evidence to a case](#).

**Note:** This field has a character limit of 3000. Certain special characters in this field may cause an error, this is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |%, you will need to remove these before you can select save.

10. If you're using evidence to support your justification, select the **Evidence Used** checkbox.

11. Select the **Evidence Type** from the drop-down list:

- If you select **Document**, go to step 12
- If you select **Other**, go to step 13.

12. Enter the **Evidence Link** name. You can view linked evidence on the **Evidence** tab of the **Plan Approval** case. To learn more about linking evidence, refer to article [Add and link evidence to a case](#).

13. Enter the **Evidence Explanation** into the free text field.

14. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat step 11.

15. Select **Save**.



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## Remove funding for support coordination

1. In the **Plan Approval** case, select the **Draft Budget** tab.
2. Select **Support Coordination and Psychosocial Recovery Coaches** from the **Stated Budget** items.
3. If removing the support item, scroll to bottom and select **Remove Support from Budget**.
4. Select **Yes** to **Are you sure you want to remove?**
5. Select **Save**.

## Next steps

1. If you have added or updated support coordination funding, you will need to make a fund management decision. Refer to article [Make fund management decision](#).
2. If you need to add further supports, refer to article [Change the draft budget](#).
3. If you are ready for the plan meeting, refer to article [Prepare for the plan meeting](#).

## Article topics and case names – internal use only

### Topics

This article relates to the following topics:

- **Add:** t\_psychosocialdisability
- **Add:** t\_behavioursupport
- **Add:** t\_complexsupportneeds
- **Add:** t\_communityconnections
- **Add:** t\_informalcommunityandmainstreamsupports
- **Add:** t\_informalcommunityandmainstreamsupports
- **Add:** t\_streaming
- **Add:** t\_createaplan
- **Add:** t\_planchanges
- **Add:** t\_reasonableandnecessary

### Case names

You can use this guidance for the:



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- **Add:** case\_planapproval
- **Add:** case\_planchange

## Version control

Version	Amended by	Brief Description of Change	Status	Date
1.1	BTM847	KA transferred to correct template	DRAFT	2023-08-09
1.2	MJB576	Draft content to align with PACE steps and language.  Changed article title from 'Add support coordination funding' to 'Add and update support coordination funding'  Added next steps section.  Added 'update' and 'remove' sections.  Sent for peer review.	DRAFT	2023-08-31
1.3	BCK161	Peer review	DRAFT	2023-09-11
1.4	BTM847	Action peer review  Sent for VT  VT results:  Long sentences 16.04%  Passive voice 10.45%  Readability 41/100  Grade level 10	DRAFT	2023-09-12
1.5	JS0082	EL2 review to progress to BiLs	DRAFT	2023-09-21
1.6	BTM847	BIL feedback transferred  Action BIL feedback  BIL endorsement received.	DRAFT	2023-09-28
2.0	JS0082	Class 1 Approval	APPROVED	2023-09-28





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## (EI) Check evidence for a decision – Impairment is likely to be permanent

---

This article provides guidance for an **access delegate**, **local area coordinator**, **early childhood partner** or **internal review delegate** to:

- review evidence of permanent impairment
- use this information to support the person to understand the eligibility requirements.

### Recent updates

#### August 2023

- Guidance improvement – update to align language to PACE and knowledge consistency check.

### Before you start

You have:

- read and understood [Our Guideline - Applying to the NDIS](#) in section, **How will early intervention help you?**
- read article **Understand early intervention requirements**.

## Evidence the impairment is likely to be permanent

### Review evidence of a permanent impairment

Review the available evidence to consider if the person has one or more impairments that is permanent or is likely to be permanent.

You will need to review the available evidence that says they are likely to have the impairment for their whole life.

They might have some periods in their life where there is a smaller impact on their daily life, because their impairment may be episodic or fluctuate in intensity. Their impairment can still be permanent due to the overall impact on their life, and the likelihood that they will be impacted across their lifetime.



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Even when their condition or diagnosis is permanent, you need to check if the impairment is permanent too. For example, a person may not be eligible if their impairment is temporary, still being treated, or if there are remaining treatment options.

Generally, you'll consider whether an impairment is likely to be permanent after all available and appropriate treatment options have been pursued.

Early intervention requirements are just one of the eligibility requirements. To be eligible for the NDIS under early intervention, the person must meet **all** the following:

- **age** requirements
- **residence** requirements
- **early intervention** requirements.

Go to article **Check evidence for a decision – age and residence requirements**.

## Next steps

If you are an access delegate

- To determine eligibility, continue to follow guidance in article **Make an access decision**
- To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

## Article topics and case names – internal use only

### Topics

This article relates to the following topics:

- Applying
- Disability-related health supports
- Evidence

### Case names

You can use this guidance for the:

- Access Request
- Access Decision



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## Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	BTM847	Draft ready for showcase	DRAFT	2022-11-09
1.0	EMN960	Reviewed and approved by EL2	APPROVED	2022-11-10
1.1	JJO192	Class 1 - CI-applying work package Update knowledge article for PACE national expansion.	DRAFT	2023-06-30
1.2	CGT260	Peer review VT grade level 8.5	DRAFT	2023-07-06
1.3	JJO192	Actioned peer review	DRAFT	2023-07-26
1.4	VFK746	EL1 Review and progress to EL2	DRAFT	2023-07-27
1.5	EMN960	EL2 Review and progress to SD and Partners		
1.6	JM0122	Incorporate SME feedback	DRAFT	2023-08-09
1.7	VFK746	EL1 Review – progress to EL2 for approval to publish	DRAFT	2023-08-10
2.0	EMN960	EL2 approval to publish	APPROVED	2023-08-10



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## (EI) Check evidence for a decision – Likely to improve or reduce deterioration of functional capacity or strengthen informal supports

---

This article provides guidance for an **access delegate**, **local area coordinator**, **early childhood partner** or **internal review delegate** to understand how to:

- review evidence of functional capacity or informal supports
- use this information to support the person to understand the eligibility requirements.

### Recent updates

#### August 2023

- Guidance improvement - update to align language to PACE and knowledge consistency check.

### Before you start

You have:

- read and understood [Our Guideline - Applying to the NDIS](#) in section, **How will early intervention help you?**
- read article **Understand early intervention requirements**.

### Review evidence of functional capacity or informal supports

Review the available evidence to consider if early intervention supports are likely to help the person with at least one of the following:

- Address the impact of their impairment on their ability to move around, communicate, socialise, learn, look after themselves and organise their lives
- Prevent their functional capacity from getting worse



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- Improve their functional capacity
- Support their informal supports, which includes building their skills to help them.

Before making an eligibility decision, you must find out about the person's functional capacity and informal supports. You do this by checking their application and evidence.

To make an eligibility decision about this early intervention requirement, you must consider:

- how early intervention will help the person
- their functional capacity
- their informal supports
- our legislation and guidance
- if we have enough evidence to decide or need more.

Early intervention requirements are just one of the eligibility requirements. To be eligible for the NDIS under early intervention, the person must meet **all** the following:

- **age** requirements
- **residence** requirements
- **early intervention** requirements.

Refer to **Check evidence for a decision – age and residence requirements**.

## Next steps

If you an access delegate:

- To determine eligibility, continue to follow guidance in article **Make an access decision**.
- To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

## Article topics and case names – internal use only

### Topics

This article relates to the following topics:

- Applying



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- Disability-related health supports
- Evidence.

## Case names

You can use this guidance for the:

- Access Request
- Access Decision.

## Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1		Draft ready for showcase	DRAFT	2022-08-XX
0.2	BL0012	Draft approved by SGP Lead (EL1)	DRAFT	2022-11-10
1.0	EMN096	Draft approved by Class 3 Director (EL2)	APPROVED	2022-11-10
1.1	JJO192	Class 1 - CI-applying work package Update knowledge article for PACE national expansion.	DRAFT	2023-06-28
1.2	CGT260	Peer review VT grade level 9.3	DRAFT	2023-07-06
1.3	JJO192	Actioned peer review	DRAFT	2023-07-26
1.4	VFK746	EL1 Review	DRAFT	2023-07-27
1.5	EMN960	EL2 Review and progression to SD and Partners for review	DRAFT	2023-07-31
1.6	JM0122	Incorporate SME feedback	DRAFT	2023-08-09
1.7	VFK746	EL1 Review and progression to EL2 for approval to publish	DRAFT	2023-08-10
2.0	EMN960	EL2 approval to publish	APPROVED	2023-08-10

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## (EI) Check evidence for a decision – Likely to reduce future support needs

---

This article provides guidance for an **access delegate**, **local area coordinator**, **early childhood partner** or **internal review delegate** to understand how to:

- review evidence to determine the likelihood that future supports may be reduced
- use this information to support the person to understand the eligibility requirements.

### Recent updates

#### August 2023

- Guidance improvement – update to align language to PACE and knowledge consistency check.

### Before you start

You have:

- read and understood [Our Guideline – Applying to the NDIS](#) in section, **How will early intervention help you?**
- read article **Understand early intervention requirements**.

## Evidence early intervention is likely to reduce future support needs

### Review evidence to determine the likelihood that future supports may be reduced

Review the available evidence to consider if early intervention supports will mean the person is likely to need less disability supports in the future.

To determine if early intervention will help reduce the person's need for future supports, you need to look at:

- how their impairment might change over time





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- how long they have had their impairment
- if there's been a significant change to their impairment
- if their needs are likely to change soon, such as if they are finishing school.

Early intervention requirements are just one of the eligibility requirements. To be eligible for the NDIS under early intervention, the person must meet **all** the following:

- **age** requirements
- **residence** requirements
- **early intervention** requirements.

Go to article **Check evidence for a decision – age and residence requirements**.

## Next steps

If you are an access delegate:

- To determine eligibility, continue to follow guidance in article **Make an access decision**.
- To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

## Article topics and case names – internal use only

### Topics

This article relates to the following topics:

- Applying
- Disability-related health supports
- Evidence

### Case names

You can use this guidance for the:

- Access Request
- Access Decision

## Version control

V2.0 2023-08-10

(EI) Check evidence for a decision  
Likely to reduce future support needs

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Version	Amended by	Brief Description of Change	Status	Date
0.1	BTM847	Draft ready for showcase	DRAFT	2022-11-09
1.0	EMN960	Draft approved by EL2	APPROVED	2022-11-10
1.1	JJO192	Class 1 - CI-applying work package Update knowledge article for PACE national expansion.	DRAFT	2023-06-30
1.2	CGT260	Peer review VT grade level 8	DRAFT	2023-07-06
1.3	JJO192	Actioned peer review	DRAFT	2023-07-26
1.4	VFK746	EL1 Review	DRAFT	2023-07-27
1.5	EMN960	EL2 Review – Progress to SD and Partners for review	DRAFT	2023-07-27
1.6	JM0122	Incorporate SME feedback	DRAFT	2023-08-09
1.7	VFK746	EL1 Review – progress to EL2 for approval to publish	DRAFT	2023-08-10
2.0	EMN960	EL2 approval	APPROVED	2023-08-10

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## (EI) Check evidence for a decision – Support most appropriately funded by NDIS

---

This article provides guidance for an **access delegate**, **local area coordinator**, **early childhood partner** or **internal review delegate** to understand how to:

- review evidence of recommended early intervention supports to consider if they are most appropriately funded by the NDIS
- use this information to support the person to understand the eligibility requirements.

### Recent updates

#### August 2023

- Guidance improvement – update to align language to PACE and knowledge consistency check.

### Before you start

You have:

- read and understood [Our Guideline - Applying to the NDIS](#) in section, **How will early intervention help you?**
- read article **Understand early intervention requirements**.

## Evidence early intervention supports are most appropriately funded by NDIS

### Review evidence of recommended early intervention supports

Before you make an eligibility decision about this **early intervention** requirement, you must find out if early intervention supports have been recommended by a Treating Professional. You do this by checking the person's application and evidence.

To make an eligibility decision about this early intervention requirement, you must consider:

- the recommended early intervention supports



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- what is provided by mainstream and community supports
- what is appropriately funded by us or by other services
- our legislation and guidance
- if we have enough evidence to decide or need more.

To learn more, refer to:

- [Our Guideline – Mainstream and community supports](#)
- [Schedule 1 of the NDIS \(Supports for Participants\) Rules](#)
- [Applied Principles and Tables of Support.](#)

Early intervention requirements are just one of the eligibility requirements. To be eligible for the NDIS under early intervention, the person must meet **all** the following:

- **age** requirements
- **residence** requirements
- **early intervention** requirements.

Go to article **Check evidence for a decision – age and residence requirements**.

## Next steps

If you are an access delegate:

- To determine eligibility, continue to follow guidance in article **Make an access decision**.
- To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

## Article topics and case names – internal use only

### Topics

This article relates to the following topics:

- Applying
- Disability-related health supports
- Evidence
- Informal, community, and mainstream supports.



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## Case names

You can use this guidance for the:

- Access Request
- Access Decision.

## Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	BTM847	Draft ready for showcase	DRAFT	2022-11-09
0.2	BL0012	Draft approved by SGP Lead (EL1)	DRAFT	2022-11-10
1.0	EMN096	Draft approved by Class 3 Director (EL2)	APPROVED	2022-11-10
1.1	JJO192	Class 1 - CI-applying work package Update knowledge article for PACE national expansion.	DRAFT	2023-06-30
1.2	CGT260	Peer review VT Grade Level 8.8	DRAFT	2023-07-05
1.3	JJO192	Actioned peer review	DRAFT	2023-07-26
1.4	VFK746	EL1 Review	DRAFT	2023-07-27
1.5	EMN960	EL2 Review – Progress to SD and Partners	DRAFT	2023-07-31
1.6	JJO192	Actioned Peer Review	DRAFT	2023-08-10
1.7	VFK746	EL1 review and progress to EL2 for approval to publish	DRAFT	2023-08-10
2.0	EMN960	EL2 Approval	DRAFT	2023-08-10



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## Understand early intervention requirements

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This article provides guidance for a **local area coordinator, early childhood coordinator** and all NDIA staff (**planner, payment officer, internal review officer, complaints officer, participant service officer, access officer, quality officer, technical advisor, SDA officer, NCC officer, provider support officer**) to:

- understand early intervention requirements.

### Recent updates

#### July 2023

New article adapted from other access decision articles to optimise knowledge resources.

### Before you start

You have:

- read [Our Guideline – Applying to the NDIS](#) in section, **Do you need early intervention?**

## Early intervention requirements

### What are the early intervention requirements?

If an applicant is not eligible under the disability requirements to join the NDIS, they may be eligible under the early intervention requirements.

Early intervention is for both children and adults, and they won't need these supports for their lifetime.

Early intervention is usually for early access to supports to help reduce the functional impacts of an impairment.

To meet the early intervention requirements, we must have evidence of all the following:

- They have an impairment that's likely to be permanent.



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- Early intervention supports will help them. For example, if it means they will need less disability support in the future and their functional capacity will improve.
- The early intervention they need is most appropriately funded by us.

A child younger than 9 will meet the early intervention requirements, if we have evidence of all the following:

- They have an impairment that's likely to be permanent.
- Early intervention supports will help them. For example, if it means their functional capacity will improve, and they will need less disability support in the future.
- The early intervention they need is most appropriately funded by us.

Check also for a List D condition before you make an eligibility decision for a child younger than 9. Go to article **Check evidence for a decision – List D condition**.

There are also **different requirements**:

- children younger than 6 with developmental delay. Go to article **Check evidence for a decision – developmental delay**
- people aged between 0 and 25 with a hearing impairment. Go to article **Check evidence for a decision – hearing loss 0-25 years of age**.

Consider these articles when you check evidence for a decision:

- **Check evidence for a decision (EI) – impairment is likely permanent**
- **Check evidence for a decision (EI) – likely to reduce future support needs**
- **Check evidence for a decision (EI) – likely to improve or reduce deterioration of functional capacity or strengthen informal supports**
- **Check evidence for a decision (EI) – support most appropriately funded by NDIS**

If a person meets the early intervention requirements. They must also meet the eligibility requirements for age and residence to be eligible to join the NDIS. Go to article **Check evidence for a decision – age and residence requirements**.

## Next steps

To determine eligibility, continue to follow guidance in article **Make an access decision**.





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To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

## Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	TER030	Class 1 - CI-applying work package New article <i>adapted</i> from multiple access EI- decision child "check evidence for a decision..." articles.	DRAFT	2023-06-27
0.2	JJO192	Peer review	DRAFT	2023-06-28
0.3	TER030	Action peer review	DRAFT	2023-06-28
0.4	TER030	VT review Number of long sentences: 5 (7.81%) Number of Passive Sentences: 2 (3.13%) Readability: 45 Grade Level: 8.9	DRAFT	2023-06-28
0.5	TER030	Action VT feedback	DRAFT	2023-06-28
0.6	VFK746	EL1 review and progress to EL2	DRAFT	2023-06-29
0.7	TER030	Action EL2 feedback	DRAFT	2023-06-30
0.8	VFK746	EL1 review and progress to EL2	DRAFT	2023-07-04
0.9	VFK746	EL1 implementation of minor EL2 Feedback – progress for BM / SD and Partner approval	DRAFT	2023-07-04
1.0	EMN960	EL2 approval to publish	APPROVED	2023-07-07





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## Check evidence for a decision – developmental delay

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This article provides guidance for a **local area coordinator, early childhood coordinator** and all NDIA staff (**planner, payment officer, internal review officer, complaints officer, participant service officer, access officer, quality officer, technical advisor, SDA officer, NCC officer, provider support officer**) to understand:

- what the early childhood approach is
- what the early intervention requirements for children younger than 6 with a developmental delay are
- how to find developmental delay evidence
- how to make this eligibility decision.

### Recent updates

#### July 2023

- article name change from 'Make decision – developmental delay' to 'Check evidence for a decision – developmental delay'
- guidance improvement - update to align language to PACE and knowledge consistency check.

### Before you start

You have:

- read [Our Guideline - Applying to the NDIS](#), in section **What about children younger than 6 with developmental delay?**
- read [Our Guideline - Early childhood approach](#).
- read article **Understand early intervention requirements**

### Check for developmental delay



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## What is the early childhood approach?

Early childhood partners deliver early childhood intervention supports to give children the best possible start in life. This is for children younger than 9 with a disability. It is also for children younger than 6 with developmental delay or developmental concerns.

Early childhood partners help families apply for the NDIS with their child's developmental delay evidence.

## What are the early intervention requirements for children younger than 6 with a developmental delay?

Children younger than 6 with a developmental delay may be eligible under early intervention requirements to join the NDIS.

We consider **different early intervention** requirements for children with developmental delay. To meet these requirements, the child must:

- have a developmental delay
- have a delay from mental or physical impairments
- have a delay that substantially reduces their functional capacity
- need specialist services from more than one type of professional and for longer than 12 months
- have a delay where supports are most appropriately funded by the NDIS.

## How to find developmental delay evidence

Before making an eligibility decision for these requirements, you need to understand what evidence there is of developmental delay and what early intervention supports have been recommended. Check the application and review all available evidence provided by the early childhood partner and other health, allied health and early childhood professionals.

## How to make this eligibility decision

To make an eligibility decision about this early intervention requirement, you need to consider:

- the child's age (they must be younger than 6)
- the child's developmental delay
- their impairments
- their functional capacity
- the recommended early intervention supports



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- if supports are most appropriately NDIS funded
- our legislation and guidance
- if we have enough evidence to decide or need more.

To be eligible for the NDIS, the child must meet **all** the following:

- **age** requirements
- **residence** requirements
- **early intervention** requirements.

Go to article **Check evidence for a decision – age and residence requirements**.

## Next steps

To determine eligibility, continue to follow guidance in article **Make an access decision**

To check the timeframes to make a decision, follow guidance in article **Check decision – Legislative timeframes**.

To know more about the difference between developmental delay and developmental concern, go to article **EC: What is DC and DD?**

Refer to Our Guidelines to learn more about [Early connections](#) and the [Early childhood approach](#).

## Version control

Version	Amended by	Brief Description of Change	Status	Date
1.1	TER030	Class 1 - CI-applying work package Update knowledge article for PACE national expansion.	DRAFT	2023-06-28
1.2	JJO192	Peer review	DRAFT	2023-06-28
1.3	TER030	Action peer review	DRAFT	2023-06-28



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Version	Amended by	Brief Description of Change	Status	Date
1.4	TER030	VT review - actioned Number of long sentences: 2 (2.56%) Number of Passive Sentences: 0 (0.00%) Readability: 40 Grade Level: 9.3	DRAFT	2023-06-28
1.5	VFK746	EL1 Review and submission to EL2	DRAFT	2023-06-29
1.6	TER030	Action EL2 feedback	DRAFT	2023-07-03
1.7	VFK746	EL1 Review and submission to EL2	DRAFT	2023-07-04
1.8	VFK746	EL1 Implementation of EL2 update – progress to SD and Partners for review	DRAFT	2023-07-04
1.9	VFK746	EL1 actioning SME Feedback	DRAFT	2023-07-07
2.0	EMN960	EL2 approval to publish	DRAFT	2023-07-07

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# SGP Knowledge Article Template

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## Record support coordination information

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This article provides guidance for a **local area coordinator, early childhood coordinator** and all NDIA staff (**planner, payment officer, internal review officer, complaints officer, participant service officer, access officer, quality officer, technical advisor, SDA officer, NCC officer, provider support**) to:

- understand support coordination needs
- record support coordination needs information.

### Recent updates

#### July 2023

- Update to system steps and language to align with PACE release 1.13.

### Before you start

You have:

- read article, **Complete personal and environmental circumstances**
- read article, **Create Personal and Environmental Circumstances case**
- read article, **Record carers information**
- read [Conversation Style Guide](#).

## Understanding support coordination

### What is support coordination

Support coordination is a capacity building support which helps the participant to:

- understand and use their NDIS plan to pursue their goals
- connect them with NDIS providers, community, mainstream and other government services
- build their confidence and skills to use and coordinate supports.



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If we think it is reasonable and necessary, we can include a fixed amount for a support coordinator. They can help a participant use their plan and make the best use of the plan supports.

When you record answers to the support coordination questions, consider how we classify these supports as a guide:

s47E(d) - certain operations of agencies

The Typical Support Package (TSP) will guide the person developing the plan to determine funded supports. This advice is for use as guidance and is not intended to be used as a rule.

## Record support coordination information

Ask the person the support coordination questions in the **Personal and Environmental Circumstances** case and record their answer.

**Note: Don't read** the response options to the person out loud. Listen carefully to their answers. You may need to select the most appropriate option for each question.

Use your interpersonal skills in a guided conversation to seek answers to each question. Explain to the person we need the right information **before** we make an eligibility decision.

You **must** record a response for each mandatory field marked with an asterisk. Then select **Next** to continue.





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**Note:** The PEC case **Steps** and questions are dynamic and may change. This will depend on the person's situation and age, as well as the response options selected for some questions.

## Next steps

No further steps required.

## Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	JJO192	Draft ready for Peer Review	DRAFT	2022-11-02
0.2		Draft approved by Peer Reviewer	DRAFT	2022-09-XX
0.3		Draft approved by 3P KA Approver (EL1)	DRAFT	2022-09-XX
1.0	EMN960	Draft approved by Publishing Approver (EL2)	APPROVED	2022-11-08
2.0	JJO192	Revision for staff enhancement common capabilities micro release	APPROVED	2023-03-17
2.1	JJO192	CI-package – Applying to the NDIS Update knowledge article for the Disability (PEC) case.	DRAFT	2023-06-08
2.2	MIC163	Peer review	DRAFT	2023-06-08
2.3	JJO192	Actioned peer review. Visible thread: Flesch Readability 60 Grade 6.3 Passive voice 1.06%	DRAFT	2023-06-09
2.4	VFK746	EL1 review and progression to EL2 for SD and Partner review	DRAFT	2023-06-15
3.0	EMN960	Director approval – no SD or Partner Feedback	APPROVED	2023-06-21



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## Referral Checklist: Eligibility Reassessment or Access Status Change – Early Intervention

This checklist will help you decide if a participant who joined the NDIS under **early intervention requirements** should be referred for an:

- Eligibility Reassessment (ER); or
- Access status change from early intervention to disability.

A participant must leave the NDIS if they don't meet the following requirements:

- [Residence](#)
- [Disability](#) or [Early Intervention](#).

They must also leave the NDIS if they are **over 65** and:

- in permanent **residential aged care** for the first time after turning 65, or
- are receiving an **aged care package**

This needs to be verified by receiving a copy of the participant's aged care residential service agreement to view the date of entry. If you identify a participant over 65, in this situation, you must help them to leave the NDIS using the [SOP – Finalise the plan before a participant leaves the NDIS](#). **Don't complete this checklist.**

### 1. Recent updates

Date	What's changed
October 2022	<ul style="list-style-type: none"> <li>• Guidance updates to align with <a href="#">Our Guideline – Leaving the NDIS</a></li> <li>• SOP – Cease participant status has been divided into 3 SOP's:                             <ul style="list-style-type: none"> <li>– <a href="#">SOP - Ask for an Access Request to be withdrawn</a></li> <li>– <a href="#">SOP - Finalise the plan before a participant leaves the NDIS</a></li> <li>– <a href="#">SOP - Cease the participant status to leave the NDIS</a></li> </ul> </li> </ul>
April 2022	<ul style="list-style-type: none"> <li>• Guidance updated to align with <a href="#">Our Guideline – Applying to the NDIS</a>.</li> <li>• Link to <a href="#">Our Guideline – Mainstream and Community supports</a></li> <li>• Duplicated technical content removed</li> </ul>





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Date	What's changed
	<ul style="list-style-type: none"> <li>• <b>s22(1)(a)(ii) - irrelevant material</b></li> <li>• </li> <li>• <b>New action 3.2:</b> Attach completed checklist to participant's record</li> <li>• Existing content updated to highlight the different considerations for <b>global</b> developmental delay and <b>developmental delay</b>.</li> </ul>

## 2. Checklist

Topic	Checklist
<b>Pre-requisites</b>	<p>You have:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> read and understood <a href="#">Our Guideline – Applying to the NDIS</a>.</li> <li><input type="checkbox"/> read and understood <a href="#">Our Guideline – Leaving the NDIS</a></li> <li><input type="checkbox"/> reviewed <b>all information</b> on the participant's record (including interactions, inbound documents and planning conversation tools).</li> <li><input type="checkbox"/> followed the instructions in <a href="#">SOP – Refer the participant for an Eligibility Reassessment (ER) or Access Status Change</a>.</li> </ul> <p>You have checked the participant:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> can be contacted</li> <li><input type="checkbox"/> has an access status of '<b>Benefit from Early Intervention</b>'.</li> <li><input type="checkbox"/> is not <b>over 65</b> and:                         <ul style="list-style-type: none"> <li>○ in permanent <b>residential aged care</b> for the first time after turning 65, or</li> <li>○ are receiving an <b>aged care package</b></li> </ul> </li> </ul>
<b>Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">3.1 Complete the checklist</a></li> <li><input type="checkbox"/> <a href="#">3.2 Attach completed checklist to participant's record</a></li> </ul>

## 3. Procedure



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## 2.1 Complete the checklist

1. Complete the checklist and follow the instructions in [SOP – Refer the participant for an Eligibility Reassessment \(ER\) or Access Status Change](#). Unless specified otherwise, complete the checklist by progressing through each question consecutively.

Participant information	Details
<b>Participant’s name:</b>	
<b>Staff member completing checklist:</b>	
<b>Date completed:</b>	Click or tap to enter a date.
<p><b>1. Is the participant over 65 and:</b></p> <ul style="list-style-type: none"> <li>• first entered aged care permanently for the first time after turning 65 years, or</li> <li>• receiving an aged care package?</li> </ul> <p>This needs to be verified by receiving a copy of the participant’s aged care residential service agreement to view the date of entry.</p>	<p><input type="checkbox"/> <b>Yes</b>, do not refer to NARB</p> <p>If selected, do not complete remainder of checklist. Instead, refer to <a href="#">SOP – Finalise the plan before a participant leaves the NDIS</a>.</p> <p><input type="checkbox"/> <b>No</b></p>
<p><b>2. Is the participant listed as ‘unable to contact’?</b></p>	<p><input type="checkbox"/> <b>Yes</b>, do not refer to NARB</p> <p>If selected, do not complete remainder of checklist. Instead, refer to <a href="#">SOP – Unable to contact the participant</a>.</p> <p><input type="checkbox"/> <b>No</b></p>
<p><b>3. Is the participant’s primary disability ‘developmental delay’ in the NDIS Business System (System)?</b></p> <p><b>Note:</b> This does not include ‘Global Developmental Delay’. Answer <b>No</b> if the participant’s primary disability is ‘Global Development Delay’ to continue with the checklist.</p>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No</b>, go to question 6</p> <p>If participant has <b>Global Developmental Delay</b>, answer ‘No’.</p>
<p><b>4. Is the participant 6 years or above?</b></p> <p>This question is only relevant if the participant has a primary disability of <b>developmental delay</b>.</p> <p>Refer <b>all</b> children <b>6 and over</b> with a primary disability of <b>developmental delay</b> to NARB. The following are the 3</p>	<p><input type="checkbox"/> <b>Yes</b>, refer to NARB for potential ER, access status change or maintain access status decision</p> <p><input type="checkbox"/> <b>No</b></p>



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Participant information	Details
<p>potential outcomes of the referral:</p> <ul style="list-style-type: none"> <li>• <b>Revocation</b> – If there is no evidence of a permanent impairment.</li> <li>• <b>Access status change</b> (EI to Disability) – If there is evidence of a permanent impairment and all of the disability requirements are met. (In this scenario, NARB will update the primary disability.)</li> <li>• <b>Maintain access status</b> – If there is evidence of a permanent impairment and all the EI requirements are met. (In this scenario, NARB will update the primary disability.)</li> </ul>	
<p><b>5. Is there evidence of an impairment that is likely to be permanent?</b></p> <p>This question is only relevant if the participant has a primary disability of <b>developmental delay</b>.</p> <p>This question determines if you should make a referral to NARB for a potential update to the child’s primary disability from developmental delay to a permanent impairment.</p> <p>The following are 2 of the potential outcomes of the referral:</p> <ul style="list-style-type: none"> <li>• <b>Access status change</b> (EI to Disability) – If there is evidence of a permanent impairment and all of the disability requirements are met. (In this scenario, NARB will update the primary disability.)</li> <li>• <b>Maintain access status</b> <ul style="list-style-type: none"> <li>○ If there is evidence of a permanent impairment and all the EI requirements are met. (In this scenario, NARB will update the primary disability.)</li> </ul> </li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>○ If there is insufficient evidence of a permanent impairment and all of the developmental delay EI requirements are met. (In this scenario, the primary disability will not be updated.)</li> </ul> <p>Consider the following before answering this question:</p> <ul style="list-style-type: none"> <li>• Refer to <b>Do you have an impairment that’s likely to be permanent?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> <li>• Generally, conditions such as developmental delay and ADHD are <b>likely</b> to have treatment options available,</li> </ul>	<p><input type="checkbox"/> <b>Yes</b>, refer to NARB for potential access status change or maintain access status decision</p> <p><input type="checkbox"/> <b>No</b></p>



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Participant information	Details
<p>and therefore unlikely to be considered permanent.</p> <p>Answer <b>Yes</b> if the participant has a disability on <a href="#">List A</a>, <a href="#">List B</a> or <a href="#">List D</a>, or the information indicates the participant has pursued all treatment options (as per information in the OG).</p> <p><b>Note:</b> A participant does not need to have a disability on List A, B or D to meet the eligibility requirements of a permanent impairment.</p>	
<p><b>6. Has the participant received at least 12 months of funding?</b></p>	<p><input type="checkbox"/> <b>Yes</b>, go to question <b>8</b></p> <p><input type="checkbox"/> <b>No</b></p>
<p><b>7. Did an administrative error record an ‘Access Met’ decision incorrectly?</b></p> <p>For example, the interaction indicates the decision was ‘Access Not Met’, but the application status is ‘Access Met’.</p> <p><b>Note:</b> Only consider this question if the participant has had <b>less than 12 months of funded supports</b>. A referral is not required if the participant has received less than 12 months and the decision was recorded correctly.</p>	<p><input type="checkbox"/> <b>Yes</b>, refer to NARB for potential correction</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b>, do not refer to NARB</p> <p>If selected, do not complete remainder of checklist.</p>
<p><b>8. Is the primary disability in the system correct?</b></p> <p>This should be the permanent impairment or developmental delay that has the biggest impact on the participant’s daily life.</p> <p><b>Note:</b> If there is no evidence to confirm the primary disability is correct and there is no evidence of an updated disability, answer ‘yes’ to this question.</p>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No</b>, follow <a href="#">SOP – Add or change disability (Post Access)</a> to update the primary disability, then go to <b>next</b> question.</p>

Residence Requirements – Section 23	Details
<p><b>9. Is there evidence the participant doesn’t live in Australia?</b></p> <ul style="list-style-type: none"> <li>Refer to <b>Do you live in Australia?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> </ul>	<p><input type="checkbox"/> <b>Yes</b> (they may not meet the residence requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b></p>





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Residence Requirements – Section 23	Details
<p><b>10. Is there evidence the other residence requirements are not met?</b></p> <ul style="list-style-type: none"> <li>• A person <b>must</b> live in Australia and be one of the following:                             <ul style="list-style-type: none"> <li>○ an Australian citizen</li> <li>○ holder of a permanent visa</li> <li>○ holder of a protected special category visa (SCV).</li> </ul> </li> <li>• The exception to this is a person who met the criteria outlined in the <a href="#">NSW Prescribed Program Rules</a>.</li> <li>• Refer to <b>Are you an Australian citizen or permanent resident?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> </ul>	<p><input type="checkbox"/> <b>Yes</b> (they may not meet the residence requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b></p>

Early Intervention Requirements – Developmental Delay, Section 25(1)(a)(iii)	Details
<p><b>11. Is the participant a child younger than 6 years with developmental delay?</b></p>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No</b>, go to question 14</p>
<p><b>12. Does the child have a substantial delay in one or more of the following areas of major life activities:</b></p> <ul style="list-style-type: none"> <li>• <b>self-care</b></li> <li>• <b>receptive and expressive language</b></li> <li>• <b>cognitive development</b></li> <li>• <b>motor development?</b></li> <li>• Consider the following before answering this question:                             <ul style="list-style-type: none"> <li>○ Refer to <b>Does the delay substantially reduce the child’s functional capacity?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> </ul> </li> </ul>	<p><input type="checkbox"/> <b>Yes</b> (they have a substantial developmental delay)</p> <p><input type="checkbox"/> <b>No</b> (they may not meet the EI requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p>
<p><b>13. Does the child require more than one professional working together to support them across multiple activities and settings for an extended period of time (more than 12 months)?</b></p> <ul style="list-style-type: none"> <li>• Examples of multiple settings may include home,</li> </ul>	<p><input type="checkbox"/> <b>Yes</b> (they meet the EI requirements), do not refer to NARB</p> <p>If selected, do not complete remainder of checklist.</p>



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Early Intervention Requirements – Developmental Delay, Section 25(1)(a)(iii)	Details
<p>community and early childhood centres.</p> <ul style="list-style-type: none"> <li>• Examples of multiple professionals working as a team may include speech therapists, psychologists, occupation therapists, physiotherapists and special educators.</li> <li>• Consider the following before answering this question:                             <ul style="list-style-type: none"> <li>○ Refer to <b>Does the child need specialist services from more than one type of professional and for longer than 12 months?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> </ul> </li> </ul>	<p><input type="checkbox"/> <b>No</b> (they may not meet the EI requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p>

List A met?	Details
<p><b>14. Is there evidence the participant has a disability on List A?</b></p> <ul style="list-style-type: none"> <li>• Disabilities on <a href="#">List A</a> are likely to meet the disability requirements without further information.</li> <li>• Consider the following before answering this question:                             <ul style="list-style-type: none"> <li>○ A disability must meet the <b>specific</b> requirements as stated on List A.</li> </ul> <p>For example, if the participant has Autism Spectrum Disorder and evidence <b>does not</b> indicate a level of 2 or 3 and does not have a diagnosis of a List A condition from a treating professional, answer <b>No</b> and continue with the checklist.</p> </li> <li>• Answer <b>Yes</b> if the participant has a disability on List A.</li> </ul> <p><b>Note:</b> A participant does not need to have a disability on List A, B or D to meet the eligibility requirements.</p>	<p><input type="checkbox"/> <b>Yes</b> (they may meet the disability requirements), refer to NARB for potential access status change (EI to Disability)</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b></p>

List D met?	Details
<p><b>15. Is the participant a child younger than 7 years with evidence of a disability on List D?</b></p>	<p><input type="checkbox"/> <b>Yes</b> (they meet the EI requirements), do not refer</p>



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List D met?	Details
<ul style="list-style-type: none"> <li>Disabilities on <a href="#">List D</a> meet the early intervention requirements.</li> </ul> <p><b>Note:</b> A participant does not need to have a disability on List A, B or D to meet the eligibility requirements.</p>	<p>to NARB</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b></p>

Early Intervention Requirements – Permanence, Section 25(1)(a)(ii)	Details
<p><b>16. Is there evidence of an impairment that is likely to be permanent?</b></p> <ul style="list-style-type: none"> <li>A person must have a permanent impairment or be younger than 6 with developmental delay to be eligible for the NDIS.</li> <li>Consider the following before answering this question:                             <ul style="list-style-type: none"> <li>Refer to <b>Do you have an impairment that’s likely to be permanent?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li> <li>Generally, conditions such as developmental delay and ADHD are <b>likely</b> to have treatment options available, and therefore unlikely to be considered permanent.</li> </ul> </li> <li>Answer <b>Yes</b> if the participant has a disability on <a href="#">List B</a> OR the information indicates the participant has pursued all treatment options (as per information in the OG).</li> <li>If the child was granted access for developmental delay:                             <ul style="list-style-type: none"> <li>At the plan review after the child turns 6 years of age, they need to demonstrate that they have a permanent impairment to continue to be eligible.</li> </ul> </li> </ul> <p><b>Note:</b> A participant does not need to have a disability on List A, B or D to meet the eligibility requirements.</p>	<p><input type="checkbox"/> <b>Yes</b> (the impairment is permanent)</p> <p><input type="checkbox"/> <b>No</b> (they may not meet the EI requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p>



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Early Intervention Requirements – Reduces future support needs and functional capacity, Section 25(1)(b) & 25(1)(c)	Details
<p><b>17. Is the primary disability in the System ‘Hearing loss’?</b></p>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No, go to question 20</b></p>
<p><b>18. Is the participant 26 years old or above?</b></p> <p>This question is only relevant if the participant has a primary disability of hearing loss.</p>	<p><input type="checkbox"/> <b>Yes</b>, refer to NARB for potential ER or access status change</p> <p>If selected, do not complete remainder of checklist.</p> <p><input type="checkbox"/> <b>No</b></p>
<p><b>19. Is there evidence of:</b></p> <ul style="list-style-type: none"> <li>• <b>hearing loss or auditory neuropathy <math>\geq</math> 25 decibels in either ear at 2 or more adjacent frequencies?</b></li> </ul> <p>This question is only relevant if the participant has a primary disability of hearing loss.</p> <ul style="list-style-type: none"> <li>• Refer to <b>What about people aged between 0 and 25 with a hearing impairment?</b> in <a href="#">Our Guideline – Applying to the NDIS.</a></li> </ul>	<p><input type="checkbox"/> <b>Yes</b>, (they meet the EI requirements and access status change is not required), do not refer to NARB</p> <p><input type="checkbox"/> <b>No</b></p>
<p><b>20. Is there evidence that further intervention is likely to reduce their need for future supports?</b></p> <ul style="list-style-type: none"> <li>• Consider the following before answering this question:                     <ul style="list-style-type: none"> <li>○ Refer to <b>How will early intervention help you?</b> in <a href="#">Our Guideline – Applying to the NDIS.</a></li> </ul> </li> </ul>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No</b> (they may not meet the EI requirements), refer to NARB for potential ER</p> <p>If selected, do not complete remainder of checklist.</p>

Early Intervention Requirements – Most appropriate service system, Section 25(3)	Details
<p><b>21. Are the supports relating to the participant’s permanent impairment most appropriately funded by the NDIS?</b></p> <ul style="list-style-type: none"> <li>• Consider the following before answering this question:</li> </ul>	<p><input type="checkbox"/> <b>Yes</b></p> <p><input type="checkbox"/> <b>No</b>, refer to NARB for potential ER</p>





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Early Intervention Requirements – Most appropriate service system, Section 25(3)	Details
<ul style="list-style-type: none"><li>○ Refer to <b>Is your early intervention most appropriately funded by the NDIS?</b> in <a href="#">Our Guideline – Applying to the NDIS</a>.</li></ul>	If selected, do not complete remainder of checklist.

s22(1)(a)(ii) - irrelevant material



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s22(1)(a)(ii) - irrelevant material

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s22(1)(a)(ii) - irrelevant material

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s22(1)(a)(ii) - irrelevant material

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# s22(1)(a)(ii) - irrelevant material

## 2.2 Attach completed checklist to participant's record

1. Attach the **completed checklist** to the participant's record.
2. If required, send the referral using [SOP – Refer the participant for an Eligibility Reassessment \(ER\) or Access Status Change](#).



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## 3. Related procedures or resources

- [Our Guideline – Applying to the NDIS](#)
- [Our Guideline – Mainstream and Community supports](#)
- [SOP - Ask for an Access Request to be withdrawn](#)
- [SOP - Finalise the plan before a participant leaves the NDIS](#)
- [SOP – Cease the participant status to leave the NDIS](#)
- [SOP – Refer the participant for an Eligibility Reassessment \(ER\) or Access Status Change](#)

## 4. Feedback

If you have any feedback about this guidance material, please complete our [Feedback Form](#).

## 5. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	TS0036 CW0032 LS0042 AGV957 CM0032	Class 2: NAR BM review and approval Class 2: SGP BM review and approval Class 2: ND review and approval Class 2: PP BM review and approval Class 2: ECS BM review and approval  Simplified from 4 checklists into 2 checklists	APPROVED	2021-11-10



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Version	Amended by	Brief Description of Change	Status	Date
2.0	CH0026 CW0032 LS0042 SGV957 LKM022	Class 2: NAR BM approval Class 2: SGP BM approval Class 2: ND approval Class 2: PP BM approval Class 2: ECS BM approval  Align with Our Guideline – Applying to the NDIS  Updates based on SGPB EL2 feedback: include new question (2) to identify participants who are over 65 years and in residential aged care or receiving an aged care package.	APPROVED	2022-04-07
3.0	EMN960	Class 1 approval.  Updates to align with Our Guideline – Leaving the NDIS.	APPROVED	2022-07-21





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## Refer for Eligibility Reassessment (ER) or Access Status Change

Use this Standard Operating Procedure (SOP) to consider whether to refer the participant to the National Access and Reassessment Branch (NARB) for a potential:

- **Eligibility Reassessment (ER):**
  - if the participant may no longer meet the residence and/or disability and early intervention requirements.
- **Access Status Change:**
  - if the participant entered the NDIS under early intervention and may now meet the disability requirements.
- **Maintain or Change Access Status and update primary disability (developmental delay only):**
  - if the participant entered the NDIS under the developmental delay (early intervention) requirements and there is now evidence of a permanent impairment.

### 1. Recent updates

Date	What's changed
October 2022	<p>Updates to align with <a href="#">Our Guideline – Leaving the NDIS</a>.</p> <p>New process: ER Referral Checklist – Disability does not need to be completed at each plan reassessment.</p> <p>New process: Ask for an ER Request that has already commenced to be withdrawn (in development).</p> <p>New content: to highlight that an ER referral should <b>not be completed</b> if a participant is identified as <b>over 65</b> and in permanent <b>residential aged care</b> or receiving an <b>aged care package</b> for the first time.</p> <p>New link to <a href="#">SOP – Finalise the plan before a participant leaves the NDIS</a>.</p>
November 2021	SOP – Refer Participant for Eligibility Reassessment has been separated into 3 SOPs to make the process easier to follow:



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Date	What's changed
	<ul style="list-style-type: none"> <li>• SOP – Refer participant for an Eligibility Reassessment (ER) or Access Status Change</li> <li>• <a href="#">SOP – Refer an Eligibility Reassessment (ER) call back or evidence extension request to NARB</a></li> <li>• <a href="#">SOP – Support the former participant to leave the NDIS after a revocation decision</a></li> </ul> <p>There have been improvements to the ER referral checklists to make it easier to find the required checklist. This includes:</p> <ul style="list-style-type: none"> <li>• reducing the number of checklists down to 2, from 4</li> <li>• the only consideration when selecting the checklist is based on the participant's current access status – either early intervention or disability</li> <li>• the participant's age is no longer considered when selecting a checklist.</li> </ul>

## 2. Checklist

Topic	Checklist
<b>Pre-requisites</b>	<p>You have read and understood:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Our Guideline – Applying to the NDIS</a></li> <li><input type="checkbox"/> <a href="#">Our Guideline – Leaving the NDIS</a></li> </ul> <p>You have:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirmed the participant <b>can be contacted</b></li> <li><input type="checkbox"/> Checked if the participant is <b>over 65</b> and in permanent residential aged care or receiving an aged care package for the first time</li> </ul>
<b>Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">3.1 Check the access decision reason code</a></li> <li><input type="checkbox"/> <a href="#">3.2 Review information and evidence</a></li> <li><input type="checkbox"/> <a href="#">3.3 Complete Referral Checklist</a></li> <li><input type="checkbox"/> <a href="#">3.4 Attach completed Referral Checklist to Inbound Documents</a></li> </ul> <p>Either:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">3.5 Add interaction – Referral for Eligibility Reassessment not required</a></li> </ul>



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Topic	Checklist
	<ul style="list-style-type: none"><li><input type="checkbox"/> <a href="#">3.6 Create Eligibility Reassessment Request</a></li></ul> <p>Then:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> <a href="#">3.7 Continue with plan reassessment</a> (if required)</li><li><input type="checkbox"/> <a href="#">3.8 Add information to an existing Eligibility Reassessment Request</a> (if required)</li><li><input type="checkbox"/> <a href="#">3.9 Withdraw an Eligibility Reassessment Request</a> (if required)</li></ul>



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## 3. Procedure

**Note:** [ER – Referral Checklist – Disability](#) does not need to be completed at each plan reassessment. Only complete this checklist if the participant's support needs or circumstances change, and it is clear they may no longer meet the eligibility requirements.

You **can make** an ER referral:

- as part of the plan reassessment process
- at check in
- at any other time.

You **can't make** an ER referral if:

- You are **unable to contact** the participant. Do not refer them for an ER until they re-engage with the NDIA. Follow the process in the [SOP – Unable to contact the participant](#).
- You identify a participant who is **over 65** and:
  - in permanent residential aged care, or
  - receiving an **aged care package** for the first time.

In this situation, you must help them to leave the NDIS using the [SOP – Finalise the plan before a participant leaves the NDIS](#).

### 3.1 Check the access decision reason code

Use this procedure to check the participant's access status.

1. In the **NDIS Account screen**: Select **Pathway**.
2. In the **Pathway** screen: Select the oldest **Approved** plan.



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Review Application [redacted] [ 25.09.2020 - 25.09.2021 ]

Created on: 25.09.2020 Status: Approved (Plan)

Employee Responsible: [redacted] by [redacted] on 25.09.2020

Assigned To Team:

Sub-Status:

---

Application [redacted] [ 09.09.2020 - 24.09.2020 ]

Created on: 03.09.2020 Status: Approved (Plan)

Employee Responsible: [redacted] by [redacted] on 10.09.2020

Assigned To Team: Comp Process Compensation Processing Team A

Sub-Status:

3. The **Participant Lifecycle Management** screen will display. Select **Access**.
4. Select the **Determine the Access Decision**.

Determine the Access Decision

Last updated by - [redacted] on 07.09... ✓

Enter the Relationships

Last updated by - [redacted] on 07.09... ✓

5. The **Access Decision** screen will display. Scroll down to the **Proposed Access Decision**.
6. Check the **Reason Code** for the access decision.
7. This will be either **Benefit from Early Intervention** or **Disability Met**.

**Proposed Access Decision:** ✓

**Override Access Decision:**  NO

**The Override Decision is:**  Access Met  Access Not Met

\* Reason Code: Benefit from Early Intervention ▼

8. If the **Reason Code** is:



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- **Benefit from Early Intervention**, complete the [Referral Checklist: Eligibility Reassessment or Access Status Change – Early Intervention](#).
- **Disability Met**, complete the [Referral Checklist: Eligibility Reassessment – Disability](#).

## 3.2 Review information and evidence

1. Review any existing information and evidence. You do not need to ask the participant to provide any new or additional information for the purpose of considering their eligibility. Some sources of existing information include:
  - any relevant documents on the participant's record (including **Interactions**, **Inbound Documents** and any available **Planning Conversation Tool** in the Pathway)
  - medical or clinical reports, diagnostic and assessment information
  - service provider reports and assessments such as progress reports
  - information provided with the access request, such as the Access Request Form (ARF)
  - early childhood partner documents
  - information from family members and carers.
2. When reviewing the information and evidence, look for:
  - evidence of a change in residence status
  - evidence of permanence of impairment
  - evidence of recent functional impacts.

## 3.3 Complete Referral Checklist

1. While reviewing information and evidence on the participant's record, refer to the [Referral Checklist: Eligibility Reassessment or Access Status Change – Early Intervention](#) or [Referral Checklist: Eligibility Reassessment – Disability](#) from [Step 3.1: Check the access decision reason code](#).
2. Refer to [Our Guideline – Applying to the NDIS](#) for information about the eligibility requirements. This will support you to complete the checklist.
3. Complete the ER checklist using the information and evidence you identified in [Step 3.2: Review information and evidence](#).
4. Use the ER checklist to determine if you need to make a referral. If you are unsure if the participant meets the ER checklist criteria, seek assistance from your supervisor.



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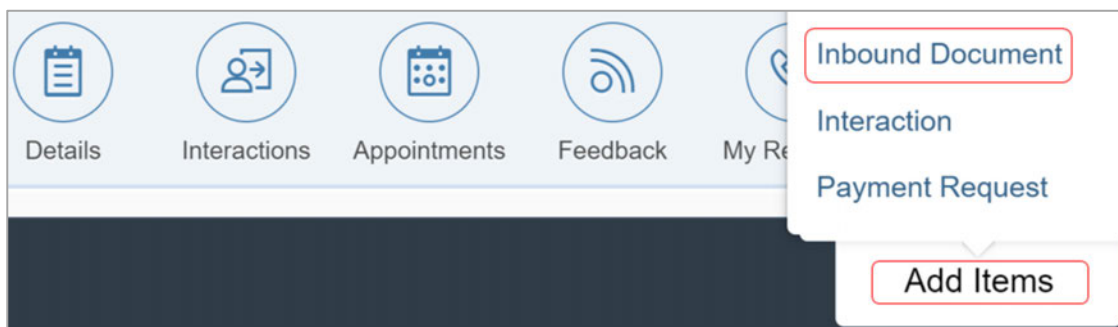
**Note:** If you make a referral for a potential access status change from EI to disability, a NARB delegate may:

- decide to commence an ER for potential revocation instead
- decide not to start an ER if they determine the participant's status should remain the same.

## 3.4 Attach completed Referral Checklist to Inbound Documents

**Note:** NARB can only consider your referral if the checklist is attached to the participant's record. If you do not attach the checklist, NARB will not progress the ER, and they will return the task for you to attach the checklist.

1. In the **NDIS Account** screen: Select **Add Items** and then select **Inbound Document**.



2. Complete the following fields:
3. **Description:** Enter 'Review Checklist'. Do not enter any other information in this field as it will be visible on the participant's portal.
4. **Status:** Select **Completed**.
5. **Category 1:** Select **NDIA Service**.
6. **Category 2:** Select **Other Form**.
7. **Employee Responsible:** Search for your details and select your name.



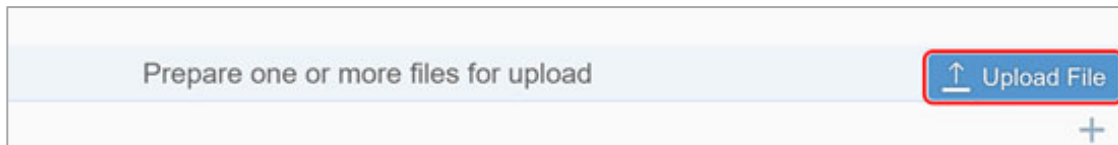


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Description:	Review Checklist
Document Type:	<input type="text"/>
Site Location:	<input type="text"/>
Priority:	Low
Status:	Completed
Reason:	<input type="text"/>
Category 1:	NDIA Service
Category 2:	Other Form
Participant/Provider:	<input type="text"/>
Contact:	<input type="text"/>
Re: Business Process:	(Choose an item from the tree below)
*Employee Responsible:	<input type="text"/>

8. Select **Upload File**.
9. In the **File Explorer** window: Select the relevant document.

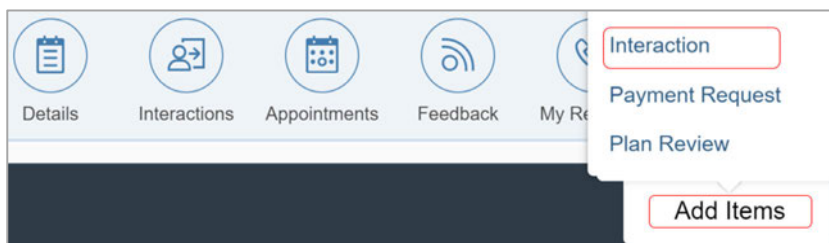


10. Select **Save**.
11. Do you need to make a referral for an ER?
  - If **No**: Go to [Step 3.5: Add Interaction – Referral for Eligibility Reassessment not required](#).
  - If **Yes**: Go to [Step 3.6: Create Eligibility Reassessment Request](#).

## 3.5 Add interaction – Referral for Eligibility Reassessment not required

Only use this interaction if you have used the ER checklist and decided not to refer the participant for an ER at this time.

1. In the **NDIS Account** screen: Select **Add Items** and then select **Interaction**.







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2. The **Create Interaction** screen will display. Complete the interaction using the following:
3. **Category 1:** Select **Pathway**.
4. **Category 2:** Select **Review**.
5. **Category 3:** Select **Eligibility Reassessment**.
6. **Channel:** Select **Internal Notes**.
7. **Status:** Select **Completed**.
8. **Notes:**

Referral for Eligibility Reassessment not required at this time.

Eligibility Reassessment Checklist completed and attached to record. Checklist indicates the participant continues to meet the Residence and **<Disability>** OR **<Early Intervention>** requirements.

9. Select **Submit**.

**End of process – no further steps to be completed.**

## 3.6 Create Eligibility Reassessment Request

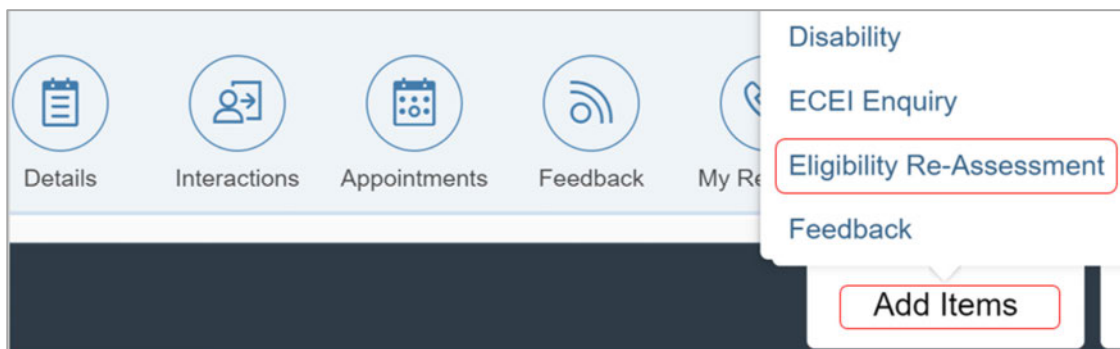
**Note:** Do not complete this step if an ER is not required.

Create an ER Request if you have used the ER checklist and determined that the participant may:

- not meet the eligibility requirements, or
- need their access status changed from early intervention to disability.

**Note:** You do not need to refer the participant for an ER if you identify their access status may change from disability to early intervention.

1. In the **NDIS Account** screen: Select **Add Items** and then select **Eligibility Re-Assessment**.





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2. In **Supporting Info**, include the following information:

**<Participant> referred to NARB to consider an <ER – Revocation / ER – Access Status Change from EI to Disability / ER – Maintain or Change Access Status with update to primary disability (developmental delay only)>.**

Eligibility Reassessment Checklist completed and attached to record.

**<Participant> has a primary disability of <Disability based on evidence – not just what is selected in the system>.**

Evidence/information indicates **<reason for referral>.**

**<If ER – Revocation:**

Question **<Number>** indicates that **<Participant>** may not meet the **<residence / disability / early intervention> requirements>.**

**<If ER – Access Status change from EI to Disability:**

**<Participant>** entered the NDIS under the early intervention requirements, and question **<Number>** indicates that they may now meet the disability requirements.>

**<If ER – Maintain or Change Access Status with update to primary disability (developmental delay only):**

**<Participant>** entered the NDIS under the developmental delay (early intervention) requirements, and question **<Number>** indicates that there may be evidence of a permanent impairment.>

3. In **Channel**: Select your role from the drop down menu:

- **Plan Delegate**
- **LAC Partner**
- **ECEI Partner** (early childhood partner)
- **Other.**

\* Channel: [dropdown arrow]

- Plan Delegate
- LAC Partner
- ECEI Partner
- Other



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- In the **Attachments** section: Select **Add** (plus sign).

- Select **Review Checklist**.

- Select **OK**.
- Select **Submit**.
- Select **Back**.
- Create a closed Interaction using the [Interaction Templates – Reassessments and variations – Eligibility Reassessment](#).

## 3.7 Continue with plan reassessment

Plan decisions are independent of the ER decision.

The ER referral should not disrupt the participant's NDIS funding for supports.

A plan reassessment is called a **Plan Review Application** in the system. Do not reassign it. An ER Request will generate a separate task for a NARB delegate to action. The Plan Review Application should remain assigned to the plan developer, so that planning activities can continue.

- You should talk to the participant about what an Eligibility Reassessment is. Some talking points to consider include:
  - During a plan reassessment, we may check to see if the participant is still eligible for the NDIS. This is called an Eligibility Check.
  - If we check and it looks like the participant no longer meets the eligibility requirements, we may reassess their eligibility. We call this an **Eligibility Reassessment**.



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- Eligibility Reassessments are a normal part of an early intervention plan reassessment.
- If the participant met access for NDIS under the early intervention criteria, we will check at each plan reassessment if the participant is still eligible.
- The participant can check whether they met the disability criteria or the early intervention criteria by checking their letter confirming their eligibility for the NDIS or by calling the NDIA.
- Refer to [Our Guideline – Leaving the NDIS](#) for information.

2. Continue with the plan reassessment and implementation. This includes considering the appropriate plan duration using the [SOP – Complete the Risk Assessment task](#).

The NARB delegate will:

- review the checklist and available information to consider whether to commence an ER
- notify the participant and plan developer if an ER commences, and at key points throughout the ER process
- notify the plan developer if an ER is not commenced.

Plan developers will:

- remain a key contact for the participant during this time
- support the person to leave the NDIS and link with community and other government services if their participant status is revoked.

### 3.8 Add information to an existing Eligibility Reassessment Request

The NARB delegate will consider all information and evidence when undertaking an ER. If you receive additional information after an ER referral has been made, follow the instructions below:

1. In the **NDIS Account** screen: Select **Internal Use** and **Open Activities**.
2. In the **Transaction Id** column: Select the hyperlinked **Transaction Id of the Eligibility Re-Assessment Request Activity Type**.

Transaction Id	Activity Type	Assigned To Employee	Assigned To Team
<a href="#">710169</a>	Eligibility Re-Assessment Request		



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- In the **Display Eligibility Re-Assessment Request** screen: Select **Edit**.

Request Details

Request #: [redacted]  
 Requested By: [redacted]  
 Date of Request: 13/11/2020  
 Due Date: 13/11/2020

Edit Withdraw Back

- In **Supporting Info**: Update with the relevant information.

\* Supporting Info: J [redacted] has now provided assessments and medical reports which include an updated primary disability. This evidence has been attached for consideration during their Eligibility Reassessment.

- In **Attachments**: Select **Add** (plus sign) icon to add documents.

Attachments

Inbound Documents [plus icon]

Review Checklist [minus icon]  
 Created On 13/11/2020 By [redacted]

- Select **Submit**.

## 3.9 Withdraw an Eligibility Reassessment Request

If an ER Request is made in error, or is no longer required, you may be able to withdraw the request **before the ER is commenced**.

- Has the ER Request commenced?
  - If **No**: Go to [Step 3.9.1: Withdraw an Eligibility Reassessment Request](#)
  - If **Yes**: No further action required. An Access delegate will maintain the participant's status if the Eligibility Reassessment is not required.

### 3.9.1 Withdraw an Eligibility Reassessment Request

- In the **NDIS Account** screen: Select **Internal Use** and **Open Activities**.



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- In the **Transaction Id** column: Select the hyperlinked **Transaction Id** of the **Eligibility Re-Assessment Request Activity Type**.

Transaction Id	Activity Type	Assigned To Employee	Assigned To Team
<a href="#">710169</a>	Eligibility Re-Assessment Request		

- In the **Display Eligibility Re-Assessment Request** screen: Select the **Withdraw** button.

Request Details

Request #:

Requested By:

Date of Request: 13/11/2020

Due Date: 13/11/2020

- In **Requested By**: Select yourself from the list.

Withdraw Request

\* Requested By

- In **Withdrawal Reason**: Select one of the following:

- Request Recorded in Error
- Additional Information Submitted.

\* Withdraw Reason

Request Recorded In Error

Additional Information Submitted

- In **Supporting Info**: Enter relevant details and select **Withdraw**.

\* Supporting Info



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## 4. Related procedures or resources

- [NDIS Act 2013](#)
- [Our Guideline – Applying to the NDIS](#)
- [Our Guideline – Leaving the NDIS](#)
- [Referral Checklist: Eligibility Reassessment or Access Status Change – Early Intervention](#)
- [Referral Checklist: Eligibility Reassessment – Disability](#)
- [SOP – Refer an Eligibility Reassessment \(ER\) call back or evidence extension request to NARB](#)
- [SOP – Support the former participant to leave the NDIS after a revocation decision](#)
- [SOP – Unable to contact the participant](#)
- [SOP – Finalise the plan when a participant leaves the NDIS](#)
- [Practice Guide – Early childhood plan reviews](#)
- [Interaction Templates – Reassessments and variations – Eligibility Reassessment](#)

## 5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our [Feedback Form](#).





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## 6. Version control

Version	Amended by	Brief Description of Change	Status	Date
2.0	JC0075	Class 2 Approval Updated highlighting styles and added new instructions for highlighting and version control numbering	APPROVED	2021-06-18
3.0	JS0082	Class 1 approval. Security markings updated.	APPROVED	2021-12-15
4.0	LNL387 SM0075 GO0002	Class 3 PCC approval Class 3 ND approval Class 3 PXD approval <ul style="list-style-type: none"> <li>• Updates to align with Our Guideline – Leaving the NDIS.</li> <li>• New process: ER Referral Checklist – Disability does not need to be completed at each plan reassessment.</li> <li>• New process: Ask for an ER Request that has already commenced to be withdrawn (in development).</li> <li>• New content: to highlight that an ER referral should <b>not be completed</b> if a participant is identified as <b>over 65</b> and in permanent <b>residential aged care</b> or receiving an <b>aged care package</b> for the first time.</li> <li>• New link to SOP – Finalise the plan before a participant leaves the NDIS.</li> </ul>	APPROVED	2022-09-20



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The contents of this document are **OFFICIAL**.

## Make Eligibility Reassessment decision

This Standard Operating Procedure (SOP) will help you finalise an Eligibility Reassessment (ER) decision in the Business System.

This involves considering if the participant continues to meet the residence and disability or early intervention (EI) requirements. The outcome of this SOP will be one of the following:

1. **Maintain Access Status:** the participant still meets the eligibility requirements they joined the NDIS under; or the participant now meets the early intervention requirements when they joined the NDIS under disability.
2. **Change Access Status:** the participant now meets the disability requirements when they joined the NDIS under early intervention.
3. **Revocation decision:** the participant does not meet the residence, disability or early intervention requirements and will be supported to leave the NDIS.

**Note:** Maintain Access Status and Change Access Status are not reviewable decisions under the NDIS Act.

### 1. Recent updates

Date	What's changed
December 2022	<p>New step added to 3.11.2 to determine if the plan developer is a local area coordinator/early childhood partner.</p> <p>Added instructions on how to locate the Operations Director.</p> <p>Updated formatting, links, grammar and screenshots.</p>
October 2022	<p>New SOP format to align with Our Guidelines refresh. SOPs include process information only. Use Our Guidelines to help you make decisions and refer to <a href="#">Related procedures or resources</a>.</p> <p>Guidance updated to align with <a href="#">Our Guideline – Leaving the NDIS</a>.</p> <p>Improved messaging about the participant's responsibility to provide information to support their eligibility.</p>



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Date	What's changed
	<p>Updates to provide more information about the reasons for a revocation decision. The letters list the information that indicates they are no longer eligible for the NDIS and the reasons for the decision.</p> <p>Instructions about when to request technical advice from a Quality Development Officer (QDO) or the Technical Advisory Branch (TAB).</p> <p>Increased contact attempts to 5 for when participant status is revoked.</p> <p>Additional step to contact the plan developer by phone after a revocation decision, where there are sensitivities, or the plan developer is not the local area coordinator or early childhood partner.</p> <p>Additional step to add an alert after a revocation decision for a person that joined the NDIS from a defined program.</p> <p>Additional checks to make sure the ER process has been procedurally fair before making a revocation decision.</p>

## 2. Checklist

Topic	Checklist
<p><b>Pre-requisites</b></p>	<p>You have read and understood:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Our Guideline – Applying to the NDIS</a></li> <li><input type="checkbox"/> <a href="#">Our Guideline – Leaving the NDIS</a></li> </ul> <p>You have:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> an ER task with an <b>Outcome of Opportunity to Respond</b></li> <li><input type="checkbox"/> confirmed that all <b>pre-checks</b> are complete from <a href="#">SOP - Consider commencement of Eligibility Reassessment or Access Status Change</a></li> <li><input type="checkbox"/> checked for any approved extension of time requests</li> <li><input type="checkbox"/> confirmed a <b>minimum of 28 days</b> (plus any approved extension of time request) have passed since the <a href="#">Letter – Eligibility Reassessment – Commencement – 1<sup>st</sup> opportunity to respond</a> was sent to the participant.</li> </ul>



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Topic	Checklist
<b>Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">3.1 Determine ER Request status</a></li> <li><input type="checkbox"/> <a href="#">3.2 Complete pre-checks</a></li> <li><input type="checkbox"/> <a href="#">3.3 Consider if residence and disability or EI requirements are met</a></li> <li><input type="checkbox"/> <a href="#">3.4 Check ER process resulting in revocation is procedurally fair</a></li> <li><input type="checkbox"/> <a href="#">3.5 Submit revocation decision for quality check</a></li> <li><input type="checkbox"/> <a href="#">3.6 Review quality check feedback: Revocation decision</a></li> <li><input type="checkbox"/> <a href="#">3.7 Update plan nominee or child representative contact end dates</a></li> <li><input type="checkbox"/> <a href="#">3.8 Send letter: Revocation decision</a></li> <li><input type="checkbox"/> <a href="#">3.9 Contact former participant or representative: Revocation decision</a></li> <li><input type="checkbox"/> <a href="#">3.10 Update alerts on record</a></li> <li><input type="checkbox"/> <a href="#">3.11 Notify plan developer – Revocation</a></li> <li><input type="checkbox"/> <a href="#">3.12 Submit ER outcome: Maintain Access Status</a></li> <li><input type="checkbox"/> <a href="#">3.13 Submit ER outcome: Change Access Status (from EI to disability)</a></li> <li><input type="checkbox"/> <a href="#">3.14 Review quality check feedback: Maintain/Change Access Status (if sent for quality checking)</a></li> <li><input type="checkbox"/> <a href="#">3.15 Send letter: Maintain or Change Access Status</a></li> <li><input type="checkbox"/> <a href="#">3.16 Contact participant or representative: Explain Maintain/Change Access Status outcome</a></li> <li><input type="checkbox"/> <a href="#">3.17 Check/update primary and secondary disabilities</a></li> <li><input type="checkbox"/> <a href="#">3.18 Add Interaction: Notify plan developer – ER outcome</a></li> <li><input type="checkbox"/> <a href="#">4.0 Appendices</a></li> </ul>



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## 3. Procedure

During the ER process, **do not reassign the application** in the Business System.

### 3.1 Determine ER Request status

An Access Assessor (AA) may receive an ER Request at different points of the process and may complete one or more of these steps.

#### 3.1.1 Obtain work item

1. In **My Inbox**: Select **Ready for Work**.

**Note:** This will allocate a work item to your inbox.

2. Select the work item:

- If it relates to an **access decision**: refer to [SOP – Progress NDIS application in the system](#).
- If you made the **original access decision**: inform your Team Leader of the conflict of interest and they will re-assign the work item to another Access Delegate.
- If there is an alert for a Younger People in Residential Aged Care (YPIRAC): **Re-assign** the **work item** to s47F- personal privacy (NK0019).
- Check if the person lives in a **remote or very remote area**: refer to [SOP – Check for remote or very remote address](#). If they live in an area classified as **Remote or Very Remote** ('M M 6' or 'M M 7' under the [Modified Monash Model](#)): **Re-assign** the **work item** to s47F- personal privacy (DJS497).

3. Check work item **Type**

<input type="checkbox"/>	Due Status	Transaction ID	Type	Description	NDIS Number	Customer
<input type="checkbox"/>	Due Today	0000881611	ER Request	Eligibility Re-assessment Request	<span style="background-color: #cccccc; padding: 2px;">[REDACTED]</span>	J <span style="background-color: #cccccc; padding: 2px;">[REDACTED]</span>

#### 3.1.2 If ER Request

1. Select the work item.
2. Review **Outcome** to determine the next steps.



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Status:	Open
Channel:	LAC Partner
Original Decision Maker:	M [REDACTED]
<b>Outcome:</b>	Commence Eligibility Reassessment

### 3. If **Outcome** is:

- **Opportunity to Respond:** Go to [Step 3.2: Complete pre-checks](#).
- **Commence Eligibility Reassessment:** Refer to [SOP - Consider Eligibility Reassessment outcome following 1st chance to respond](#).
- Not displayed: Refer to [SOP – Consider commencement of Eligibility Reassessment or Access Status Change](#).

#### 3.1.3 If Eligibility Reassessment Evidence Extension Request

1. Refer to [SOP - Action Evidence Extension Request for an Eligibility Reassessment](#).

#### 3.1.4 If Eligibility Reassessment Call Back Request

1. Refer to [SOP – Action Call back Request for an Eligibility Reassessment](#).

### 3.2 Complete pre-checks

1. Have all the pre-checks been completed?
  - **Yes:** Go to [Step 3.3: Consider if residence and disability or EI requirements are met](#).
  - **No:** To complete the missed steps, refer to [SOP - Consider commencement of Eligibility Reassessment or Access Status Change](#).

### 3.3 Consider if residence and disability or EI requirements are met

**Note:** It is the participant's responsibility to provide evidence that they continue to meet eligibility requirements.

1. Review notes in the ER Request work item **Outcome Justification** to determine the reason for the potential for adverse decision.

**Note:** This will determine which eligibility criteria you consider, and the order to consider them.





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2. If the **Outcome Justification** states that the participant:
  - may **not meet residence** requirements (only): consider residence criteria.
  - may **not meet residence and disability and EI** requirements: consider residence, disability and EI criteria.
3. Review all the participant's information (including **Interactions**, **Inbound Documents**, the **NAT inbox**, and any other available information on the participant's record such as the planning conversation tool, plan value, plan usage and supports in place). Notify your Team Leader if you identify any integrity issues then continue with ER.
4. Assess the evidence against the residence (s23), disability (s24) and EI (s25) requirements, if required use the [ARIS process map](#) eligibility decision steps to consider:
  - **First:** List A
  - **Second:** Criteria that the participant originally met (regardless of age)
  - **Third:** The remaining criteria.
5. For more information to assist you with your decision making, refer to:
  - [Appendices](#)
  - [Our Guideline – Applying to the NDIS](#)
  - [Our Guideline – Leaving the NDIS](#)
  - [Technical Advisory Team \(TAT\) Digest – Published Advice](#)
6. Consider if the **NSW Prescribed Program exception** applies (relevant to the residence requirements only).
7. Consider if there is **sufficient evidence** to decide whether the participant meets the residence and/or disability or EI requirements (if the participant joined the NDIS under one of the NSW prescribed programs, only consider the disability and EI requirements and do not consider the residence requirements).
8. Consider if you require technical support or if you can make a decision to maintain access status, change access status or revoke participant status.

[s47E\(d\) - certain operations of agencies](#)





## Standard Operating Procedure

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### s47E(d) - certain operations of agencies

1. Refer to [SOP – Request technical advice to progress an Eligibility Reassessment](#).

#### 3.3.2 If ER outcome – Maintain Access Status

The information indicates that the participant:

- **meets** residence and disability or early intervention requirements that they joined the NDIS under; or
- joined the NDIS under the disability requirements and now meets early intervention requirements

**AND**

- does not have a primary disability that is a chronic health condition; or
- **s47E(d) - certain operations of agencies**

1. Go to [Step 3.12: Submit ER outcome: Maintain Access Status](#).

#### 3.3.3 If ER outcome – Change Access Status

The information indicates that the participant:

- joined the NDIS under early intervention requirements and now **meets disability** requirements

**AND**

- does not have a primary disability that is a chronic health condition; or
- **s47E(d) - certain operations of agencies**

1. Go to [Step 3.13: Submit ER outcome: Change Access Status \(from EI to disability\)](#).

#### 3.3.4 If ER outcome – Revoke Participant Status



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The information indicates that:

- the participant **does not meet** the residence and/or disability and early intervention requirements; or
- there is **no information** or **insufficient information** to determine if the participant meets the residence and disability or early intervention requirements

**AND**

- the NSW Prescribed Program exception does not apply (relevant to the residence requirements only)

**AND**

- the participant has received 12 months of funded supports.

1. Go to [Step 3.4 Check ER process resulting in revocation is procedurally fair.](#)

## 3.4 Check ER process resulting in revocation is procedurally fair

1. Refer to [SOP - Check for procedural fairness in an Eligibility Reassessment.](#)

## 3.5 Submit revocation decision for quality check

### 3.5.1 Prepare Decision Template

1. Open [Template – Eligibility Reassessment – Revocation decision.](#)
2. Complete fields in the relevant templates.
3. Save the completed template as a Word document to your desktop or OneDrive.

**Note:** This will be used to populate the ER letter in a later step.

4. Copy the completed template to paste into the **Outcome Justification**.

### 3.5.2 Update ER Request: Revoke

1. In **Eligibility Reassessment Request**: Select **Edit**.
2. In **Outcome**: Select **Revoke**.
3. In **Outcome Justification**:

The information indicates that **<Participant>** does not meet the eligibility requirements. I have made a decision to revoke their participant status.

**<Paste the completed eligibility reassessment decision – revocation template>.**



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<Enter your User ID>.

4. In **Supporting Info**:

Refer to **Outcome Justification**.

5. In **Reason for Revoke**: Select appropriate reason from drop-down.

6. In **Date of Decision**: Select today's date.

7. Select **Submit**.

**Note:** The ER Request will be drawn down by a QDO for quality checking.

8. Start working on a new work item while waiting for this to be completed.

9. Once quality feedback is returned, go to [Step 3.6: Review quality check feedback: Revocation decision](#) to finalise the decision.

## 3.6 Review quality check feedback: Revocation decision

After receiving the feedback, you are still responsible for making, documenting and implementing the decision.

1. In the **Business System Inbox**: Select **Quality Check Act** task.

2. Review the quality feedback provided:

- If you **agree** with the feedback:
  - Next to **Acknowledged**
  - Select **Submit**
  - Go to [Step 3](#).
- If you need **further clarification**, do **not** acknowledge the feedback:
  - Discuss feedback with your Team Leader.
  - If required, follow the reconsideration process.
  - Do **not** proceed to Step 3 until this is resolved.

3. Finalise the ER decision, taking into consideration the quality check feedback.

## 3.7 Update plan nominee or child representative contact end dates

**Note:** You **must** do this so the nominee or child representative can still use the participant portal to finalise payments and accounts for the next 90 days.

1. From the **NDIS account** screen, select **Contacts**.



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2. Select the **Plan Nominee** or **Child Representative** contact.
3. At **Valid To**: Enter the date 90 days after revocation decision.  
**Note:** You can use the [Time and Date](#) website to help calculate 90 days.

4. Select **Submit**.

**Note:** There is no requirement to extend other relationships as they do not impact portal access. For example: mother or father.

## 3.8 Send letter: Revocation decision

1. Open and edit [Letter – Eligibility Reassessment – Revocation decision](#).
2. Copy the completed decision templates into the letter.  
**Note:** The template was saved to your desktop or OneDrive earlier.
3. Send letter to the participant or representative via their preferred correspondence method.
4. Delete the template saved to your desktop or OneDrive after you have completed this step.

### 3.8.1 Attach the letter to Inbound Documents

1. In the **NDIS Account** screen: Select **Documents**.
2. Select **Add Items** and select **Inbound Document**.
3. In **Description**: Letter – ER – Revocation decision.
4. In **Status**: Select **Completed**.
5. In **Category 1**: Select **NDIA Service**.
6. In **Category 2**: Select **Other Correspondence**.



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Type:	Inbound Correspondence
Description:	Letter – ER – Revocation
Document Type:	<input type="text"/>
Site Location:	<input type="text"/>
Priority:	Low
Status:	Completed
Reason:	<input type="text"/>
Category 1:	NDIA Service
Category 2:	Other Correspondence

- In **Employee Responsible**: Enter your details.
- In **Note**: Letter **<emailed/mailed>** to **<Person>** on **<Date>** by **<User ID>**.

* Employee Responsible:	A <input type="text"/>	<input type="button" value="Copy"/>
Team Responsible:	<input type="text"/>	<input type="button" value="Copy"/>
Assigned Queue:	<input type="text"/>	<input type="button" value="Dropdown"/>
Assigned Queue Partner:	<input type="text"/>	
Note:	Letter mailed to T <input type="text"/> on 15.10.2019 by A <input type="text"/> .	

- Select the **Upload File** button under **Attachments**.
- In the **File Explorer** window: Select the relevant document.
- Select **Save**.

### 3.9 Contact former participant or representative: Revocation decision

**Note:** A representative could be the former participant's nominee or child representative. If the former participant has a nominee, they will be listed as a contact as a **Plan Nominee**.

If the person's preferred correspondence method is email or letter, you must still attempt to call them about the revocation decision. The exception is if the person has requested no phone calls (for example, they are Deaf and have requested written communication only), or if they have not provided a phone number.



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## 3.9.1 Contact person: Revocation decision

1. Refer to [SOP – Send SMS using Whispir messenger](#) to send 'Contact attempt SMS template' to advise you will be calling.

**Note:** Only send this SMS before your **first** attempt to call the person.

2. Do not contact the person by SMS if they have told the Agency that they do not consent to this form of communication.
3. Prepare for your call:
  - Review the relevant evidence on the person's record, and your reasons for the revocation decision.
  - Have the [Letter – Eligibility Reassessment – Revocation decision](#) handy for reference during the call.
  - Read **Sensitive conversations** in the [Conversation Style Guide](#).
4. Make **5** telephone contact attempts (over a 3-day period, at different times of day) to the former participant, nominee or child representative. The first call should be made on the day of the decision. If you reach voicemail and the person identifies themselves, leave a brief message requesting they contact the NDIA on 1800 800 110. You must complete **all** required contact attempts, even if the number is disconnected.

### 3.9.1.1 Record an Interaction following each unsuccessful call attempt

1. In the **NDIS Account** screen: Select **Interactions**.
2. Select **Add Items** and then select **Interaction**.
3. In **Category 1**: Select **Pathway**.
4. In **Category 2**: Select **Review**.
5. In **Category 3**: Select **Eligibility Reassessment**.
6. In **Channel**: Select **Internal Notes**.
7. In **Status**: Select **Completed**.
8. In **Notes**:

Revocation decision made on **<Date>**.

**Choose an item.** phone call attempt made to **<Person>** on **<Date>** at **<Time>** to advise that the eligibility requirements have not been met and a decision has been made to revoke the person's status as a participant.



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Call not answered.

* Category 1:	Pathway
* Category 2:	Review
* Category 3:	Eligibility Reassessment
* Channel:	Internal Notes
* Status:	Completed
Link Transaction:	<input type="radio"/> NO
Notes:	Participant status revoked on 16/08/2021. First phone call attempt made to J [REDACTED] to advise that the eligibility requirements have not been met and a decision has been made to revoke the person's status as a participant. Call not answered.

9. Select **Submit**.

### 3.9.2 If all 5 contact attempts are unsuccessful

1. Refer to [SOP – Send SMS using Whispir messenger](#) to send 'Unsuccessful contact attempt' SMS to advise you tried to call.

**Note:** Only send this SMS after you make all required call attempts.

- Do not contact the person by SMS if they have told the Agency that they do not consent to this form of communication.
- Continue with ER process.
- Go to [Step 3.9.4: Add Interaction: ER revocation outcome](#).

### 3.9.3 If the call is answered

- Notify the person that you are calling to let them know about their Eligibility Reassessment outcome.
- Explain that we provided opportunity for the participant to provide further information to show they continue to meet the eligibility requirements.
- Note that the Eligibility Reassessment Commencement Letter was sent on **<date>**, the Second Opportunity to Respond Letter was sent on **<date>**, and call attempts were made on **<date/s>**.
- <If relevant:** Advise the person of a granted Extension of Time Request>
- Explain that we have considered their information against the eligibility requirements (including any new information provided).





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- Advise the person that they do not meet the **<residence>** and/or their impairment does not meet the **<disability and early intervention>** requirements, so we will support them to leave the NDIS and connect with community and other government supports.

Using the letter as a guide:

- Outline the specific information/evidence we considered to make the decision.
- Explain which eligibility requirement/s are not met. Refer to relevant information to explain the decisions reasons.
- Encourage them to contact their plan developer or **<local area coordinator (LAC) / early childhood partner (ECP)>** for information about their plan, and to connect them with community and government services.
- If you need further support to explain the decision to the person, seek assistance from your Team Leader.
- Advise the person of their review rights.
- Advise the person that the decision takes effect from **<Date of letter>**, and that they will receive a letter shortly which explains the decision and their review rights.
- Advise the person that from **<Date of letter>**, they can no longer use NDIS funds to purchase supports as they are no longer a NDIS participant.
- If they had access to the myplace Participant Portal, access will end 90 days after the date of the letter, on **<90 days from date of letter>**.
- Advise the person that providers must complete all payment requests within the 90 days. After this time, providers will not be able to make any further requests. Only claims for supports received prior to **<Date of letter>** can be claimed.
- Ask if they have any questions.

1. Go to [Step 3.9.4: Add Interaction: ER revocation outcome](#).

### 3.9.4 Add Interaction: ER revocation outcome

1. In the **NDIS Account** screen: Select **Interactions**.



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2. Select **Add Items** and then select **Interaction**.
3. In **Category 1**: Select **Pathway**.
4. In **Category 2**: Select **Review**.
5. In **Category 3**: Select **Eligibility Reassessment**.
6. In **Channel**: Select **Internal Notes**.
7. In **Status**: Select **Completed**.

Revocation decision made on **<Date of letter>**.

Phone call made to **<Person>** to advise that the eligibility requirements have not been met, and that a decision has been made to revoke the person's status as a participant.

I advised the person that from the date of the letter, they can no longer use NDIS funds to purchase supports as they are no longer an NDIS participant.

I advised the person to contact their plan developer or **<local area coordinator (LAC) / early childhood partner (ECP)>** for information about their plan and community and government services.

I advised the person of their review rights.

**<Details of conversation>**.

* Category 1:	Pathway	* Channel:	Internal Notes
* Category 2:	Review	* Status:	Completed
* Category 3:	Eligibility Reassessment	Link Transaction:	<input type="radio"/> NO

Notes:

Participant status revoked on 16/08/2021.  
 Phone call made to J [redacted] to advise that eligibility requirements have not been met, and that a decision has been made to revoke the person's status as a participant.  
 I advised the person that from today, they can no longer use NDIS funds to purchase supports as they are no longer an NDIS participant.  
 I advised the person to contact their plan developer or local area coordinator (LAC) for information about their plan and community and government services.  
 I advised the person of their review rights.  
 J [redacted] advised me that they would contact their LAC for support.

8. Select **Submit**.

## 3.10 Update alerts on record

### 3.10.1 Update ER alert end date

1. In the **NDIS Account** Screen: Select **Internal Use**.
2. Select **Plan Alerts**.
3. Select the **Eligibility Reassessment** alert.



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4. In **End Date**: Edit to today's date.
5. Select **Submit**.
6. If the person:
  - **was** a defined participant, go to [Step 3.10.2: Add alert for defined records \(if required\)](#).
  - **was not** a defined participant, go to [Step 3.11: Notify plan developer – Revocation](#).

## 3.10.2 Add alert for defined records (if required)

**Note:** This is an important step to make sure that any future applications from the person are considered as new (not defined).

1. Select **Add Items** and then select **Alert**.
2. Select the **Primary** checkbox.
3. In **Alert**: Select **Eligibility Reassessment**.
4. In **Additional Information**:

<Person's> access has been revoked. They are no longer a defined participant.

Any future applications should be treated as new and evidence of disability must be provided.

5. Select **Submit**.

## 3.11 Notify plan developer – Revocation

### 3.11.1 Add Interaction: Notify plan developer – Revocation

1. In the **NDIS Account** screen: Select **Interactions**.
2. Select **Add Items** and then select **Interaction**.
3. In **Category 1**: Select **Pathway**.
4. In **Category 2**: Select **Review**.
5. In **Category 3**: Select **Eligibility Reassessment**.
6. In **Channel**: Select **Internal Notes**.
7. In **Status**: Select **Open**.
8. In **Notes**:

Interaction to notify plan developer that Eligibility Reassessment is complete.



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Refer to Eligibility Re-Assessment Request for information about status of the request.

For Action: Follow instructions in SOP – Finalise the plan before a participant leaves the NDIS, to finalise the plan and support the former participant to leave the NDIS.

**<If relevant:** Please note there is no **<LAC / ECP>** in their area, and in this scenario, it has been agreed that national delivery will complete the relevant steps to support the former participant.

9. Select **Submit**.
10. Select **Edit**.
11. Select **Assign**.
12. Select **Employee**.
13. In **Employee**: Enter the plan developer's name (Contact with relationship type **My NDIS Contact**).

**Note:** Where there is no My NDIS Contact, assign the interaction to the [National Delivery Inbox](#) (Return to SDP Inboxes) within the person's geographical location.

14. Select **Assign**.

15. Select **Submit**.
  - If there are sensitivities/concerns with the revocation or the plan developer is not an local area coordinator/early childhood partner: Go to [Step 3.11.2: Contact the local area coordinator or early childhood partner](#).



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- If there is no local area coordinator or early childhood partner in their area: Go to [Step 3.11.3: Email the relevant Operations Director](#).
- If there are no sensitivities and the plan developer is the local area coordinator or early childhood partner:

### End of process.

### 3.11.2 Contact the local area coordinator or early childhood partner

**Note:** Only complete this step if the plan developer is not a local area coordinator or early childhood partner, or if there are sensitivities/concerns.

3.11.2.1 Check if the plan developer is a local area coordinator or early childhood partner.

1. From the **NDIS Account** screen, select **Contacts**.
2. Select the **My NDIS Contact** to view the **Contact** details.

**Note:** Click on the row and not on any hyperlinks within the row to view the details in **Contacts**.

Contacts	
Name 1	Relationship Type
[Redacted]	Advocate
[Redacted]	Alternate Contact
[Redacted]	Mother
[Redacted]	My NDIS Contact
[Redacted]	Child Representative

3. The **Update Relationship** detail will open. Check the **Position** field to see if they are a local area coordinator or early childhood partner.

Valid From:	26.09.2022
* Valid To:	31.12.9999
Preferred Name:	s11(c)(1)(a)-personal
Phone:	[Redacted]
Email:	[Redacted]
Organisation:	
Position:	Early Childhood Coordinator



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### 3.11.2.2 Contact the local area coordinator early childhood partner

1. Make **one** contact attempt to the local area coordinator or early childhood partner via phone or Microsoft Teams.
  - Advise them that **<Person's>** access has been revoked on **<Date>**.
  - Advise them of any sensitivities/risks you are aware of.
  - Advise them to make sure that relevant community and other government service connections are in place.

### 3.11.2.3 Update Notify plan developer interaction.

**Note:** You do not need to create a new interaction, as you will update the existing interaction to notify the plan developer. The interaction should still remain **Open**.

1. Open the Notify plan developer **Interaction** you created in Step 3.11.1.
2. Select **Edit**.
3. In **Notes**:

I contacted **<LAC / ECP>** **<LAC / ECP name>** via **<phone/MS Teams>** to advise that **<Person>** has had their participant status revoked.  
**<Details of conversation>** OR **<Unable to contact>**.

4. Select **Submit**.

**Note:** Keep the interaction **Open** to make sure the plan developer receives it.

**End of process.**

### 3.11.3 Email the relevant Operations Director

**Note:** Only complete this step if there is no local area coordinator or early childhood partner available in the former participant's area.

1. Refer to the [National Delivery](#) intranet page.
2. Select the state or territory where the former participant lives.
3. Find the name of the Operations Director in the **Our Team** table. **Note:** for Victoria and Tasmania, this is in the **Our Workgroups and Team** menu.
4. Open [Email Template – Eligibility Reassessment – Decision to revoke and no PITC in local area](#).
5. Complete fields in the body of the email.



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6. Select **Send**.

### 3.11.3.1 Update Notify plan developer interaction

**Note:** You do not need to create a new interaction, as you will update the existing interaction to notify the plan developer. The interaction should remain **Open**.

1. Open the Notify plan developer **Interaction** you created in Step 3.11.1.
2. Select **Edit**.
3. In **Notes**:

I sent an email sent to Operations Director, <**Operations Director's name**> to advise:

- there is no <**LAC / ECP**> available in the former participant's area to support them to link with community and other government services.
- that I have assigned an interaction to the RTS inbox to request support for the former participant to leave the NDIS.

4. Select **Submit**.

**Note:** Keep the interaction **Open** to make sure the plan developer receives it.

**End of process.**

## 3.12 Submit ER outcome: Maintain Access Status

### 3.12.1 Prepare Decision Template

1. Open [Template – Eligibility Reassessment – Maintain or Change Access Status](#).
2. Complete fields in the relevant templates.
3. Copy the completed template to paste into the **Outcome Justification**.

### 3.12.2 Update ER Request: Maintain Access Status

1. In **Eligibility Reassessment Request**: Select **Edit**.
2. In **Outcome**: Select **Maintain Access Status**.

Status:	Open
Channel:	LAC Partner
Original Decision Maker:	G [redacted]
Outcome:	Maintain Access Status <span style="float: right;">▼</span>

3. In **Outcome Justification**:





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<Paste the completed Maintain or Change Access Status template>.

<Enter your User ID>.

4. In **Supporting Info**, copy and paste the content from **Outcome Justification**.

**Note:** The content in **Outcome Justification** and in **Supporting Info** must be identical. The **Supporting Info** content will make up the history log of the Eligibility Reassessment.

5. In **Reason for Maintain Access Status**: Select reason from drop-down menu.

- **Disability and Residence Valid:** Sufficient evidence the residence and disability requirements are met.
- **Early Intervention and Residence Valid:** Sufficient evidence residence and early intervention requirements are met.

**Note:** Do not use **Insufficient evidence to Alter Decision**, **Record Ceased** or **Invalid Checklist/Checklist not provided**.

6. Select **Submit**.

7. If your Maintain Access Status decision:

- **is not** sent for quality checking:
  - Go to [Step 3.15: Send letter: Maintain or Change Access Status](#).
- **is** sent for quality checking:



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- Start working on another work item. Once quality feedback is returned, go to [Step 3.14: Review quality check feedback: Maintain/Change Access Status \(if sent for quality checking\)](#).

## 3.13 Submit ER outcome: Change Access Status (from EI to disability)

Changing the participant's access status from early intervention to disability is not a decision under the NDIS Act. This means it is not a reviewable decision.

If the participant joined the NDIS under disability requirements and now meets the early intervention requirements, their access status must be maintained. Do not change their access status.

### 3.13.1 Prepare Decision Template

1. Open [Template – Eligibility Reassessment – Maintain or Change Access Status](#).
2. Complete fields in the relevant templates.
3. Copy the completed template to paste into the **Outcome Justification**.

### 3.13.2 Update ER Request: Change Access Status

1. In **Eligibility Reassessment Request**: Select **Edit**.
2. In **Outcome**: Select **Change Access Status**.

3. In **Outcome Justification**:

<Paste the completed Maintain or Change Access Status template>.

<Enter your User ID>.

4. In **Supporting Info**:

Refer to **Outcome Justification**.

5. In **Access Decision Reason**: Select **Disability Met**



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**Note: Benefit from Early Intervention, Exceptional Circumstances and Continuity of Supports** are not applicable.

6. In **Access Decision Notes**: Status Change from EI to Disability.
7. Select Submit.
8. If your change access status decision:
  - **is not** sent for quality checking:
    - Go to [Step 3.15: Send letter: Maintain or Change Access Status](#).
  - **is** sent for quality checking:
    - Go to [Step 3.14: Review quality check feedback: Maintain/Change Access Status \(if sent for quality checking\)](#).

## 3.14 Review quality check feedback: Maintain/Change Access Status (if sent for quality checking)

After receiving the feedback, you are still responsible for making, documenting and implementing the decision.

1. In the **Business System Inbox**: Select **Quality Check Act** task.
2. Review the quality feedback provided:
  - If you **agree** with the feedback:
    - Next to **Acknowledged**: Select **Yes**
    - Select **Submit**
    - Go to Step 3.
  - If you need **further clarification** of the feedback, do **not** acknowledge it. Discuss it with your Team Leader, and if applicable, follow the reconsideration process. Do **not** proceed to Step 3 until this is resolved.
3. Finalise the ER outcome, taking into consideration the quality check feedback:
  - If the outcome continues to be either maintain or change access status, go to [Step 3.15: Send letter: Maintain or Change Access Status](#).

## 3.15 Send letter: Maintain or Change Access Status

### 3.15.1 Prepare and send letter to participant



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1. Open and edit [Letter – Eligibility Reassessment – Maintain or change access status.](#)
2. Send the letter to the participant or representative via their preferred correspondence method.

### 3.15.2 Attach letter to Inbound Documents

1. Go to the **NDIS Account** screen: Select **Documents**.
2. Select **Add Items** and then **Inbound Documents**.
3. In **Description**: Letter – End of Eligibility Reassessment Process.
4. In **Status**: Select **Completed**.
5. In **Category 1**: Select **NDIA Service**.
6. In **Category 2**: Select **Other Correspondence**.

Type: Inbound Correspondence	
Description:	Letter – End of Eligibility Reassessment Process
Document Type:	<input type="text" value=""/> ▾
Site Location:	<input type="text" value=""/> ▾
Priority:	Low ▾
Status:	Completed ▾
Reason:	<input type="text" value=""/> ▾
Category 1:	NDIA Service ▾
Category 2:	Other Correspondence ▾

7. In **Employee Responsible**: Enter your details.
8. In **Note**: Letter <emailed/mailed> to <Person> on <Date> by <User ID>.



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* Employee Responsible:	A [redacted]	
Team Responsible:		
Assigned Queue:		
Assigned Queue Partner:		
Note:	Letter mailed to A [redacted] on 18.10.2019 by A [redacted].	

9. Select **Upload File** button under **Attachments**.
10. In **File Explorer** window: Select the relevant document.
11. Select **Save**.
12. Go to [Step 3.16: Contact participant or representative: Explain Maintain/Change Access Status outcome](#).

## 3.16 Contact participant or representative: Explain Maintain/Change Access Status outcome

**Note:** A representative could be the participant's nominee or child representative. If the participant has a nominee, they will be listed as a contact as a **Plan Nominee**.

### 3.16.1 Contact the participant or their representative

1. Refer to [SOP – Send SMS using Whispir messenger](#) to send 'Contact attempt SMS template' to advise you will be calling.
 

**Note:** Do not contact the person by SMS if they have told the Agency that they do not consent to this form of communication.
2. Make **one** telephone contact attempt to the participant, nominee or child representative. If you reach voicemail and the person identifies themselves, leave a brief message requesting they contact the NDIA on 1800 800 110.

### 3.16.2 If unsuccessful contact attempt

1. Refer to [SOP – Send SMS using Whispir messenger](#) to send 'Unsuccessful contact attempt' SMS to advise you tried to call.
 

**Note:** Do not contact the person by SMS if they have told the Agency that they do not consent to this form of communication.
2. Go to [Step 3.15.4: Update the Alert's End Date](#).

### 3.16.3 If the call is answered



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- Using the letter as a guide, notify the person that you are calling to update them on the outcome of their Eligibility Reassessment.
- Advise the person that we have completed a review of their eligibility, and that they continue to meet the eligibility requirements.
- If **Change Access Status**: Advise the person that they originally met the requirements for early intervention and based on the available information, they now meet the disability requirements.
- If **Maintain Access Status**: Advise the person that based on the available information, they continue to meet the residence and **<disability>** or **<early intervention>** requirements.
- This means that they will continue to be a participant of the NDIS and there will be no change to their current supports.
- If the person has any questions about their plan or funding, refer them to their **<local area coordinator/early childhood partner/NDIA planner>**.

1. Go to [Step 3.16.4: Update the Alert's End Date](#).

### 3.16.4 Update the Alert's End Date

1. In the **NDIS Account** screen: Select **Internal Use**.
2. Select **Plan Alerts**.
3. Select the **Eligibility Reassessment** alert.
4. In **End Date**: Edit to today's date.
5. Select **Submit**.

### 3.16.5 Add Interaction: Maintain or Change Status

1. In the **NDIS Account** screen: Select **Interactions**.
2. Select **Add Items** and then select **Interaction**.
3. In **Category 1**: Select **Pathway**.
4. In **Category 2**: Select **Review**.
5. In **Category 3**: Select **Eligibility Reassessment**.
6. In **Channel**: Select **Internal Notes**.



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7. In **Status**: Select **Completed**.

8. In **Notes**:

Phone call made to <Person> to advise them that the Eligibility Reassessment is now complete.

<Person's> access status has been <maintained/changed from early intervention to disability>.

<Details of conversation> OR <Call not answered>.

* Category 1:	Pathway
* Category 2:	Review
* Category 3:	Eligibility Reassessment
* Channel:	Internal Notes
* Status:	Completed
Link Transaction:	<input type="radio"/> NO
Notes:	<p>Phone call made to J [redacted] to advise them that the Eligibility Reassessment is now complete.</p> <p>J [redacted]'s access status has been maintained.</p> <p>Call not answered.</p>

9. Select **Submit**.

10. Go to [Step 3.17: Check/update primary and secondary disabilities](#).

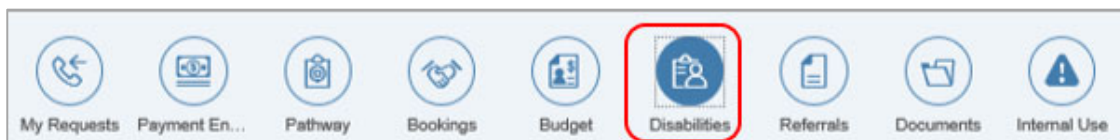
## 3.17 Check/update primary and secondary disabilities

The **Disabilities** tab needs to reflect only the disabilities where the participant meets disability or early intervention requirements, as this is important for the planning stage.

You need to confirm that their eligible impairments are reflected correctly in the business system. This includes listing any other eligible impairments in both the **Primary Disability** and **Secondary Disabilities** tab.

### 3.17.1 View Disabilities Screen

1. In the **NDIS Account** screen: Select **Disabilities**.



2. In **Disabilities**: Select the > next to **Secondary**.

3. In **Disabilities**: Select the > next to **Primary**.

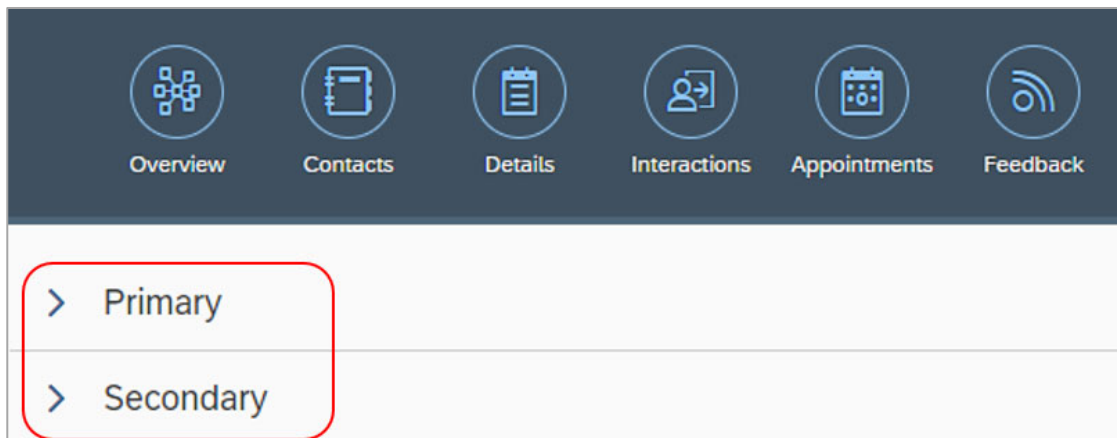




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**Note:** To view both the primary and secondary disabilities at the same time, open the **Secondary** tab first, followed by the **Primary**.



**Note:** This screen will list all current and previous primary and secondary disabilities. Take note of the **Effective Start** and **Effective End** dates to determine what disabilities are current.

Effective Start	Effective End
07.09.2022	31.12.9999

### 3.17.2 Consider if the listed primary disability still meets the eligibility requirements

1. Consider if there is sufficient evidence the primary disability meets the eligibility requirements:
  - If primary disability **no longer meets** the disability or early intervention requirements: Go to [Step 3.17.3: Update primary disability](#).
  - If primary disability **continues to meet** the disability or early intervention requirements: Go to [Step 3.17.4: Consider if any secondary disabilities no longer meet the eligibility requirements](#).

**Note:** If the existing primary disability continues to meet the eligibility requirements, and there are additional disabilities that also meet eligibility, do not change the primary disability.

### 3.17.3 Update primary disability

Do not delete the previous primary disability. When the primary disability is changed, this will automatically apply an end date to the previous primary disability.





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### 3.17.3.1 If primary disability is listed as a secondary disability

1. In **Secondary**: Select the **Convert to Primary Disability** icon.

Secondary	
Reported Impairment	
	 Amputation - Multiple

2. Complete additional fields (if known).
3. Select **Submit**.

Primary		
Reported Impairment	Assessed Impairment	Effective Start
 Autism spectrum disorder	F84.0 - Autism disorder	06.05.2020

### 3.17.3.2 If the primary disability is not listed as a secondary disability

1. In the **NDIS Account** screen.
2. Select **Add Items** and then select **Disability**.
3. In **Reported Impairment**: Start typing the disability and select when displayed.  
**Note:** Alternatively, select from the list of disabilities.
4. Next to **Primary**: Select the checkbox.
5. Complete additional fields (if known).



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* Reported Impairment:	Autism spectrum disorder
Assessed Impairment:	F84.0 - Autism disorder
Primary:	<input checked="" type="checkbox"/>
Effective Start:	06.05.2020
Effective End:	31.12.9999
Onset Date:	dd.MM.yyyy
Evidence of Diagnosis:	

6. Select **Submit**.

### 3.17.4 Consider if any secondary disabilities no longer meet the eligibility requirements

1. Consider if there is **sufficient** evidence that any secondary disabilities continue to meet the eligibility requirements:

- If a secondary disability **no longer meets** the disability or early intervention requirements: Go to [Step 3.17.5: Update Effective End Date for secondary disability](#).
- If the secondary disabilities **continue to meet** the disability or early intervention requirements: Go to [Step 3.17.6: Consider if additional secondary disabilities meet the disability or early intervention requirements](#).
- If there are **no** secondary disabilities listed: Go to [Step 3.17.6: Consider if additional secondary disabilities meet the disability or early intervention requirements](#).

### 3.17.5 Update Effective End date for secondary disability

1. Select relevant disability.
2. In the **Effective End** date: Update to current date.



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Reported Impairment:	Schizophrenia
Assessed Impairment:	F20 - Schizophrenia
Primary:	<input type="checkbox"/>
* Effective Start:	14.05.2019
* Effective End:	06.05.2020
Onset Date:	dd.MM.yyyy
Evidence of Diagnosis:	Evidence in writing of diagnosis from treating specialist

### 3. Select **Submit**.

**Note:** The disability will show within **Secondary Disabilities** with an end date.

### 3.17.6 Consider if additional secondary disabilities meet the disability or early intervention requirements

1. Consider if there is **sufficient** evidence that an additional secondary disability meets the disability or early intervention requirements:
  - If an additional secondary disability **meets** the disability or early intervention requirements: Go to [Step 3.17.7: Add secondary disability](#).
  - If there is **insufficient** evidence that any additional disabilities meet the disability or early intervention requirements: Go to [Step 3.18: Add Interaction: Notify plan developer – ER outcome](#).

### 3.17.7 Add secondary disability

1. In the **NDIS Account** screen.
2. Select **Add Items**: Select **Disability**.
3. In **Reported Impairment**: Start typing the disability and select when displayed.

**Note:** Alternatively, select from the list of disabilities.

4. Next to **Primary**: **Do not** select the checkbox.
5. Complete additional fields (if known).

**Note:** Do not adjust the **Effective End** date as it will auto-populate with 31.12.9999.



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* Reported Impairment:	Other Physical
Assessed Impairment:	M95 - Other Physical
Primary:	<input type="checkbox"/>
* Effective Start:	06.05.2020
* Effective End:	31.12.9999
Onset Date:	dd.MM.yyyy
Evidence of Diagnosis:	Evidence in writing of diagnosis from treating specialist

6. Select **Submit**.
7. Go to [Step 3.18: Add Interaction: Notify plan developer – ER outcome](#).

## 3.18 Add Interaction: Notify plan developer – ER outcome

1. In the **NDIS Account** screen: Select **Interactions**.
2. Select **Add Items** and then select **Interaction**.
3. In **Category 1**: Select **Pathway**.
4. In **Category 2**: Select **Review**.
5. In **Category 3**: Select **Eligibility Reassessment**.
6. In **Channel**: Select **Internal Notes**.
7. In **Status**: Select **Open**.
8. In **Notes**:

Interaction to notify plan developer of Eligibility Reassessment update.

Refer to Eligibility Re-Assessment Request for information about the status of the request.

Refer to SOP – Refer Participant for an Eligibility Reassessment (ER) or Access Status Change for information about the process.

No action required. Plan developer to note and close interaction.



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9. Select **Submit**.

10. Select **Edit**.

11. Select **Assign**.

12. Select **Employee**.

13. In **Employee**: Enter the plan developer's name (Contact with relationship type **My NDIS Contact**).

**Note:** Where there is no My NDIS Contact, assign the interaction to the [National Delivery Inbox](#) (Return to SDP Inboxes) within the person's geographical location.

14. Select **Assign**.

15. Select **Submit**.

**End of process.**



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## 4. Appendices

### 4.1 The Legislation

While the NDIS provides lifetime disability support for many participants, others build capacity and achieve their goals to the extent that they no longer meet the eligibility requirements and leave the NDIS.

This SOP provides instructions for when an Access Assessor (AA) receives an ER referral from a plan developer indicating that the participant:

- may not meet the [residence requirements](#) (section 23);

OR

- may not meet the [disability requirements](#) (section 24) and [early intervention requirements](#) (section 25);

OR

- was granted access to the NDIS under the [early intervention requirements](#) (section 25) may now meet the [disability requirements](#) (section 24).

All participants must continue to meet the residence requirements and the disability requirements or early intervention requirements.

There are some exceptions to when an ER should be undertaken:

- If the participant joined the NDIS under the [NSW Prescribed Program Rules](#), their NDIS access should **not** be revoked based on residence requirements. This also includes participants who joined the NDIS under these rules, but now reside in another state or territory. For these participants, ER can only be based on the disability and early intervention requirements.
- If the AAT has previously made a determination relating to the participant's access to the NDIS, seek advice from a QDO Team Leader before **commencing** an ER. The QDO Team Leader will seek advice from TAB/Legal as required. QDO Team Leader advice is not required if you are maintaining or changing access status.

### 4.2 Independent Delegate

The AA who decides whether to commence or undertakes an ER must be independent. That is, they will not have:

- a personal interest in the participant's status; or





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- a personal relationship with the participant (outside the NDIA); or
- must not have been involved in making the original access decision or any planning decisions.

An AA can be involved in any or all stages of the ER process.

## 4.3 ER Outcomes

There are 2 ER outcomes under (s 30(1), NDIS Act). They are:

- **To** exercise the power to revoke a person's access, which includes:
  - revoking participant status.
- To **not** exercise the power to revoke a person's access, which includes:
  - maintaining access status; or
  - changing access status.

**Note:** To **not** exercise the power to revoke a person's access is **not** a reviewable decision.

### 4.3.1 Maintain Access Status

A person maintains their participant status when they continue to meet the access requirements they joined the NDIS under. Or, if they joined the NDIS under disability requirements and now meet the early intervention requirements.

### 4.3.2 Change Access Status

A person's status is changed from early intervention to disability when the participant who joined the NDIS under early intervention requirements now meets the disability requirements.

**Note:** Changing access status is not a decision under the NDIS Act. It is also considered maintaining access status.

### 4.3.3 Decision to Revoke

If an AA is satisfied a person no longer meets the residence and/or disability and early intervention requirements, their status as a participant will be revoked (section 30).

A person ceases to be a participant in the NDIS when their status is revoked under section 30. A revocation decision will take effect from the date of the decision notice.

A person must not use NDIS funds to purchase reasonable and necessary supports for the participant after they cease to be an NDIS participant (section 29(2)).

The decision to revoke a person's status as a participant is a reviewable decision (section 99, Item 3). This means that the decision may be internally reviewed by a delegate of the CEO



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(section 100) and subsequently externally reviewed by the Administrative Appeals Tribunal (AAT) (section 103).

It is very important, from an administrative law perspective, that the process leading to a revocation decision is procedurally fair. Procedural fairness includes a variety of actions and may change dependent on the participant's individual situation. Some of these actions relating to ER may include:

- ensuring a clear explanation outlining the reasons for a potential revocation decision;
- providing the participant a reasonable opportunity to provide information to present their case;
- providing guidance to the participant around the types of information/evidence which may assist their case;
- properly considering any Extension of Time Request and granting this request where reasonable.

## 4.4 The Process

### 4.4.1 Plan developer refers the participant for ER or Access Status Change

A person's NDIS participant status may be reassessed:

- as part of the plan reassessment process; or
- at any other time.

Plan developers must consider whether the participant should be referred for ER, or an Access Status Change is required, as part of the plan reassessment process. This involves completion of the [Eligibility Reassessment Checklist](#), with reference to relevant information on the participant's record. The checklist is attached to the participant's record before the plan developer completes an ER referral.

**Note:** An AA must **not** commence the ER process if there is no checklist attached.

### 4.4.2 Access Assessor determines if ER is required

Upon receipt of an ER referral, the AA will consider whether the participant is likely to continue to meet the residence and disability or early intervention requirements. They do this by assessing all available information against the legislative requirements.

### 4.4.3 Access Assessor completes ER



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An ER is commenced when the information indicates that the participant may not meet the eligibility criteria. The AA will contact the participant (or their representative) by phone and in writing to outline the reasons why the person may not meet eligibility criteria. It is important that the participant understands the specific reasons why they may not meet these criteria, and what information they can provide to support their case.

**The AA must explain to the participant that it is their responsibility to prove they meet the eligibility criteria.** If we do not have clear information that the person continues to meet the eligibility criteria, their access will be revoked.

The plan developer will also be notified of the progress of the ER request and any required actions via an Interaction. The AA also has the option to contact the plan developer by phone if there are any sensitivities or risks.

During the ER process, the participant will have 28 days to provide further information to support their continued eligibility. In exceptional circumstances, they can request an extension of time to provide this information.

## Access Assessor determines outcome

The AA will assess all available information against the legislative requirements and decide if the participant's access status should be:

- maintained, (including disability to early intervention); or
- changed from early intervention to disability; or
- revoked.

All revocation decisions, and some maintain or change status outcomes, will be referred to a QDO for quality checking before being finalised.

The AA will explain the reasons for the outcome to the participant (or their representative) by having a conversation (where required contact attempts are successful) and sending them a letter. The plan developer will also be notified of the ER outcome. If the participant's status is revoked, the plan developer must support them to leave the NDIS and find other community and government supports.

Throughout the ER process, it is important there is no disruption to the participant's supports and services during this time.

## 5. Related procedures or resources

- [Our Guideline – Applying to the NDIS](#)
- [Our Guideline – Leaving the NDIS](#)



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- [SOP – Request technical advice to progress an Eligibility Reassessment](#)
- [SOP – Consider commencement of Eligibility Reassessment or Access Status Change](#)
- [SOP - Consider Eligibility Reassessment outcome following 1st chance to respond](#)
- [SOP - Action Evidence Extension Request for an Eligibility Reassessment](#)
- [SOP – Action Call back Request for an Eligibility Reassessment](#)
- [SOP – Refer request to cease participant status during Eligibility Reassessment](#)
- [SOP – Request technical advice to progress an Eligibility Reassessment](#)
- [SOP- Check for remote or very remote address](#)
- [SOP – Check for procedural fairness in an Eligibility Reassessment](#)
- [SOP – Complete Eligibility Reassessment missed steps](#)



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## 6. Feedback

If you would like to provide feedback about this guidance material, please complete our [Feedback form](#).

## 7. Version control

Version	Amended by	Brief Description of Change	Status	Date
V1.0	LNL387 SM0075 GO0002	<p>Class 3 approval.</p> <p>Updates to align with Leaving package, and new OG – Leaving the NDIS.</p> <p>Updates about the participant's responsibility to provide information to support their eligibility, and to provide more information about the reasons for a revocation decision.</p> <p>New instructions about requesting technical advice, increased contact attempts, to contact the plan developer by phone after a revocation decision, to add an alert after a revocation decision, and additional checks to make sure the ER process has been procedurally fair before making a revocation decision</p>	APPROVED	2022-09-23
V2.0	EMN960	<p>Class 1 approval</p> <p>Updated linked SOP</p>	APPROVED	2022-09-23
V3.0	EMN960	<p>Class 1 approval</p> <p>New instructions included for determining the Operations Director in each state/territory, and whether the plan developer is an LAC/ECP.</p>	APPROVED	2022-11-29



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Version	Amended by	Brief Description of Change	Status	Date
		Updates to some screenshots, formatting, and links.		