Practice Guide – Assisting Communication

Translation and Interpreting Services, Auslan, Braille and other accessible communication methods.

Contents

1. Purpose

The content of this document is OFFICIAL. This Practice Guide will support you to understand sensitivities and things to consider when meeting or having conversations with the participant using their preferred method of communication.

2. To be used by

- Plan Developers – Planners and NDIS Partners in the Community (Early Childhood Partners and Local Area Coordinators [LACs]).

3. Scope

All participants must be supported to communicate in their preferred method in all their dealings with the National Disability Insurance Agency (NDIA).

3.1 Preferred method of communication

The participant will be supported to communicate in their preferred method of communication whenever they interact with the NDIA.

A preferred method of communication may be verbal, written or using another supporting medium and may be required due to:

- hearing loss

- vision loss

- speech impairment

- other related communication impairments:
    - Apraxia of speech
    - Dyspraxia of speech

- other neurological conditions

- language other than English.

The participant notifies the Agency that they would like to change their preferred method of communication. This is referred to as an alternate preferred method of communication.

3.2 Considerations when a participant chooses an alternate preferred method of communication

When the participant has requested an alternate preferred method of communication:

- allow enough time for them to engage confidently in conversations. For example ensure any communication technologies that the person uses are easily integrated into the conversation

- direct your questions to the participant and include them in all discussions using eye contact

- be respectful of any cultural and linguistic circumstances and be sensitive to their individual communications needs

- identify if the participant needs assistance to fill in forms. For example do they need support from informal supports

- do not assume a person who needs support to communicate cannot understand you.

3.3　Myplace portal electronic format

You should discuss with the participant that they can access electronic versions of their documents on the myplace portal with the participant. If the participant uses assistive technology supports (for example screen readers), electronic format may be their preferred choice. Refer to How to use the myplace portal to show the participant the benefits of the portal and how to access electronic communications.

3.4　Privacy obligations

In accordance with the Privacy Act 1988 (Cwlth) and the NDIS Act, any emails sent from the NDIA containing sensitive and personal information must be classified as 'Sensitive-Personal'.

Where the NDIA uses an external provider to convert communications into alternate formats, the external provider is bound by the same privacy rules as the NDIA. There are confidentially provisions to ensure participant information is handled confidentially at all times.

4.　Disability related interpreting and translation supports

There are many factors to consider when determining the level of support the participant may need in everyday life such as:

- access to family and social networks

- access to early intervention or education

- additional disabilities

- geographic location

- cultural background which may influence the type and severity of barriers for a person who is deaf, deafblind or hard of hearing.

4.1   Hearing related interpreting and translation supports

The participant's level of hearing loss is just one factor to consider when determining the level of support they may need in everyday life.

Supports for participants who are deaf, deafblind, have hearing loss or a hearing impairment are funded through the participant's plan, refer to Practice Guide – Hearing Supports.

The participant has choice and control over who they wish to provide their preferred communication support (Auslan, tactile fingerspelling, hand-over-hand signing, or visual frame signing).

It is the responsibility of the NDIA or Partner to book and pay for an interpreter for interactions between the participant and the NDIA or partner.

When organising a meeting or event, you must make sure it is accessible. If you need an interpreter, you need to book well in advance, particularly in remote parts of Australia.

There are a number of booking organisations that can arrange interpreting support for people with hearing impairment, such as state-based deaf and hearing impairment societies or national organisations.

When booking an interpreter service, make sure the interpreter has a valid Working with Children Check. A Working with Children Check is required even if the participant over 18, as it ensures appropriate clearances are obtained.

Having a specific interpreter throughout the participant's NDIS experience can maintain quality of support and benefit the participant. You must discuss the participant's preference with them when arranging an interpreter.

Note: Disability related interpreting and translation supports are funded separately to interpreting services required to support the participant to interact with the Agency. Refer to Standard Operating Procedure – Assist the participant with their preferred method of communication and Standard Operating Procedure – Include disability related interpreting supports in the participant's plan.

4.1.1 Hearing related interpreting and translation supports that can be funded in a participants plan

Support	Description
Translation and interpreting services	Reasonable and necessary translation and interpreting supports to attend events and occasions such as: • medical or health professional appointments such as GP's or Specialist. • private legal and financial appointments • special occasions such as weddings or funerals

Support	Description
	- volunteering opportunities - attending support or interest groups - access to sporting opportunities - courses provided by private education providers who do not provide interpreters. In making a reasonable and necessary decision, check that the supports are not funded by mainstream services such as: - Health Care Interpreting Services (HCIS) at public hospitals - Employment Assistance Fund (EAF) for the workplace - Community Relations Commission (CRC) for the justice system - National Relay Service (NRS) to assist a deaf, hard of hearing or person with speech impairment to make and receive phone calls.
Remote captioning	**Video Remote Interpreting (VRI):** a service that uses videoconferencing technology to provide a professionally accredited Auslan-English Interpreter via the internet. VRI allow a person to see and talk to an interpreter without being in the same room, or even in the same city. **Live Captioning:** provides an instant readable alternative to spoken English. Offsite captioners listen to what is being said, transcribe the words, and then send the text over the internet to your screen within five seconds of it being said.
Deaf relay interpreting or specialist deafblind interpreting	These supports are more than typical Auslan interpretation support. The participant will need two interpreters working together and is similar to translating from one language into two consecutive languages. **Interpreter One:** a deaf or hearing interpreter to unpack the information from the source language to other visual and tactual communication forms and vice-versa.

Support	Description
	Interpreter Two: assist with the flow of communication so no information is lost. When requesting a second interpreter specify that the second interpreter needs to be either a deaf interpreter (relay for language other than English) or deafblind.
Deafblind communication supports	For example tactile fingerspelling, hand-over-hand signing or visual frame signing.
Deafblind Communication Guide	Visual-information support when communicating or participating in social and community activities. Refer to Deafblind snapshot for more information.
Auslan Training	Auslan-in-the-Home is to provide children, adults and/or their family access to Auslan training in the home. When determining reasonable and necessary funding please consider: • the participant's primary mode of communication • the participant's age. For example a toddler has a shorter concentration span than older children or adults • other persons in the family with Auslan language skills or role models such as a person using sign language • local access to mainstream services for Auslan classes (this varies nationally) • packages for Auslan training at the home will always depend on the age of the participant and the intensity they require in terms of sign language development. • the level of support the participant currently receives, either through the NDIS or mainstream such as the Education system.
Specialised equipment	For example: • Flashing light/vibrating baby cry alarms • Flashing light/vibrating doorbells

Support	Description
	• Flashing light/vibrating smoke alarms
Hearing equipment, training, maintenance and batteries	Refer to Practice Guide – Hearing Supports.
Supports for parents	Speech therapy for children or Auslan training for family members of children with a hearing impairment. Early access to communication and to full integration in the family home is integral to speech and language development and a positive sense of identity.
Coordination of complex supports	Assist with navigating mainstream systems, arranging supports, dealing with major life transitions and translating letters or bills.
Capacity building supports	Social skill development, independent living skills training, mentoring support and or travel training.

IMPORTANT

- **National Auslan Booking Service (NABS)** is not a free service for NDIS participants. Funding for interpreting services should be included in the participant's plan if considered reasonable and necessary. Participants have choice and control over who they wish to provide their preferred communication support.

- **National Relay Service (NRS)** is not funded as it is a free-of-charge phone service to assist people who are deaf, hard of hearing or speech impaired to make and receive phone calls via a range of devices from computers, tablets, mobile phones, an ordinary phone or TTY (a special phone with a small keyboard and screen). **Note:** NRS does not provide on demand face to face support for Auslan users to interact with government services.

4.2 Funding for disability related translation and interpreting

The NDIA or Partners in the Community fund disability related supports to assist a participant to interact or communicate with the NDIA. Funding arrangements at each stage of the NDIA pathway are outlined in the following table.

Stage	Funding
Access	National Access Branch
Pre-planning	Regional office budget/partner budget

Stage	Funding
Planning and approval	Regional office budget/partner budget
Plan handover	Regional office budget/partner budget
Plan Implementation	Include funding in the participant's plan: • Auslan or Signed English Training (03_089_0121_1_1) • Telephone or video interpreting (03_091_0121_1_1) • Interpreting & translating (03_090_0121_1_1)
Plan review	Regional office budget/partner budget

Refer to Standard Operating Procedure – Assist the participant with their preferred method of communication and Standard Operating Procedure – Include disability related interpreting supports in the participant's plan.

Non-disability translation and interpreting services Translation and interpreting support for languages other than English cannot be funded as a reasonable and necessary support in the participant's plan. This is because it is not directly related to their disability.

For information on accessing Indigenous languages go to section 5 of this practice guide.

4.3   National Accreditation Authority for Translators and Interpreters

National Accreditation Authority for Translators and Interpreters (NAATI) is a certification to practice as an interpreter or translator.

NDIS staff and partners are encouraged to follow best practice and use NAATI recognised services. Translating and Interpreting Services (TIS) National policy is to recruit NAATI certified interpreters.

A certified interpreter facilitates accurate transfer of meaning between the two languages, and takes into account any cultural sensitivities.

NAATI Interpreters are bound by the Australian Institute of Interpreters and Translators (AUSIT) professional code of conduct and ethics, which requires them to:

• interpret accurately and honestly without adding or omitting anything being said

• maintain confidentiality

• be impartial and objective

• act in a professional manner at all times

Interpreters should not:

• provide advice to the participant. For example how to answer a question

- translate written documents.

Interpreters of new and emerging languages which are not included in the certification system can receive recognition from NAATI.

For further information refer to NAATI, TIS National or AUSIT.

4.4   Considerations when arranging interpreting services

4.4.1 Language

In many countries a number of dialects are spoken. For example a person born in Cambodia may need interpreting assistance in Khmer or any of the languages originating from China. You need to understand:

- what language the participant identifies as speaking and if this is a language or dialect
- that a participant's spoken language may differ greatly from the language they read
- to pre-book interpreting services to ensure the participant's preferred language needs are met.

4.4.2 Preparation time

You should allow extra preparation time when pre-booking interpreters so that the interpreter can meet with you before the participant arrives.

When meeting with the participant and interpreter for the first time, meet thirty minutes before with the interpreter to discuss relevant material and interactions.

This time helps the interpreter:

- be confident in the topics of conversations to come
- understand that their role does not include providing care or assistance to a person with a disability.

Before the meeting provide the interpreter with a copy of the NDIA Key Terms Glossary to read. This is so they can prepare and familiarise themselves with NDIA concepts. This glossary is available in 11 languages other than English on the NDIS Languages website.

Note: Terms such as 'Goal' and 'Participant' cannot be directly interpreted into a second language because they have a specific meaning within the NDIA. Explain this terminology as you work with the participant, so your explanation can be interpreted.

4.4.3 Bilingual staff

'Bilingual' refers to someone who:

- speaks two languages fluently
- has the ability to understand and communicate effectively in two cultural environments

Note: If an Agency or Partner staff member can speak two languages fluently, they are not interpreters and should not be asked to work as interpreters.

A bilingual staff member may be engaged to fill 'simple communication' gaps. 'Simple communication' must be viewed as communication where the outcome has limited risk for the person with a language other than English. For example a bilingual staff member may be asked to transfer information about a planning meeting such as the meeting time, location and that a suitable interpreter will be at the planning meeting.

Bilingual staff must not communicate information that is legally binding or that puts the Agency or the participant at risk. This role should be performed by a certified third party interpreter.

4.4.4 Family and friends providing interpreting services

There are instances where the participant's friend or family member may be asked to interpret 'simple communication', such as where and when an appointment has been scheduled.

To ask the participant's carer, family member or friend to interpret complex technical and sensitive information is discouraged. A certified interpreter should be engaged.

Children under the age of 18 years of age are not appropriate interpreters in any context.

4.4.5 Specific interpreter requests

Participants should be given the option to request a specific interpreter. Using a specific interpreter can:

- maintain quality of care and benefit the participant

- develop a trusting relationship between the participant, the interpreter and yourself.

In small culturally and linguistically diverse (CALD) communities, people may have concerns around confidentiality and privacy, and may be reluctant to speak through an interpreter from the same community. This is particularly the case when discussing issues related to disability, where there are diverse understanding about disability and disabilities are not openly discussed.

If a specific interpreter is required, capture this information in the participant's record. Refer to Guide to Interactions in the NDIS Business System.

4.4.6 Political, religious or cultural sensitivities

Certain political, religious or cultural sensitivities may influence the outcome of an interpreting situation. To identify the most appropriate interpreter you will need to consider what these sensitivities. Seek advice from the interpreting service to:

- ensure the most appropriate interpreter for the situation is chosen

- take into account the specific sensitivity and the complexity of the information that needs to be interpreted.

You will also need to consider the gender of the participant and the interpreter. For example, if you need to discuss sensitive or personal matters, it is suggested to book a female interpreter for a female participant and a male interpreter for a male participant.

4.4.7 Type of interpreting service

You must consider the individual needs of the participant when determining the most appropriate type of interpreting service.

Phone Interpreting

- use for short, simple communications

- pre book phone interpreting when interpreters for a particular language are limited.

On-site Interpreting

- Recommended when a scheduled appointment:

  - may take some time
  - may be complex or sensitive
  - requires specialist knowledge
  - includes discussion about documents or forms.

- Consider booking a specific interpreter.

Video-conference Interpreting

- allows face-to-face communication so that non-verbal cues, such as facial expressions can be seen without travel time and expense.

- telephone interpreting or video-conferencing may assist in facilitating access to interpreters in new and emerging languages, or when services are required in rural or remote areas.

Refer to Standard Operating Procedure – Book translation and interpreter services for the participant.

4.4.8 TIS National Cancellation

If you are booking through TIS National, there is an online booking process or you can call the Client Liaison team on 1300 655 820. Table 1 below outlines TIS National preferred pre-booking timeframes.

Type of Assignment	Required Minimum Notice
Pre-booked phone	24 hours before scheduled start time
Standard on-site (under 6.5 hours)	24 hours before scheduled start time
Full day on-site (6.5 hours or more)	48 hours before scheduled start time

Check the Cancellation Policy (external) for any booked interpreter. If you need to cancel the booked interpreter, give the interpreter the required minimum notice to cancel the service and to avoid cancellation fees.

5. Aboriginal and Torres Strait Islander languages

It is the responsibility of the NDIS staff and/or Partner to find and provide an Aboriginal and Torres Strait Islander language translator or interpreter.

Aboriginal and Torres Strait Islander language interpretation must be organised based on the participant's location, through state-based organisations. There is no nationally consistent provider. Refer to the Aboriginal and Torres Strait Islander Practice Guide.

6. Funding for non-disability related translation and interpreting (including LOTE and Aboriginal and Torres Strait Islander)

It is the responsibility of the NDIA to ensure the participant has assistance to support their interaction and/or communication with the Agency or Partner. Funding for this is accessed using the regional office budget or Partners budget.

Interpreting for LOTE (excluding Auslan) is not funded in the participant's plan as it is not a disability related support.

Encourage the participant to use supports in their primary language where possible. Mainstream services, for example Transport, Justice, Education will provide funding for translation supports to interact with these organisations. Refer to DHA – free translation service for translation of non-NDIA documents.

Note: No language other than English (LOTE) related supports (including Aboriginal and Torres Strait Islander languages) can be funded in the participant's plan.

The following table is a breakdown of funding budgets by stage of the pathway.

Stage	Funding
Access	National Access Branch
Pre-planning	Regional office budget/partner budget
Planning and approval	Regional office budget/partner budget
Printing and translation of plans	Regional office budget
Plan handover	Regional office budget/partner budget

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Stage	Funding
Plan Implementation	Access to **funded supports.**
	To be funded via TIS National – National Office Budget.
	Aboriginal and Torres Strait Islander Language interpreters are to be locally sourced (Regional office budget/partner budget or funded by chosen NDIA service provider)
Plan review	Regional office budget/partner budget

7.   Free interpreting and translating services

The Australian Government provides free interpreting services for non-English speaking Australian citizens and permanent residents, when they are communicating with certain approved groups and individuals such as:

- GPs and medical specialists

- pharmacies, for medication

- non-profit, non-government

- community based organisations for case work and emergency services

- local governments on issues such as rates, garbage collection and services.

You must provide the participant with information about this service to meet their needs. For further information go to About the Free Interpreting Service (external).

8.   Accessible formats

The NDIA has an arrangement with an external provider to provide NDIS plans and other documentation generated by the System to the participant in braille and other accessible formats.

The NDIA is responsible for providing a copy of the following documents in the participant's chosen accessible format:

- NDIS Access Request Form

- the participant's plan

- other System generated letters

Check the participant's preferred method of correspondence is updated in the System. The participant, nominee or child representative can also update their communication preferences via the myplace portal. Refer to Standard Operating Procedure – Assist the participant with their preferred method of communication.

The following table lists all alternative accessible formats available through the external provider.

Format	Available Options
Letter large font	Available in the following large font sizes: 18, 20, 22, 24, 26, 28 and 36.
Braille letter	• Braille Grade II Letter • Braille Grade I Letter • eBraille file
Audio file CD or USB	• CDA File • DAISY File • MP3 File
E-text CD or USB	• MS Word (.docx) • MS Word (.doc) • RTF • PDF • HTML • ePub
Electronic (plan approval only)	• MS Word (.docx) • MS Word (.doc) • Rtf • PDF • ePub

A copy of the plan will be provided in the format the participant has selected as their preference, within seven days after the plan comes into effect.

Please remind the participant that ReadSpeaker is installed on the internet and they can access audible versions of information.

Refer to Standard Operating Procedure - Assist the participant with their preferred method of communication.

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8.1.1 Access Request Form

The NDIS Access Request Form is available in braille. All NDIA staff and Partners who have a '@ndis.gov.au' email address can request an ARF in braille and have this sent via post directly to the participant.

To order an ARF in braille refer to How to order braille communication products user guide on the Ordering NDIS Products intranet page.

For more information on disability related supports funded by the NDIA throughout the participant pathway refer to 4.2 Funding arrangements for disability related translation and interpreting.

8.1.2 Funding for accessible formats

Stage	Funding
Access	National Access Branch Budget
Pre-planning	Regional office budget/partner budget
Planning and approval	Regional office budget/partner budget
Plan handover	Regional office budget/partner budget
Plan Implementation	Where a participant might require braille support as part of the plan implementation process, participants can access support from Vision Australia, which included up to 360 pages per financial year, converted to braille or audio. For further information visit the Vision Australia Library FAQ page.
Plan review	Regional office budget/partner budget

9. Printing plans in a language other than English

When a participant requests to have their plan translated in to a language other than English (LOTE), National Delivery will arrange translation through a NAATI translator or other local organisation/business. If you are unsure who your region would use for translation services, refer to your team leader/supervisor for guidance.

The NDIA planner or delegate arranges printing the participant's plan in a LOTE and this is **paid for from the regional office budget**.

Before arranging the translation of the participant's plan into their preferred written language: consider:

- If the plan is written in plain English. Plain English is clear language that can easily be read and understood. The reader should be able to act on information the first time they read it. Complex concepts and legal documents, such as contracts and

legislation, can be written in plain English while maintaining legal accuracy. Plain English should:

- focus on the message
- only use necessary words
- avoid jargon and complex language.

- Whether the Participant may not read the language they speak. For example, a person may speak fluent Polish, but not read Polish due to their education taking place in another country.

- Many spoken languages do not have a written equivalent or have multiple written equivalents. The participant may only read one of them.

- NDIA terminology may not translate into other languages and cultures without appropriate context and explanation.

Both English and LOTE versions of the plan must be sent to the participant to allow providers to read and understand the plan.

Note: If a local arrangement is established you must create a deed of confidentiality with the provider. To establish a deed of confidentiality please engage with the NDIA Legal Privacy Team.

10. Support for participants with a language other than English at Implementation

Translation and Interpreting Services (TIS) National are contracted with NDIA so registered providers can book an interpreter on behalf of the participant implementing their plan. The NDIA funds this service to support participants in understanding their plan, enabling them to use their funding. Language Interpreting Services page. Information for how providers can book NDIA-funded services for plan implementation are on the Language Interpreting Services for Providers page.

It is important the participant knows it is not their responsibility to book or fund interpreting services.

Supports may include initial face to face meetings. Other meetings may use the TIS National's telephone options if appropriate. Please consider the participant's needs and use on site interpreters if communication will be sensitive, complex or a lengthy discussion.

TIS National does not provide access to interpreters of Aboriginal and Torres Strait Islander languages, therefore providers will need to source interpreters from local sources.

Refer to Standard Operating Procedure – Book translation and interpreter services for the participant for the relevant TIS National Client Code and to access TIS National interpreters.

10.1 Language other than English Translation and Interpreting Services at Implementation

10.1.1 The role of the NDIA plan developer

The NDIA plan developer can support participants who use a primary written language other than English (LOTE) to implement their supports by:

- printing the participant's plan in LOTE. The NDIA plan developer can arrange this through a NAATI translator. If you are unsure who your local office uses for translation services, refer to your team leader/supervisor for guidance.

- discussing the approved plan with the participant's LAC, Early Childhood Partner or their support coordinator so they can proceed with plan implementation.

10.1.2 The role of the plan implementer (LAC, Early Childhood Partner or support coordinator)

After the NDIA plan developer hands over the plan, the plan implementer supports the participant by:

- ensuring the participant understands all supports identified in their plan, with assistance from an interpreter if required.

- exploring the capacity of informal and mainstream supports (where available and appropriate) to assist the participant with implementing their funded supports.

- exploring service providers proficient in the participant's primary language to support the implementation of their supports. Where there are none available in the participant's primary language, the plan implementer must discuss available options with the participant and together identify an appropriate provider to implement supports.

- advising registered providers of the NDIA-funded TIS National process they can registerer for to support participants during plan implementation. Refer to How to become a client on the TIS National Website.

11. Supporting material

- NDIS Act 2013
- NDIS Rules
- NDIS Operational Guidelines

12. Process owner and approver

General Manager, Participant Experience and Design.

13. Feedback

If you have any feedback about this Practice Guide, please complete our Feedback form. In your feedback, remember to include the title of the resource you are referring to and to describe your suggestion or issue concisely.

14. Version change control

Version No	Amended by	Brief description of change	Status	Date
9.0	ZWECKM	Class 2 approval. NABS is no longer a free service. Funding is to be included in a participants plan.	APPROVED	2019-08-09
10.0	ZWECKM	Class 2 New alternative format added to the System. Participants, nominees or child representative can now receive Plan Approval and cover letter via email.	APPROVED	2019-10-03
11.0	CW0032	Class 2 Annual review of resource.	APPROVED	2020-09-21
12.0	CS0074	Class 1 Approval Updated links relating to Assisting the participant with their preferred method of communication.	APPROVED	2021-02-19
13.0	JS0082	Class 1 Approval Added content that an interpreter must have a valid WWCC	APPROVED	2022-02-18

SGP Knowledge Article Template

For Internal Use Only

Check a person's preferred contact method

This article provides guidance for a **local area coordinator, early childhood partner** and all NDIA staff **(planner delegate, payments officer, internal review delegate, complaints officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate)** to:

- view a person's preferred communication and correspondence preference
- check a person's preferred contact method
- update a person's preferred contact method.

Recent updates

October 2023

Current guidance.

Before you start

You have:

- checked consent and authority if an update request is received from a representative, using article Check consent, nominee, child representative or self-representation authorities
- completed a security check and identity confirmation, if required, using article Consider a request for personal information.

Understand the contact preferences

Before any interaction with an applicant, participant or authorised representative, you must check their contact preference to make sure we're communicating with them in the right way. There are 3 types of contact preferences in PACE:

- communication preferences and details
- standard correspondence
- plan correspondence.

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Communication Preferences and Details records information about contact methods including primary contact method, email address, phone numbers and opt-ins or opt-outs.

Standard Correspondence records information about the document language, document format and delivery methods of all letters.

Plan Correspondence records information about the plan language, document format and delivery format of the participant's plan, if relevant.

Check a person's preferred contact method

1. Open the **Person Account**.

2. From the account view, open the **Details** tab.

3. Scroll down to the **Communication Preferences and Details**, **Standard Correspondence**, and **Plan Correspondence** sections.

4. Review the person's preferred contact methods.

Update a person's preferred contact method

There are 2 ways to update communication and correspondence preferences:

- complete an **Update Person Account** case

- use the **Update Details** button on the **Details** screen.

Note: In most cases, updates made to a person's communication or correspondence details in PACE will **not** automatically transfer to SAP CRM. You **must** check if the changes have been successfully transferred to SAP CRM. In most cases you will need to update them manually in SAP CRM.

For information on how to update communication and correspondence preferences, read article Update a person account.

Next steps

If you have had contact with an applicant, participant, their provider, or authorised representative, you must log an activity. If you have updated a **Person Account**, make sure you include details of the reason the update has been made. Learn more in article Log an activity or internal note.

Article topics and case names – internal use only

Topics

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SGP Knowledge Article Template

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This article relates to the following topics:

- t_communication

Case names

You can use this guidance for the:

- dc_case_updatepersonaccount

Version control

Version	Approved by	Brief Description of Change	Status	Date
0.1	NHR998	Draft ready for showcase	DRAFT	2022-11-28
0.2	VVN944	- Peer reviewed - Addition of overview - Title change from 'contact' to 'communication' to align with PACE language	DRAFT	2022-12-16
1.0			APPROVED	
1.1	JJO192	Revision for staff enhancements capabilities micro-release	DRAFT	2023-04-06
1.2	CGT260	Updated guidance to align with new Update Details button feature for release 1.13. Title changed from 'Checking a participant's preferred contact method'. Content moved to new template. Edits made to align with style guide. Added related articles.	DRAFT	2023-06-09
1.3	ACO932	Peer review	DRAFT	2023-06-15
1.4	CGT260	Actioned peer review and additional edits.	DRAFT	2023-06-29
1.5	CGT260	Reviewed and actioned Domain review	DRAFT	2023-06-30

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Version	Approved by	Brief Description of Change	Status	Date
1.6	CGT260	Prepared for EL1 review	DRAFT	2023-06-30
1.7	VFK746	EL1 Review and submission to EL2	DRAFT	2023-07-03
2.0	EMN960	Class 1 approved Removed steps from section on updating a contact method preference. Added information in section on updating a contact method preference to include the 2 different ways to make updates and referring to article to support this.	APPROVED	2023-07-04
2.1	DFB448	New draft as part of CI updates.	DRAFT	2023-09-25
2.2	CGT260	Updates for CI work	DRAFT	2023-10-03
2.3	ACO932	Peer review	DRAFT	2023-10-04
2.4	CGT260	Actioned peer review and prepared for EL1 review	DRAFT	2023-10-05
2.5	VFK746	EL1 review – submit to BILs	DRAFT	2023-10-06
2.6	CGT260	Address stakeholder feedback.	DRAFT	2023-10-09
2.7	VFK746	EL1 review – submit to EL2 for approval to publish	DRAFT	2023-10-11
3.0	EMN960	Class 1 approved. Updated for continuous improvement. Title changed from 'Check a participant's preferred contact method' to 'Check a person's preferred contact method'.	APPROVED	2023-10-11

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SGP Knowledge Article Template

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Guide – Assisting communication

This article provides guidance for a **planner delegate**, **participant support officer**, **early childhood partner** or **local area coordinator** to understand:

- preferred method of communication
- considerations when a participant chooses an alternate preferred method of communication
- my NDIS portal electronic format
- privacy obligations.

Recent updates

September 2023

This guidance comes from the Practice Guide – Assisting communication. We've made minor updates to change any NDIS Business System language to PACE language. We'll make improvements to this guidance in the future.

Before you start

You have read and understood:

- article **Check a participant's preferred contact method**.

Preferred method of communication

Support the participant to communicate in their preferred method of communication whenever they interact with the National Disability Insurance Agency (NDIA).

A preferred method of communication may be verbal, written or using another supporting medium. It may be needed due to:

- hearing loss
- vision loss
- speech impairment

- other related communication impairments, such as Apraxia and Dyspraxia of speech

- other neurological conditions

- language other than English.

The participant needs to notify the NDIA that they would like to change their preferred method of communication. This is called an alternate preferred method of communication.

For more information on how to check and update a participant's preferred method of communication, go to article **Check a participant's preferred contact method**.

Considerations when a participant chooses an alternate preferred method of communication

When the participant has requested an alternate preferred method of communication, you need to:

- allow enough time for the participant to engage confidently in conversations. For example, make sure any communication technologies are easily integrated into the conversation

- direct your questions to the participant and include them in all discussions using eye contact

- be respectful of any cultural and linguistic circumstances and be sensitive to their individual communication needs

- check if the participant needs help to fill in forms. For example, if they need support from informal supports

- do not assume a person who needs support to communicate cannot understand you.

My NDIS portal electronic format

Talk with the participant about accessing electronic versions of their documents on the my NDIS portal. If they use assistive technology, for example screen readers, electronic format may be their preferred choice. To learn more, go to article **my NDIS portal – Access the my NDIS portal through a myGov account**.

Privacy obligations

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In accordance with the Privacy Act 1988 (Cth) and the NDIS Act, any emails sent from the NDIA containing sensitive and personal information must be classified as 'Sensitive-Personal'. Where the NDIA uses an external provider to convert communications into alternate formats, the external provider is bound by the same privacy rules as the NDIA. There are confidentiality provisions to ensure participant information is always handled confidentially.

Next steps

For further guidance:

- on disability-related interpreting and translation supports, go to article **Guide – Assisting communication – Disability-related interpreting and translation supports**

- on non-disability related interpreting and translation supports, go to article **Guide – Assisting communication – Non-disability related interpreting and translation supports**

- on what to consider when arranging interpreting services, go to article **Guide – Assisting communication – Considerations when arranging interpreting services**

- on accessible formats, go to article **Guide – Assisting communication – Accessible formats.**

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- Communication
- Implementation

Case names

You can use this guidance for the:

- Plan Approval
- NDIS Plan

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Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CS0074	Class 1 approval	APPROVED	2022-12-12
1.1	JLL673	Continuous improvement update – transferred to new template and begun SGP consistency check.	DRAFT	2023-06-23
1.2	MSM312	Peer review	DRAFT	2023-06-27
1.3	JLL673	Action peer review	DRAFT	2023-06-27
1.4	KLQ732	Continuous improvement update – complete SGP consistency check	DRAFT	2023-08-08
1.5	POM825	Peer review	DRAFT	2023-08-09
1.6	KLQ732	Actioning peer review feedback	DRAFT	2023-08-10
1.7	KLQ732	Actioning VT feedback	DRAFT	2023-08-11
1.8	AJG505	AD Review	DRAFT	2023-08-14
1.9	JJP375	Actioned AD feedback	DRAFT	2023-08-15
2.0	ED0024	Class 1 approval	APPROVED	2023-08-17

Guide – Assisting communication – Accessible formats

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

This article provides guidance for a **planner delegate, participant support officer, early childhood partner** or **local area coordinator** to understand:

- accessible formats.

Recent updates

September 2023

This guidance comes from the Practice Guide – Assisting communication. We've made minor updates to change any NDIS Business System language to PACE language. We'll make improvements to this guidance in the future.

Before you start

You have read and understood:

- article Guide – Assisting communication
- article Guide – Assisting communication – Disability-related interpreting and translation supports.

Accessible formats

The National Disability Insurance Agency (NDIA) has an arrangement with an external provider to offer NDIS plans and other documentation in braille and other accessible formats. You will need to check the participant's preferred method of correspondence is up to date in PACE.

To learn more, go to article Check a participant's preferred contact method.

When you generate correspondence in PACE it will automatically request the accessible format with the external provider.

The NDIA is responsible for providing a copy of the following documents in the participant's chosen accessible format:

- the participant's plan
- other PACE generated letters.

Alternative accessible formats are available from an external provider, Vision Australia.

Large print letter

The available options are:

- large font sizes - 18, 20, 22, 24, 26, 28 and 36.

Braille letter

The available options are:

1

- double sided grade I letter
- double sided grade II letter
- single sided grade I letter
- single sided grade II letter
- eBraille (CD)
- eBraille (USB).

Audio

The available options are:

- MP3 (CD)
- MP3 (USB)
- CDA (CD)
- CDA (USB)
- DAISY audio (CD)
- DAISY audio (USB).

Electronic text via the portal

The available options are:

- MS Word
- PDF.

Printed text

The available options are:

- Standard print.

Special format text

The available options are:

- e-pub (CD)
- e-pub (USB)
- DAISY text (USB)
- Open office (CD)
- Open office (USB)
- Rich text (CD)
- Rich text (USB).

We will provide all correspondence, including the participant's plan in the participant's preferred format. This will take place within 7 days after the plan comes into effect.

Please remind the participant that they can access audible versions of information. This can be done by installing ReadSpeaker from the internet.

Access Request Form

The NDIS Access Request Form (ARF) is available in braille. All NDIA staff, local area coordinators and early childhood partners who have an @ndis.gov.au email address can request an ARF in braille and have this sent via post directly to the participant.

To order an ARF in braille, go to Ordering NDIS Products.

Funding for accessible formats

2

The NDIA, local area coordinator or early childhood partner fund disability related supports to help a participant communicate with the NDIA. Funding arrangements at each stage of the NDIA pathway are:

- **Applying** – funded by National Access and Reassessment Branch

- **Plan approval** – funded by regional office budget, local area coordinator or early childhood partner budget.

- **Plan implementation and check-ins** – where a participant might require braille support as part of the plan implementation process. Participants can access support from Vision Australia, which included up to 360 pages per financial year, converted to braille or audio. To learn more, go to Vision Australia Library FAQ (external).

- **Plan changes** – funded by regional office budget, local area coordinator or early childhood partner budget.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- **Remove**: t_implementation.

Case names

You can use this guidance for the:

- **Remove**: dc_case_planapproval.

Version control

Version	Amended by	Brief Description of Change	Status	Date
2.0	ED0024	Class 1 approval. Article formerly known as **Appendix C – Accessible formats.** CI: Planning cohort guidance updates. Transition Guide - Assisting communication from PG to PACE articles include PACE language and plain English update.	APPROVED	2023-08-18
2.0	AK0041	Class 1 approved **Article ID**: 310739223 **Description**: Added active published article links and labels.	APPROVED	2023-10-11

3

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For Internal Use Only

Guide – Assisting communication – Considerations when arranging interpreting services

This article provides guidance for a **planner delegate, participant support officer**, **early childhood partner** or **local area coordinator** on:

- what to consider when arranging interpreting services.

Recent updates

September 2023

This guidance comes from the Practice Guide – Assisting communication. We've made minor updates to change any NDIS Business System language to PACE language. We'll make improvements to this guidance in the future.

Before you start

You have read and understood:

- article **Guide – Assisting communication**
- article **Guide – Assisting communication – Disability-related interpreting and translation supports**
- article **Guide – Assisting communication – Non-disability related interpreting and translation supports**
- article **Check a participant's preferred communication method**.

What to consider when arranging interpreting services

Language

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In many countries a number of dialects are spoken. For example, a person born in Cambodia may need interpreting support in Khmer or any of the languages originating from China. You need to understand:

- what language the participant identifies as speaking and if this is a language or dialect
- that a participant's spoken language may differ from the language they read
- when pre-booking interpreting services, make sure the participant's preferred language needs are met.

Preparation time

You should allow extra preparation time when pre-booking interpreters. This is for the interpreter to meet with you before the participant arrives.

When you meet the participant and interpreter for the first time, arrange to meet with the interpreter 30 minutes before to talk about relevant information.

This time helps the interpreter:

- be confident in what you will talk to the participant about
- understand that their role doesn't include providing care or assistance to a person with disability.

Before the meeting, provide the interpreter with a copy of the NDIS Key Terms Glossary (external) to read. This is so they can prepare and familiarise themselves with NDIA concepts. This glossary is available in 11 languages other than English on the NDIS Languages (external) website.

Note: Terms like goal and participant can't be directly interpreted into a second language. This is because they have a specific meaning within the NDIA. Explain this terminology as you work with the participant, so your explanation can be interpreted.

Bilingual staff

'Bilingual' refers to someone who:

- speaks two languages fluently
- can understand and communicate effectively in two cultural environments.

Note: There may be times when a planner delegate, participant support officer, local area coordinator or early childhood partner can speak two languages fluently. They shouldn't be asked to work as interpreters.

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A bilingual staff member may be asked to fill simple communication gaps. Consider simple communication where the outcome has limited risk for the person with a language other than English. For example, a bilingual staff member may be asked to transfer information about a planning meeting like the meeting time, location and that a suitable interpreter will be at the planning meeting.

Bilingual staff must not communicate information that is legally binding or that puts the Agency or the participant at risk. This role should be performed by a certified third-party interpreter.

Family and friends providing interpreting services

There are instances where the participant's friend or family member may be asked to interpret simple communication. This may include where and when an appointment has been scheduled.

To ask the participant's carer, family member or friend to interpret complex technical and sensitive information is discouraged. A certified interpreter should be engaged.

Children younger than 18 are not appropriate interpreters in any context.

Specific interpreter requests

Participants should be given the option to request a specific interpreter. Using a specific interpreter can:

- maintain quality of care and benefit the participant
- develop a trusting relationship between the participant, the interpreter and yourself.

In small culturally and linguistically diverse (CALD) communities, people may have concerns around confidentiality and privacy. They may be reluctant to speak through an interpreter from the same community. This is common where there is diverse understanding about disability and disabilities are not openly discussed. If a specific interpreter is required, capture this information in the participant's record.

Political, religious or cultural sensitivities

Certain political, religious or cultural sensitivities may influence the outcome of an interpreting situation. To identify the most appropriate interpreter you will need to consider these sensitivities. Seek advice from the interpreting service to:

- make sure you choose the most appropriate interpreter for the situation

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- understand the specific sensitivity and the complexity of the information that needs to be interpreted.

You will also need to consider the gender of the participant and the interpreter. For example, if you need to discuss sensitive or personal matters, book a female interpreter for a female participant and a male interpreter for a male participant.

Type of interpreting service

You must consider the individual needs of the participant when determining the most appropriate type of interpreting service.

Phone interpreting

Can be beneficial to use for short, simple communications. You can pre-book phone interpreting when interpreters for a particular language are limited.

On-site interpreting

This is recommended when a scheduled appointment may take some time. You may need to talk about complex or sensitive topics or explain documents or forms. Consider booking a specific interpreter.

Video-conference interpreting

This allows for face-to-face communication so that non-verbal cues, like facial expressions can be seen. This saves travel time and expense. Telephone interpreting or video-conferencing may help to facilitate access to interpreters in new and emerging languages. It can also benefit participants who live in rural or remote areas.

Translating and Interpreting Services (TIS) National

If you are booking through TIS National, there is an online booking process. You can also call the Client Liaison team on 1300 655 820.

Required minimum notice:

- Pre-booked phone - 24 hours before scheduled start time
- Standard on-site (under 6.5 hours) - 24 hours before scheduled start time
- Full day on-site (6.5 hours or more) - 48 hours before scheduled start time.

Check the cancellation policy for any booked interpreter. If you need to cancel the booked interpreter, give the interpreter the required minimum notice to cancel the service and to avoid cancellation fees. For more information, go to TIS – Interpreting service charges (external).

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Next steps

For further information on assisting communication, go to article **Guide – Assisting communication – Accessible formats**.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- Communication
- Implementation.

Case names

You can use this guidance for the:

- Plan Approval
- NDIS Plan.

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	ED0024	Class 1 approval Content previously part of article **Guide – Assisting communication** CI: Planning cohort guidance updates. Transition Guide - Assisting communication from PG to PACE articles include PACE language and plain English update.	APPROVED	2023-08-17

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Guide – Assisting communication – Disability-related interpreting and translation supports

This article provides guidance for a **planner delegate**, **participant support officer**, **early childhood partner** or **local area coordinator** to understand:

- disability-related interpreting and translation supports.

Recent updates

September 2023

This guidance comes from the Practice Guide – Assisting communication. We've made minor updates to change any NDIS Business System language to PACE language. We'll make improvements to this guidance in the future.

Before you start

You have read and understood:

- article **Guide – Assisting communication**
- article **Guide – Assisting communication – Considerations when arranging interpreting services**
- article **Check a participant's preferred communication method**.

Disability-related interpreting and translation supports

All participants must be supported to communicate in their preferred method in all their dealings with the National Disability Insurance Agency (NDIA).

Consider the level of support the participant may need in their everyday life. This may depend on factors like:

- access to family and social networks
- access to early intervention or education
- additional disabilities

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- geographic location

- cultural background. This may influence the barriers for a person who is Deaf, Deafblind or hard of hearing.

Hearing-related interpreting and translation supports

The participant's level of hearing loss is just one factor to consider. Think about other factors to determine the level of support they may need in their everyday life.

Supports are funded through the participant's plan for those participants who are Deaf, Deafblind, have hearing loss or a hearing impairment. To learn more, go to **Guide – Hearing Supports**.

The participant has choice and control over who provides their preferred communication support (Auslan, tactile fingerspelling, hand-over-hand signing, or visual frame signing).

It is the responsibility of the NDIA, the local area coordinator or early childhood partner to book and pay for an interpreter, for any interactions they have with the participant.

When you organise a meeting or event, you must make sure it's accessible. If you need an interpreter, you need to book well in advance, particularly in remote parts of Australia.

There are a number of booking organisations that can arrange interpreting support for people with hearing impairment. These can be state-based Deaf and hearing impairment societies or national organisations.

When you book an interpreter service, make sure the interpreter has a valid Working with Children Check. This is required even if the participant is over 18, because it means the interpreter has the appropriate clearances.

A specific interpreter can help maintain quality of support and benefit the participant throughout their National Disability Insurance Scheme (NDIS) experience. You must discuss the participant's preference with them when arranging an interpreter.

Note: Disability-related interpreting and translation supports are funded separately to interpreting services required to support the participant to interact with the NDIA. To learn more, go to article **Add disability-related interpreting supports**.

Translation and interpreting services

Includes reasonable and necessary translation and interpreting supports to attend events and occasions like:

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- medical or health professional appointments like general practitioner, nurse practitioner or medical specialist.

- private legal and financial appointments

- special occasions like weddings or funerals

- volunteering opportunities

- support or interest groups

- sporting opportunities

- courses provided by private education providers who do not provide interpreters.

Check that the supports are not funded by mainstream services like:

- Health Care Interpreting Services (HCIS) at public hospitals.

- Employment Assistance Fund (EAF) for the workplace.

- Community Relations Commission (CRC) for the justice system.

- National Relay Service (NRS) to help a deaf, hard of hearing or person with speech impairment to make and receive phone calls.

The following is important information to note:

National Auslan Booking Service (NABS)

NABS is not a free service for NDIS participants. If reasonable and necessary, interpreting services should be funded in the participant's plan. Participants have choice and control over who provides their preferred communication support.

National Relay Service (NRS)

NRS is not funded as it is a free-of-charge phone service to help people who are deaf, hard of hearing or speech impaired. These services help to make and receive phone calls via a range of devices from computers, tablets, mobile phones, an ordinary phone or TTY (a special phone with a small keyboard and screen). The NRS does not provide on-demand face-to-face support for Auslan users to interact with government services.

Remote captioning

Remote captioning can include:

Video Remote Interpreting (VRI)

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VRI uses videoconferencing technology to provide a professionally accredited Auslan-English Interpreter via the internet. VRI allows a person to see and talk to an interpreter. They don't have to be in the same room, or even in the same city.

Live Captioning

Live captioning provides an instant, readable alternative to spoken English. Offsite captioners listen to what is being said. They transcribe the words and then send the text over the internet to the participant's screen within five seconds of it being said.

Deaf relay interpreting or specialist Deafblind interpreting

These supports are more than typical Auslan interpretation support. The participant will need two interpreters working together. It is similar to translating from one language into two consecutive languages.

Interpreter One: A Deaf or hearing interpreter will understand the context and meaning of the information from the source language to other visual and tactual communication forms and vice-versa.

Interpreter Two: Assists with the flow of communication so no information is lost. When requesting a second interpreter, specify the second interpreter needs to be either a Deaf language interpreter (relay for language other than English) or Deafblind.

Deafblind communication supports

Deafblind communication supports include:

- tactile fingerspelling
- hand-over-hand signing
- visual frame signing.

Deafblind communication guide

This guide provides visual-information support to help the participant communicate or participate in social and community activities. For more information, go to article **Deafblind Disability Snapshot**.

Auslan Training

Auslan in the home is to provide children, adults and their family access to Auslan training in the home.

Determine reasonable and necessary supports and think about:

- the participant's primary mode of communication

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- the participant's age. For example, a toddler has a shorter concentration span than older children or adults

- other family members with Auslan language skills or role models like a person using sign language

- local access to mainstream services for Auslan classes (this varies nationally)

- packages for Auslan training in the home. This will depend on the age of the participant and the intensity they require in terms of sign language development

- the level of support the participant currently receives, either through the NDIS or mainstream services. For example, through the Education system.

Specialised equipment

Specialised equipment includes:

- flashing light or vibrating baby cry alarms

- flashing light or vibrating doorbells

- flashing light or vibrating smoke alarms.

Hearing equipment, training, maintenance and batteries

For more information on hearing equipment, training, maintenance and batteries, go to article **Guide – Hearing Supports**.

Supports for parents

Early access to communication supports for children and family members is important to support:

- full integration in the family home which is integral to speech and language development

- a positive sense of identity.

These supports can include:

- speech therapy for children

- Auslan training for family members of children with a hearing impairment.

Coordination of complex supports

Coordination of complex supports helps to:

- navigate mainstream systems

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- arrange supports

- deal with major life transitions

- translate letters or bills.

Capacity building supports

Capacity building supports help with:

- social skills development

- independent living skills training

- mentoring support

- travel training.

Funding for disability-related interpreting and translation supports

The NDIA, local area coordinator or early childhood partner fund disability-related supports to help a participant communicate with the NDIA. Funding arrangements at each stage of the NDIA pathway are:

- **Applying** – funded by National Access and Reassessment Branch

- **Plan approval** – funded by Regional office budget, local area coordinator or early childhood partner budget

- **Plan implementation and check-ins** – include funding in the participant's plan:

  - Auslan or Signed English Training (03_089_0121_1_1)

  - Telephone or video interpreting (03_091_0121_1_1)

  - Interpreting & translating (03_090_0121_1_1)

- **Plan changes** – funded by Regional office budget, local area coordinator or early childhood partner budget

For more information, go to article **Add disability-related interpreting supports**.

Non-disability interpreting and translation services for languages other than English can't be funded in the participant's plan. This is because it isn't directly related to the participant's disability. To learn more and for information on accessing Indigenous languages, go to article **Guide – Assisting Communication – Non-disability related interpreting and translation support.**

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National Accreditation Authority for Translators and Interpreters

National Accreditation Authority for Translators and Interpreters (NAATI) provides the certification needed to practice as an interpreter or translator in Australia.

Where available, you are encouraged to use NAATI recognised services. In some circumstances, it may not be possible to access NAATI recognised services, for example in regional and remote areas. Translating and Interpreting Services (TIS) provides interpreting services to support the NDIA to communicate with their non-English speaking participants. The TIS National policy is to recruit NAATI certified interpreters.

A certified interpreter facilitates accurate transfer of meaning between the two languages and considers any cultural sensitivities.

NAATI Interpreters are bound by the Australian Institute of Interpreters and Translators (AUSIT) professional code of conduct and ethics. This requires them to:

- interpret accurately and honestly without adding or omitting anything being said
- maintain confidentiality
- be impartial and objective
- act in a professional manner at all times.

Interpreters should not:

- provide advice to the participant. For example, how to answer a question
- translate written documents.

Interpreters of new and emerging languages which are not included in the certification system can receive recognition from NAATI.

To learn more, go to NAATI (external), TIS National (external) or AUSIT (external).

Next steps

For further information on:

- assisting communication, go to article - **Guide – Assisting communication – Non-disability related interpreting and translation supports**
- accessible formats, go to article **Guide – Assisting communication – Accessible formats.**

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Article topics and case names – internal use only

Topics

This article relates to the following topics:

- Communication
- Implementation.

Case names

You can use this guidance for the:

- Plan Approval
- NDIS Plan

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CS0074	Class 1 approval	APPROVED	2022-12-12
2.0	ED0024	Class 1 approval. Article formerly known as **Appendix A – Disability related interpreting and translation supports.** CI: Planning cohort guidance updates. Transition Guide - Assisting communication from PG to PACE articles include PACE language and plain English update.	APPROVED	2023-08-18

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Guide – Assisting communication – Non-disability related interpreting and translation supports

This article provides guidance for a **planner delegate**, **participant support officer**, **early childhood partner** or **local area coordinator** to understand:

- funding for non-disability related interpreting and translation supports
- Aboriginal and Torres Strait Islander languages
- free interpreting and translating services
- printing plans in a language other than English (LOTE)
- supports for participants with a language other than English (LOTE) at plan implementation.

September 2023

This guidance comes from the Practice Guide – Assisting communication. We've made minor updates to change any NDIS Business System language to PACE language. We'll make improvements to this guidance in the future.

Before you start

You have read and understood:

- article **Guide – Assisting communication**
- article **Guide – Assisting communication – Disability-related interpreting and translation supports**
- article **Guide – Assisting communication – Considerations when arranging interpreting services**
- article **Check a participant's preferred communication method.**

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Funding for non-disability related interpreting and translation supports (including LOTE and Aboriginal and Torres Strait Islander)

It is the responsibility of the National Disability Insurance Agency (NDIA) to make sure the participant has help with their interactions and communication with a planner delegate, participant support officer, local area coordinator or early childhood partner. Funding for disability-related interpreting and translation supports is accessed from the regional office, local area coordinator or early childhood partners budgets.

Interpreting for LOTE including Aboriginal and Torres Strait Islander languages (excluding Auslan) is not funded in the participant's plan as it is not a disability-related support.

You should encourage the participant to use supports in their primary language where possible. Mainstream services, for example transport, justice, or education will provide funding for translation supports to interact with these organisations. Refer to DHA - free translation service (external) for translation of non-NDIA documents.

Funding arrangements at each stage of the NDIA pathway are:

- **Applying** – funded by National Access and Reassessment Branch

- **Plan approval** – funded by Regional office budget, local area coordinator or early childhood partner budget

- **Printing and translation of plans** – funded by Regional office budget

- **Plan implementation and check-ins –** access to funded supports.
  Accessed through Translating and Interpreting Service (TIS) National and funded by National Office Budget. For Aboriginal and Torres Strait Islander Language interpreters, these are to be local and be funded by the Regional office budget or local area coordinator or early childhood partner budget or funded by chosen NDIA service provider

- **Plan changes** – funded by Regional office budget, local area coordinator or early childhood partner budget.

Aboriginal and Torres Strait Islander languages

You are responsible for finding and providing an Aboriginal and Torres Strait Islander language translator or interpreter.

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Aboriginal and Torres Strait Islander language interpretation must be booked based on the participant's location, through state-based organisations. There is no national provider. To learn more, go to article **Guide – Aboriginal and Torres Strait Islander supports**.

Free interpreting and translation services

The Australian Government provides a free interpreting services for non-English speaking Australian citizens and permanent residents, when they are communicating with certain approved groups and individuals, like:

- general practitioners, nurse practitioners and medical specialists
- pharmacies
- non-profit, non-government
- community based organisations for case work and emergency services
- local governments on issues such as rates, garbage collection and services.

Provide the participant with information about this service if it will help to meet their communication needs. To learn more, go to About the Free Interpreting Service (external).

Printing plans in a language other than English (LOTE)

When a participant requests to have their plan translated into a language other than English (LOTE), Service Delivery will arrange translation through a National Accreditation Authority for Translators and Interpreters (NAATI) translator or other local organisation or business. If you are unsure who your region would use for translation services, refer to your team leader or supervisor for help.

The planner delegate organises the printing of the participant's plan in a LOTE. This is funded from the regional office budget. If a local arrangement is established, you must create a deed of confidentiality with the provider. To establish a deed of confidentiality please engage with the NDIA Legal Privacy Team.

Before organising the translation of the participant's plan consider:

- If the plan is written in plain English. Plain English is clear language that can be easily read and understood. The reader should be able to act on information the first time they read it. Complex concepts and legal documents, such as contracts and legislation, can be written in plain English while maintaining legal accuracy. Plain

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English should focus on the message, only use necessary words, and avoid jargon and complex language.

- If the participant reads the language they speak. For example, a person may speak fluent Polish, but not read Polish due to their education taking place in another country.

- Many spoken languages do not have a written equivalent or have multiple written equivalents. The participant may only read one of them.

- NDIA terminology may not translate into other languages and cultures without appropriate context and explanation.

- Both English and LOTE versions of the plan must be sent to the participant to allow providers to read and understand the plan.

Supports for participants with a language other than English (LOTE) at plan implementation

Translation and Interpreting Services (TIS) National are contracted with the NDIA so registered providers can book an interpreter on behalf of the participant to implement their plan. The NDIA funds this service to support participants to understand their plan. This support helps them use their funding. To learn more about how providers can book NDIA-funded services for plan implementation see [Language Interpreting Services for Providers page (external)](#).

It is important the participant knows it is not their responsibility to book or fund interpreting services.

Supports may include initial face planto face meetings. Other meetings may use the TIS National's telephone options if appropriate. If communication will be sensitive, complex or there will be a lengthy discussion, please consider the participant's needs and use on-site interpreters.

TIS National does not provide access to interpreters of Aboriginal and Torres Strait Islander languages, therefore providers will need to find interpreters from local sources.

Translation and interpreting services at plan implementation for LOTE

The role of the planner delegate

The planner delegate can support participants who use a primary written language other than English (LOTE) by:

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- printing the participant's plan in LOTE. The plan developer can arrange this through a NAATI translator. If you are unsure who your local office uses for translation services, refer to your team leader or supervisor for help.

- providing handover notes for the local area coordinator, early childhood partner or their support coordinator to review so they can proceed support with plan implementation.

The role of the plan implementer (Local area coordinator, Early childhood partner or support coordinator)

After the planner delegate hands over the plan, the plan implementer supports the participant to:

- make sure the participant understands all supports identified in their plan, with help from an interpreter if required.

- explore the capacity of informal and mainstream supports to help the participant implement their funded supports.

- find service providers who can communicate in the participant's primary language to help implement their funded supports. If there aren't any available in the participant's primary language, the plan implementer must discuss available options with the participant. Together they need to identify an appropriate provider to help implement their funded supports.

- Talk to providers about the NDIA-funded TIS National process. They can register to support participants during their plan implementation. To learn more, go to How to become a client on the TIS National Website (external).

Next steps

To learn more about accessible formats, go to article – **Guide – Assisting communication – Accessible formats**

Article topics and case names – internal use only

Topics

This article relates to the following topics:

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- Communication
- Implementation

Case names

You can use this guidance for the:

- Plan Approval
- NDIS Plan

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CS0074	Class 1 approval	APPROVED	2022-12-12
2.0	ED0024	Class 1 approval. Article formerly known as **Appendix B – Funding for non-disability related translation and interpreting.** CI: Planning cohort guidance updates. Transition Guide - Assisting communication from PG to PACE articles include PACE language and plain English update.	APPROVED	2023-08-18

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Understand restricted access

This article provides guidance for a **local area coordinator**, **early childhood partner** and all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, supporting officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to understand:

- restricted access and why someone would request it
- what happens when someone applies for restricted access
- what happens when restricted access is applied
- if restricted access can be removed.

Recent updates

December 2023

Updates include:

- corrected information, as an applicant can request restricted access and have it applied prior to becoming a participant

- added information that Network Support Team are responsible for contacting the participant to advise outcome of the restricted access request
- minor continuous improvement enhancements.

Before you start

You have:

- received a request for information about restricted access from an applicant or participant
- read Our Guideline – Your privacy and information, section **What if you need extra privacy protections (restricted access)?**

Understand restricted access

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What is restricted access?

Sometimes a person asks to have extra privacy for their NDIS information. This is called restricted access.

Restricted access adds more privacy protection to a person's NDIS records. Only staff with restricted access permission can view their records.

For more information, refer to Our Guideline – Your privacy and information.

Why would someone request restricted access?

If a participant wants extra privacy applied to their account, they can ask for restricted access. However, they must meet certain requirements for restricted access to be applied to their records. The list of who needs restricted access is in Our Guideline – Your privacy and information.

What happens when someone applies for restricted access?

A participant, or their representative on a participant's behalf, can ask for restricted access at any time. We record the reason the participant asked for restricted access. Once the request case is submitted, it is allocated to the Network Support Team to review. The Service Level Agreement states a restricted access request case must be decided and communicated in writing within 14 days. If an applicant requests restricted access, this can be applied pre-access or once they become a participant.

The Network Support Team will contact the person to advise if their request for restricted access:

- has been approved
- has been declined.

They'll use a person's preferred communication method, and the person will also receive a letter. If the request to add restricted access has been approved, restricted access is applied to the person's account.

What happens when restricted access is applied?

When a restricted access request is approved:

- the participant's record can only be opened by staff with restricted access permissions
- the my NDIS contact is changed to one with restricted access permissions

- any open cases are re-assigned to the new my NDIS contact or staff with restricted access permissions

- a letter is automatically sent with this decision.

Only staff with restricted access permissions can access the person's record. People with restricted access permissions have appropriate skills and training for this permission to view a restricted access record. Other staff can only view the person's **First Name**, **Last Name** and **NDIS Number**. They can't open the person's account.

If a participant with restricted access contacts you, you must direct them to staff with restricted access permission. All business areas have staff with restricted access permission. The National Contact Centre also has a dedicated restricted access phone line: **1800 879 471**.

Staff with restricted access permissions must not have a conflict of interest when they work with a participant with restricted access. This is to make sure we maintain the privacy of the people we work with. For more information, refer to the Conflicts of Interest and Outside Employment Policy.

Can restricted access be removed?

A participant or their representative can request to remove a participant's restricted access at any time. To understand how to remove restricted access, see article Request to remove restricted access.

Next steps

1. If the participant wants to apply for restricted access, see article Record a request to apply for restricted access.

2. If the participant wants to remove restricted access, see article Request to remove restricted access.

3. If the participant wants to review their restricted access request outcome, see article Review a restricted access decision.

4. Refer the person to Our Guideline – Your privacy and information for further information on privacy and restricted access.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

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- t_privacyandinformation

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	BJW159	New KA – commenced drafting.	DRAFT	2023-05-01
0.2	CGT260	Peer review	DRAFT	2023-05-26
0.3	BJW159	Updates following peer review and VT review. Title updated from 'Understand restricted access for participants' to 'Understand restricted access'.	DRAFT	2023-05-30
0.4	TPO642	AD review	DRAFT	2023-06-06
0.5	BJW159	Added into new template. For previous tracked changes, see v0.4. Updates following AD review (track changed). Updated RAO to staff with RA permission. Updated from 'person' to 'participant' in some instances due to RA only applying to participants for MVP.	DRAFT	2023-06-06
0.6	BJW159	Updated following Domain Owner review and endorsement.	DRAFT	2023-06-19
0.7	BJW159	Updates following EL2 review and approval.	DRAFT	2023-06-20
1.0	EMN960	Director approval. New KA for guidance on restricted access.	APPROVED	2023-06-19
1.1	DFB448	New draft incorporating CI and restricted access enhancements for 1.16 release	DRAFT	2023-10-25
1.2	TPO642	AD review	DRAFT	2023-10-26

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Version	Amended by	Brief Description of Change	Status	Date
1.3	DFB448	Copy for BIL and Domain review	DRAFT	2023-10-31
1.4	DFB448	Actioning BIL feedback. Domain endorsement received.	DRAFT	2023-11-15
1.5	CNP536	AD Review	DRAFT	2023-11-17
1.6	DFB448	Actioning EL1 Feedback	DRAFT	2023-11-20
2.0	EMN960	Class 1 Approval 1.16 Feature Release and CI updates	APPROVED	2023-11-20

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Re-assign open case when applying restricted access to participant record

This article provides guidance for a **supporting officer** to:

- find open cases for restricted access (RA) participants
- re-assign open cases for restricted access (RA) participants
- re-assign cases using the Case re-assignment table in this article.

Note: The Network Support Team (NST) will complete this action when **approving** a restricted access request.

Recent updates

December 2023

Updates include:

- name change from **Re-assign open cases for restricted access participants**
- information added about Guidance for Success and its importance during case re-assignment
- re-assignment table revised and updated
- minor continuous improvement enhancements.

Before you start

You have:

- restricted access permissions in PACE
- approved a restricted access case using article Review and determine outcome for a restricted access request
- checked for any open cases in the participant account that may need to be reassigned, based on the decision to apply restricted access to the participant's account.

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WP17B-19b-12
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Re-assign open case for restricted access participants

From the **Person Account**, check for any open cases for the participant. These cases will need to be re-assigned.

Determine where to re-assign the case

1. Search for the case number.

2. Open the **Case** and check **case type**.

3. Refer to the below **Case re-assignment table** to determine where the case needs to be re-assigned.

When re-assigning the case first refer to the case type. You will also need to consider the **Guidance for Success** stages:

- New

- Draft – any case in this stage should be re-assigned to the my NDIS contact who will have restricted access permissions

- In progress

- Request further information

- Pending outcome

- Resolved.

Case re-assignment table

Case type	Guidance for success stage	Where to re-assign
All case types	Draft	my NDIS contact who will have restricted access permissions
Check-in	New, In Progress	my NDIS contact who will have restricted access permissions
Claim and payment verification	New, In Progress, Request Further Information	RA CP Verification Holding Queue
Claim and payment verification	Pending Outcome	RA CP Verification Routing Queue

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Claim and payment enquiry	New	RA Claim and Payment Routing Queue
Claim and payment enquiry	Pending Outcome	Payment Authorisation Routing Queue
Claim and payment enquiry	In Progress	RA Claim and Payment Routing Queue
Eligibility Reassessment or Evidence Extension	Any stage other than Draft	RA Eligibility Reassessment Queue
Enquiry	New, In Progress	my NDIS contact who will have restricted access permissions
Feedback and complaints	New, In Progress, Request Further Information, Resolved	RA Feedback and Complaints Routing Queue
Functional capacity assessment	New, In Progress	my NDIS contact who will have restricted access permissions
Housing application	Any stage other than Draft	OAHS RA Routing Queue
Internal Review	New, In Progress, Request Further Information, Pending Outcome	Internal Review Routing Queue
Leaving the NDIS	Any stage other than Draft	my NDIS contact who will have restricted access permissions
Manage Authorised Representatives	New	my NDIS contact who will have restricted access permissions
Manage Authorised Representatives	In Progress, Request Further Information, Pending Outcome	RA Participant Routing Queue

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Participant Budget Update	Any stage other than Draft	RA Participant Routing Queue
Participant Critical Incident	New, In Progress, Request Further Information, Resolved	RA Participant Critical Incident Queue
Plan Implementation	New, In Progress	my NDIS contact who will have restricted access permissions
Streaming	Any stage other than Draft	RA Participant Routing Queue
Technical Advice	Any stage other than Draft	RA Technical Advice Case Routing Queue

Re-assign the case

1. Navigate to participant details in **Case** tab.

2. Under participant details refer to **Case Owner.**

3. Select the **Change Owner** icon next to the case owner name.

4. Re-assign the case using the re-assignment table:

   - Search for the new owner referring to the **Where to re-assign** column in the Case re-assignment table

   - Select **Change Owner** to the assigned Restricted Access Officer.

5. When you have re-assigned the case, log an activity in the case to advise that the current case owner has changed. This allows the case owner to finalise outstanding work items if needed. Use article Log an activity or internal note.

Next steps

1. From the **Person Account**, check the **Cases** tab and confirm all open cases are re-assigned.

Article topics and case names – internal use only

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User roles

This article relates to the following user roles:

- dc_users_supportingofficer.

Topics

This article relates to the following topics:

- t_privacyandinformation.

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	BJW159	New article drafted for re-assigning open cases once a RA request is approved. The cases will need to be continued by a restricted access officer.	DRAFT	2023-05-31
0.2	TPO642	AD review	DRAFT	2023-06-06
0.3	BJW159	Transferred content into new template. Updates relating to AD review. Added new content following clarification from Domain regarding how to use the change owner function. Also added the re-assignment table after confirmation this can be in the KA.	DRAFT	2023-06-07
0.4	TCM150	Peer review	DRAFT	2023-06-07
0.5	BJW159	Updates following peer review.	DRAFT	2023-06-07
0.6	BJW159	Updates following Domain Owner review and endorsement.	DRAFT	2023-06-19
1.0	EMN960	Class 1 approval. New knowledge article to reflect PACE system build for restricted access.	APPROVED	2023-06-19

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Version	Amended by	Brief Description of Change	Status	Date
1.1	TCM150	Update following domain feedback and SD input. Further information added for re-assigning a case if not recorded in the provided table and 'my NDIS contact' amended as per new guidance Consistency Guide.	DRAFT	2023-08-07
1.2	TPO642	AD review	DRAFT	2023-08-09
1.3	TCM150	Action from AD review	DRAFT	2023-08-09
2.0	EMN 960	Class 1 approval	APPROVED	2023-08-10
2.1	DFB448	New draft incorporating CI and restricted access enhancements for 1.16 release.	DRAFT	2023-10-25
2.2	DFB448	Copy for BIL and Domain review	DRAFT	2023-10-31
2.3	DFB448	Actioning BIL feedback. Domain endorsement received. • Name updated from **Re-assign open cases for restricted access participants** to **Re-assign open case when applying restricted access to participant record**	DRAFT	2023-11-16
2.4	CNP536	Action from AD review and updated AD review	DRAFT	2023-11-22
2.5	DFB448 CNP536	Applying further updates regarding RA queues AD review and input	DRAFT	2023-11-23
2.6	DFB448	Clean copy for SME review	DRAFT	2023-11-23

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Version	Amended by	Brief Description of Change	Status	Date
2.7	DFB448	Transferring and actioning SME feedback	DRAFT	2023-11-23
2.8	DFB448	Copy for AD review	DRAFT	2023-11-23
2.9	CNP536	AD Review for BIL review	DRAFT	2023-11-24
2.10	CNP536	Incorporated BIL input	DRAFT	2023-11-27
2.11	CNP536 DFB448	Incorporated BIL input Further amendments to content	DRAFT	2023-11-28
2.12	DFB448	Update from BIL feedback and preparing for EL1 review.	DRAFT	2023-11-28
3.0	EMN960	Class 1 Approval Name updated from **Re-assign open cases for restricted access participants** to **Re-assign open case when applying restricted access to participant record**	APPROVED	2023-11-28

SGP Knowledge Article Template

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Record a request to apply for restricted access

This article provides guidance for a **local area coordinator**, **early childhood partner** and all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to:

- understand when a restricted access request can be made
- create the restricted access case
- contact case owners for current open cases.

Recent updates

29 January 2024

Updated guidance with information about recording a restricted access request for applicants to the NDIS.

Before you start

You have:

- received a request for restricted access from the participant or their authorised representative
- checked consent and authority if the request is from a representative for the participant, using article Consent to act on applicant behalf
- read Our Guidelines – Your privacy and information, section **What if you need extra privacy protections (restricted access)?**
- explained restricted access to the participant or their representative, using article Understand restricted access.

Record a request for restricted access

Restricted access requests for new applications to the NDIS

V4.0 2024-01-22 Record a request to apply for restricted access WP17B.19b-02

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You shouldn't be submitting restricted access request for new applications that aren't yet access met. PACE will reflect this applicant as a person with a disability. Restricted access requests should only be submitted when the applicant becomes an access met participant.

Open access request cases

When there is an open access request case and a restricted access request has also been submitted, restricted access can't be applied to the person account until the access met decision has been made.

If you submit a restricted access request without an open access request you'll need to withdraw and resubmit the restricted access request if the person meets access.

The below process to create a restricted access case should **only** be for access met participants.

Create the restricted access case

If the request is to remove restricted access, use article [Request to remove restricted access.](#)

1. Open the **Person Account**.

2. Open the **Cases** tab, select **New**. Check for any open cases **In Progress** in the **Person Account**. If found, notify case owner that there are changes being made to the person account. Go to below section **Contact case owner for In progress case** for steps.

3. Select **Restricted Access**, select **Next.**

4. If there is an enquiry case, find the case number for the enquiry in either the **Person Account Cases** tab, or in the **Enquiry** case. Add this number to the **Parent** case. This will link the restricted access request to the original request or enquiry.

5. Complete the **New Case: Restricted Access** information.

   - Under **Type**, select **Add** for a restricted access request.

   - Select **Case Origin.**

6. Select **Save**.

7. Complete the request case.

8. Select the **Request** tab.

9. Select the **Date** the request was received and who made the request.

10. Select **Next**.

11. Select the **Request Reason** for the restricted access request. You can select multiple options.

V4.0 2024-01-22 Record a request to apply for restricted access WP17B.19b-02

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- If **Other** is selected, explain the reason in **Do you have any additional information to add?**
- You must add further relevant details such as who made the request and why.

12. Select **Next**.

    Note: If you select **Other**, it's important that you add enough detail about the request so the Network Support Team can make an informed decision about whether to approve or deny the request.

13. If the participant is an NDIA staff member, ask if they want a my NDIS contact from a different LGA. This reduces the chance of them being known by the my NDIS contact.

    - Record their response, with any **comments** relevant to the request.

14. Select **Next**.

15. Review the **Summary**.

16. Select **Submit**. The case is submitted for review.

Contact case owner for In Progress case

17. In the **Person Account**, select **Cases**.

1. Check for open **Cases** with status **In Progress.**

2. For the **In Progress** cases advise the **Case Owner**:

   - the participant is requesting restricted access
   - a restricted access case request will be submitted
   - the current case needs to be to be completed so that restricted access can be applied to the person account.

3. Before cases are re-routed, the case owner needs to create a **Log Activity** to the case and add relevant case information for each case. Use article Log an activity or internal note.

4. Tell the case owner that the person account will be assigned to the Restricted Access Routing Queue for the request to be reviewed.

   Note:

   - The Network Support Team will check the cases are closed and reassign any open cases to the my NDIS contact.

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- If restricted access is applied, the my NDIS contact may also need to be updated to a my NDIS contact with restricted access.

Next steps

1. The restricted access case is automatically routed to the **Restricted Access Routing Queue.** The case will be allocated to the Network Support Team for review within **14 days**.

2. Once a decision is made for a request to **add** or **decline** restricted access to the participant record, the Network Support Team will contact the participant using their preferred communication method to advise of the outcome. Use article Check a person's preferred contact method.

3. A system generated letter will be issued by the Network Support Team to the participant or their representative.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- t_privacyandinformation

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	Director review and approval	APPROVED	2022-11-07
2.0	EMN960	Class 1 Approval Updated to reflect new PACE processes.	APPROVED	2023-06-19
3.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20
4.0	EMN960	Class 1 approval	APPROVED	2024-01-22

V4.0 2024-01-22 Record a request to apply for restricted access WP17B.19b-02

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Version	Amended by	Brief Description of Change	Status	Date
		Updated guidance with information about recording a restricted access request for applicants to the NDIS.		

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Request to remove restricted access

This article provides guidance for all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to:

- receive a request to remove restricted access
- create the remove restricted access case
- complete the remove restricted access case.

Recent updates

December 2023

Updates include:

- removal of partner staff, as they no longer have restricted access permissions
- note added that if 'other' is selected as request reason, enough detail must be added for the Network Support Team to make an informed decision to remove restricted access
- minor continuous improvement enhancements.

Before you start

You have:

- restricted access permissions in PACE
- received a request from a participant or their authorised representative for restricted access to be removed from a participant's record
- checked consent and authority if the request is from a representative for the participant, using article Check evidence to act on behalf of another person
- read Our Guideline – Your privacy and information, section **What if you need extra privacy protections (restricted access)?**.

Remove restricted access

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Request received to remove restricted access

A participant can request to have restricted access removed from their record at any time. It may also be removed if a participant no longer meets the requirements for restricted access. Before this occurs, we let the participant know so they have an opportunity to give us reasons why their restricted access should continue. Read [Our Guideline – Your privacy and information](#) for more information on the requirements for approval of restricted access.

Create the remove restricted access case

1. Open the **Person Account** using article [Search for a restricted access participant](#).

2. Open the **Cases** tab, select **New**.

3. Select **Restricted Access**, select **Next**.

4. If there is an enquiry case, find the case number for the enquiry in either the **Person Account Cases** tab, or in the **Enquiry** case. Add this number to the **Parent** case. This will link the remove restricted access request to the original request or enquiry.

5. Complete the **New Case: Restricted Access** information. Under **Type**, select **Remove** for a remove restricted access request. Select **Case Origin.**

6. Select **Save**.

Complete the remove restricted access case

1. Select the **Request** tab.

2. Select the **Date** the request to remove was received and who made the request, select **Next**.

3. Select the **Request Reason**, and include the reason for removing restricted access. You can select multiple options. If **Other** is selected, explain the reason in **Do you have any additional information to add**. Add further details of the reason for removing here. Select **Next**.

   Note: If you select **Other**, it's important that you add enough detail about the request so the Network Support Team can make an informed decision to remove restricted access.

4. Review the **Summary** and select **Submit**. The case is submitted for review

Next steps

1. The case is automatically routed to the **Restricted Access Routing Queue.** It will be allocated to the Network Support Team for review within **14 days**.

2. If the removal of restricted access does occur any staff member can now see the record.

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Article topics and case names – internal use only

Topics

This article relates to the following topics:

- t_privacyandinformation.

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	TCM150	Drafting new knowledge article	DRAFT	2023-05-22
0.2	BJW159	Peer review	DRAFT	2023-05-25
0.3	TCM150	Action from peer review	DRAFT	2023-05-26
0.4	TCM150	Action from VT review Number of long sentences: 4 (6.56%) Number of Passive Sentences: 6 (9.84%) Readability: 51 Grade Level: 7.5	DRAFT	2023-06-02
0.5	TCM150	Updates following SME feedback from Assistant Domain Owner (JMS955).	DRAFT	2023-06-05
0.6	BJW159	Updates to formatting, and for consistency with KA – Record a request for RA	DRAFT	2023-06-05
0.7	TPO642	AD review	DRAFT	2023-06-06
0.8	TCM150	Action following AD review and change in formatting of 'Recent updates'.	DRAFT	2023-06-07
0.9	TCM150	Action following domain feedback	DRAFT	2023-06-19
0.10	TCM150	Action following Director review	DRAFT	2023-06-19
1.0	EMN960	Director review and approval. Updated to reflect new PACE processes	APPROVED	2023-06-19

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Version	Amended by	Brief Description of Change	Status	Date
1.1	DFB448	New draft incorporating CI and restricted access enhancements for 1.16 release	DRAFT	2023-10-25
1.2	TPO642	AD review	DRAFT	2023-10-26
1.3	DFB448	Copy for BIL and Domain review	DRAFT	2023-10-31
1.4	DFB448	Actioning BIL and Domain feedback	DRAFT	2023-11-10
1.5	CNP536	AD Review	DRAFT	2023-11-20
2.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20

SGP Knowledge Article Template

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Responsibilities of restricted access permissions

This article provides guidance for all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, supporting officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to understand:

- the duties of a restricted access role
- how to manage conflict of interest.

Recent updates

29 January 2024

Guidance updated to remove reference to all staff being able to request restricted access permissions. This privilege is held by the minimum number of staff in each team.

Before you start

You have:

- requested and received restricted access permissions in PACE
- read Our Guideline – Your privacy and information, section **What if you need extra privacy protections (restricted access)** to understand restricted access.

Responsibilities of restricted access permissions

Restricted access adds extra privacy protection to a person's records. Read Our Guideline – Your privacy and information for more information on restricted access.

Duties of a restricted access role

As a PACE user with restricted access permissions, you'll assist a person with restricted access the same as others. For example, if you're a participant support officer you'll still resolve participant queries, and if you're a payment officer you'll assist with payments in the

same way. You'll need to keep in mind the higher level of privacy granted due to the person's personal circumstance. For example, they may be an Agency staff member or under police protection. For more information on the criteria for restricted access for the participant please read Our Guideline – Your Privacy and Information.

You can only work with a person who has restricted access if a case is assigned:

- directly to you

- in a queue you use

- in a queue you're responsible for maintaining.

You shouldn't look at any restricted access records that haven't been assigned to you. For more information on accessing records and participant information by a staff member please read APS Values, Employment Principles and Code of Conduct.

Manage Conflict of Interest

When we refer to a conflict of interest, this could be real or apparent.

- A **real conflict** of interest is a conflict between your public duty and personal interests which could improperly influence the performance of your duties.

- An **apparent conflict** of interest is when it appears that your personal interests could influence the performance of your duties but in fact, this isn't the case.

If you have been assigned a participant with restricted access that you know, check if you have a conflict of interest using the NDIA's Conflict of Interest and Outside Employment Policy.

If you've been assigned a case for a person where you have a real or apparent conflict of interest, you must tell your Team Leader immediately. This is so a replacement person with restricted access permissions can be appointed.

Next steps

1. If you have been assigned a case for a restricted access participant check for any conflict of interest.

2. If there is no conflict of interest support the person in the same way, keeping in mind the extra privacy granted to their information.

Article topics and case names – internal use only

Topics

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This article relates to the following topics:

- t_privacyandinformation

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	Director review and approval. Updated to reflect new PACE processes.	APPROVED	2023-06-19
2.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20
3.0	EMN960	Class 1 Approval Guidance updated to: • remove reference to all staff being able to request restricted access permissions • provides examples from Our Guideline of why a person may need to be granted restricted access • link to APS values, Employment Principles and Code of Conduct	APPROVED	2024-01-22

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Review and determine outcome for a restricted access request

This article provides guidance for a **supporting officer** to:

- review and make a decision for the restricted access request case
- notify the participant of the decision of the restricted access case
- refer participant queries to the my NDIS contact.

The Network Support Team (NST) are responsible for contacting the participant or their representative to let them know the outcome of their restricted access request.

Recent updates

29 January 2024

- Guidance updated to remove email template. This has been replaced with article Check a person's preferred contact method to contact the participant to advise restricted access has been removed.
- Note added for nominating the new my NDIS contact, with general instructions in article Update the my NDIS contact.

Before you start

You have:

- received a task to review a restricted access request case and determine an outcome
- read Our Guideline - Your privacy and information, section What if you need extra privacy protections (restricted access)?
- checked for a conflict of interest using the Conflicts of Interest and Outside Employment Policy.

Review and determine outcome for a restricted access request

Review the restricted access request case

1. The supporting officer will work from the **Restricted Access Routing Queue** for the **Access Request** case.

   Note: If you know the person who has requested that restricted access be applied to their record, you must ask your manager to re-assign the case. For more information, see the NDIA [Conflicts of Interest and Outside Employment Policy](#).

2. Review the summary details under the **Request** tab. Check if the request is to add or remove restricted access.

3. Check the reason for requesting restricted access. If this information is not available, check with a quick desktop review.

4. Review the reason for requesting restricted access and proceed to make the decision.

   Note: Not finding anything is not enough to decline the request. For more information, use article [Record a request to apply for restricted access](#).

Make a decision for a restricted access case

Make a decision to **approve** or **decline** the request using [Our Guideline – Your privacy and information](#). Then, proceed to the relevant section below.

Note: When you contact the participant to advise the restricted access outcome, if the participant advises they're at risk you must raise a participant critical incident (PCI). Use article [Create a participant critical incident case](#).

Approve to add restricted access to participant account

1. In the **Decision** tab, select **Decision Outcome**.

2. To add restricted access, select **Approved**.

3. Select **Next – Justification**.

4. At **Justification**, select the reason for your decision. Include the reason you've approved restricted access for the participant account.

5. Select **Next**.

6. You will:

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- contact the participant to advise the outcome of the restricted access request using their preferred communication method. Use article [Check a person's preferred contact method.](#)

- issue the system generated letter in PACE to advise of the decision.

- re-assign the case in PACE to the new my NDIS contact. For general instructions to update the my NDIS contact, use article [Update the my NDIS contact](#).
  Note: When you get to step 12 under heading **Determine the new my NDIS contact,** from **Case Owner** type select **RA Manager Routing Queue.** Nominate the new **My NDIS Contact**, submit case and update access to the **Person Account**.

- re-assign all open cases. Use article [Re-assign open case when applying restricted access to participant record](#).

7. When the my NDIS contact is updated the my NDIS contact will be aware of the change via the system update.

Decline to add restricted access to participant account

1. In the **Decision** tab, select **Decision Outcome**.

2. To decline restricted access, select **Declined**.

3. Select **Next – Justification**.

4. At **Justification**, select the reason for your decision. Include the reason you've declined restricted access for the participant account.

5. Select **Next**.

6. You will:

   - contact the participant to advise the outcome of the restricted access request using their preferred communication method. Use article [Check a person's preferred contact method](#).

   - issue the system generated letter in PACE to advise of the decision.

   - advise the participant if they're unhappy with the decision they can request a review. Use article [Review a restricted access decision.](#)

Request to remove restricted access from participant account

1. From the **Restricted Access** case, remove this permission.

2. You will:

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- contact the participant to advise the outcome of the restricted access request using their preferred communication method. Use article [Check a person's preferred contact method](#).

- advise the participant their my NDIS contact will stay the same unless they request to update it. Use article [Update the my NDIS contact.](#)

Refer participant queries to my NDIS contact

When you contact the participant or their representative to advise the outcome of the restricted access request, they may have questions you're unable to answer.

1. Let the participant know you'll note the questions for their my NDIS contact to answer for them. Their my NDIS contact will contact them as soon as possible.

2. Create an **Enquiry case** and assign the open case to the **My NDIS contact** in the person account. Use article [Create an enquiry case](#).

3. Note the questions in the **Enquiry case** request. Specify the my NDIS contact will:

   - follow up with the participant or their representative

   - provide further assistance to answer questions.

User roles

This article relates to the following user roles:

- dc_users_supportingofficer

Topics

This article relates to the following topics:

- t_privacyandinformation.

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	Class 1 approval. New knowledge article to reflect PACE system build for restricted access.	APPROVED	2023-06-19

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Version	Amended by	Brief Description of Change	Status	Date
2.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20
3.0	EMN960	Class 1 approval Updates made to: • remove email template. This has been replaced with Check a person's preferred contact method to contact the participant to advise restricted access has been removed. • Added note if participant advises of any risk during conversation to raise PCI, linked to Create a participant critical incident case. • add a note for nominating the new my NDIS contact, with general instructions in Update the my NDIS contact.	APPROVED	2024-01-22

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Review a restricted access decision

This article provides guidance for all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, supporting officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to:

- refer a restricted access decision to be reviewed
- action a request to review a restricted access decision.

Recent updates

December 2023

Updates include:

- removal of partner staff, as they no longer have restricted access permissions
- removal of information that person reviewing restricted access decision needs to be located in the same state as person requesting the review
- added information that Network Support Team are responsible for informing the participant of the restricted access outcome
- minor continuous improvement enhancements.

Before you start

You have:

- received a request from a participant to review a restricted access decision
- checked for a conflict of interest using the NDIA [Conflicts of Interest and Outside Employment Policy](#)
- checked consent and authority if the request is from a representative for the applicant or participant. Read article [Check evidence to act on behalf of another person](#)

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- explained restricted access to the requester and helped them understand the restricted access criteria using Our Guideline – Your privacy and information, section **What if you need extra privacy protections (restricted access)?**
- read and understood article Understand restricted access.

Review a restricted access decision

Refer a restricted access decision to be reviewed

Restricted access decisions are not a reviewable decision under the National Disability Insurance Scheme Act 2013 (NDIS Act). If the restricted access requestor doesn't agree with the request outcome, assign the case to the restricted access queue for the Network Support Team to review.

Action a request to review a restricted access decision

If you're a team member who has restricted access permission in the Network Support Team, you can review an outcome decision for a restricted access case.

To review the decision, you must:

- not be involved in the original decision
- not have a conflict of interest.

If there is a conflict of interest, you must ask for a replacement to do the review. For more information, see the NDIA Conflicts of Interest and Outside Employment Policy.

You must review the request and any evidence supplied. Once a decision is made, the Network Support Team will inform the person who requested the review of the outcome. If the decision is for the participant to have restricted access, add a new restricted access case using article Record a request to apply for restricted access.

Next steps

If the applicant, participant, or their representative wants to submit a new request for restricted access, see article Record a request to apply for restricted access.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

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- t_privacyandinformation

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	Director review and approval	APPROVED	2022-11-07
1.1	BJW159	Updated for new build 1.13. Removal of RA manager role. New template format.	DRAFT	2023-05-23
1.2	TCM150	Peer review	DRAFT	2023-05-29
1.3	BJW159	Updates following peer review. Also updated roles to those with RA capabilities. Updated RAM to team leader who is RAO from the network support team.	DRAFT	2023-05-30
1.4	TPO642	AD review.	DRACT	2023-06-06
1.5	BJW159	Transferred into new template.	DRAFT	2023-06-07
1.6	BJW159	Updates following Domain owner review and endorsement.	DRAFT	2023-06-19
2.0	EMN960	Director approval. Updated to reflect new RA process, including removing Restricted Access Manager (RAM) role. RA reviews will now be undertaken by a team leader within the network support team.	APPROVED	2023-06-19
2.1	DFB448	New draft incorporating CI and restricted access enhancements for 1.16 release	DRAFT	2023-10-25
2.2	TPO642	AD review	DRAFT	2023-10-26
2.3	DFB448	Copy for BIL and Domain review	DRAFT	2023-10-31

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Version	Amended by	Brief Description of Change	Status	Date
2.4	DFB448	Actioning BIL feedback. Domain endorsement received.	DRAFT	2023-11-16
2.5	CNP536	AD Review	DRAFT	2023-11-17
2.6	DFB448	Actioning EL1 Feedback	DRAFT	2023-11-20
3.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20

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Search for a restricted access participant

This article provides guidance for all NDIA staff (**planner delegate, payments officer, internal review delegate, complaints officer, supporting officer, participant support officer, access delegate, technical advisors, National Contact Centre, liaison officers (HLO/JLO), complex support needs (CSN) planner, national reassessment delegate**) to:

- complete an advanced person search
- be aware of the requirement for restricted access permissions.

Recent updates

December 2023

Updates include:

- removal of partner staff, as they no longer have restricted access permissions
- pre-requisite added to ask person for their NDIS number if on a phone call
- minor continuous improvement enhancements.

Before you start

You have:

- restricted access permissions in PACE
- a task to complete for a restricted access participant
- read Our Guideline – Your privacy and information for more information on restricted access
- checked if you have a conflict of interest using the NDIA's Conflict of Interest and Outside Employment Policy
- confirmed the person doesn't have their NDIS number for a system search, if on the phone with the participant.

Search for a restricted access participant

Complete an Advanced Person Search

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A person with restricted access can't be located using the search bar at the top of the PACE home page. If you:

1. Open the **Advanced Person** search tab at the bottom of the home page.

2. Under **Select Account Type** select **Person Account**. Select **Next**.

3. Select **Search**: Enter the first and last name of the participant in the fields marked with an asterisk *. Entering any relevant details in the fields will help refine the search.

4. Select **Search**.

5. Results will appear for the chosen name. Choose the relevant person to open their record. A banner stating restricted access is on the record will appear above their details.

Be aware of the requirements of restricted access permissions

- NDIA staff can have restricted access

- If you search for a participant **without** restricted access permissions and select a restricted access participant account to open, an error message will appear stating you don't have the required permissions to access it.

- Please contact your Team Leader if you require access to the person's account.

Next steps

Keep supporting the person in the usual manner, being aware of the greater privacy granted to their personal information.

Article topics and case names

User roles

This article refers to the following user roles:

- dc_users_accessdelegate

- dc_users_internalreviewdelegate

- dc_users_complaintsofficer

- dc_users_liaisonofficershlo/jlo

- dc_users_nationalreassessmentdelegate

- dc_users_nationalcontactcentre

- dc_usdc_users_participantsupportofficer

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- dc_users_paymentsofficer
- dc_users_plannerdelegate
- dc_users_technicaladvisors
- dc_users_plannernonpartneredarea
- dc_users_supportingofficer

Topics

This article relates to the following topics:

- t_privacyandinformation.

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	TCM150	Drafting new knowledge article.	DRAFT	2023-05-17
0.2	BJW159	Peer review	DRAFT	2023-05-24
0.3	TCM150	Action from Peer review	DRAFT	2023-05-25
0.4	TCM150	Action from VT review Number of long sentences: 6 (10.71%) Number of Passive Sentences: 4 (7.14%) Readability: 52 Grade Level: 7.6	DRAFT	2023-06-02
0.5	TCM150	Updates following SME feedback from Assistant Domain Owner (JMS955).	DRAFT	2023-06-05
0.6	TPO642	AD review	DRAFT	2023-06-06
0.7	TCM150	Action from AD review and update to formatting of 'Recent updates'	DRAFT	2023-06-07
0.8	TCM150	Action from domain feedback	DRAFT	2023-06-19
1.0	EMN960	Director review and approval. Updated to reflect new PACE processes.	APPROVED	2023-06-19

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Version	Amended by	Brief Description of Change	Status	Date
1.1	DFB448	New draft incorporating CI and restricted access enhancements for 1.16 release	DRAFT	2023-10-25
1.2	DFB448	Copy for BIL and Domain review	DRAFT	2023-10-31
1.3	DFB448	Actioning BIL feedback. Domain endorsement provided.	DRAFT	2023-11-16
1.4	CNP536	AD Review	DRAFT	2023-11-17
2.0	EMN960	Class 1 Approval 1.16 Feature release and CI updates	APPROVED	2023-11-20

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Standard Operating Procedure

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Assist the participant with their preferred method of communication

You need to communicate using the participant's preferred method of communication any time you interact with them.

This Standard Operating Procedure (SOP) will help you:

- record the participant's preferred method of communication
- stop all correspondence
- arrange printed copies of correspondence in standard and accessible formats
- arrange a copy of plan approval in an alternative format
- check the status of correspondence requests for accessible formats
- check and record if the participant needs an interpreter
- manually request correspondence in accessible formats you can't request in the NDIS Business System (System).

Note: In this SOP the term participant may also refer to prospective participants and Tier 2 customers unless otherwise specified.

1. Recent updates

Date	What's changed
February 2023	Section 3.2 update. New guidance around translation in languages other than English (LOTE).

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2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ learnt the participant's preferred method of communication ❑ viewed the participant's preferred method of communication in the System ❑ read and understood the Practice Guide – Assisting communication ❑ reviewed the Participant Service Guarantee and are complying with the response timeframe related to your task.
Actions	Based on the needs of the participant, you may: ❑ 3.1 Record and update preferred and accessible correspondence details ❑ 3.2 Manually request correspondence in accessible formats ❑ 3.3 Arrange a copy of plan approval in a different format to the preferred format ❑ 3.4 Check the status of correspondence request in accessible formats ❑ 3.5 Find plans accessible by a screen reader ❑ 3.6 Check and record if the participant needs an interpreter You will then move to: ❑ 4. Next steps

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3. Procedure

3.1 Record and update preferred and accessible correspondence details

The participant, child representative or nominee (authorised representative) can update their preferred correspondence method in myplace. Refer to How to use the myplace portal (external) page for further information.

Use the following steps to:

- record and update the participant or authorised representative's preferred method of correspondence in the System

- request System generated correspondence to the participant or authorised representative in Braille or other accessible formats

- record the participant's request for alternate accessible formats which are processed by an external provider.

1. From **My NDIS Account**, select **Details**.
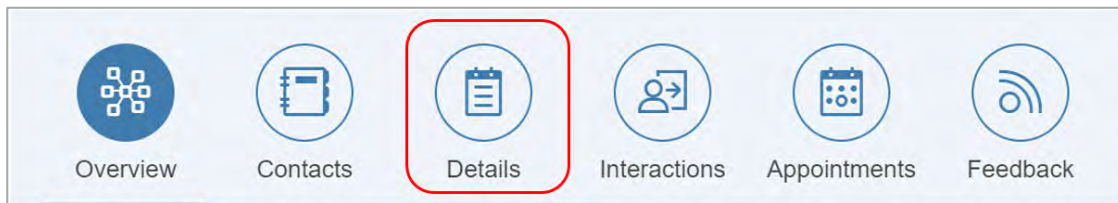
2. Select **Correspondence Details**.

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3. Select **Edit** and complete each field, as required.

- Preferred Correspondence Method:
    - **Post/Letter**
    - **Electronic:** if the participant has an active myplace account. The System will email correspondence to their myGov mailbox.

    Note: An active myplace account is only available after access has been met. Electronic is not an option for prospective participants or Tier 2 customers.

- **Preferred Format:** applies to all outbound letters.

- **Formatting Option:** displays based on **Preferred Format** selected. For example, **Standard Letter** shows if the preferred format is **Letter**. Options will display if the preferred format is **Braille letter**.

- **Stop All Correspondence:**

    Select **YES** when:

    - the participant is deceased. Use [Standard Operating Procedure – Finalise a participant's plan following their death](#) and [Standard Operating Procedure – Manage or stop correspondence to authorised representatives](#) to complete required tasks when a participant has died.
    - the participant has chosen not to receive their own correspondence. The participant may choose this option if they have a plan or correspondence nominee. If the participant is a nominee for someone else, they will continue to receive correspondence for that participant.

    Note: either the participant or their nominee **must** be able to receive a copy of their plan, or the prospective participant **must** receive a copy of their access decision.

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Make sure one of these parties will receive correspondence on behalf of the participant or prospective participant. If there is no nominee, consider if it is appropriate to appoint one. Refer to Our Guideline – Appointing a nominee.

- **Would you also like a standard printed copy as well:**

  Select **YES** if:

  - o the participant's **Preferred Format** is an accessible format, for example, Braille letter

  - o the participant also wants a copy of all correspondence in standard letter format. For example, the participant wants all correspondence in Audio file (by cd) and a standard letter copy.

4. Select **Submit** and **OK**.

3.2 Manually request correspondence in accessible formats

Some accessible formats need to be requested manually. You should **only** use this procedure if you need to manually request:

- letters that communicate a decision, request an action or provide information, where no System generated letter is available

- System generated correspondence required in large font, greater than N36

- correspondence translated to a language other than English (LOTE). For example, a plan translated to Greek or a letter in large font in Russian.

1. Add an **Alert** to the participant record if they need this support ongoing. For example, all correspondence required in large font N50. Refer to Standard Operating Procedure – Create an alert.

2. Confirm approval with your team leader before you send the request.

3. To request:

    - an accessible format, **not** including a language other than English, go to **step 4**

    - translation service for languages other than English, follow the guidance in Practice Guide – Assisting Communication and go to **step 6**.

4. Email the request to the external provider (currently Vision Australia) with the:

    - participant's chosen accessible format
    - participant's name and postal address
    - name and email address of the **My NDIS Contact**

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- name of the Team Leader who approved the request
- PDF copy of the correspondence.

Note: make sure the email is classified 'Sensitive-Personal'. You must check and record the consent of the participant or their authorised representative before sharing any personal or sensitive information. Refer to Standard Operating Procedure – Check third party consent or authority.

5. Vision Australia converts the PDF document to the accessible format and confirm the action by return email.

6. Record an **Interaction** using Interaction Templates – General – Communication. Make sure you include:

- the details of the request
- details of the action you have taken.

Note: Payment of Vision Australia invoices are managed centrally. The **Interaction** will be used to match the request and allow payment of invoices.

7. The **My NDIS Contact** must ask the participant if the correspondence met their needs during their next conversation.

3.3 Arrange a copy of plan approval in a different format to the preferred format

Use the following steps if the participant or authorised representative wants a copy of the plan in a different format to their preferred correspondence method. For example, when the participant wants all correspondence by **Standard Letter** but also wants their plan in Braille.

1. From **Correspondence Details**, select **Edit** and **Create Correspondence** (plus sign).

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![ndis logo]
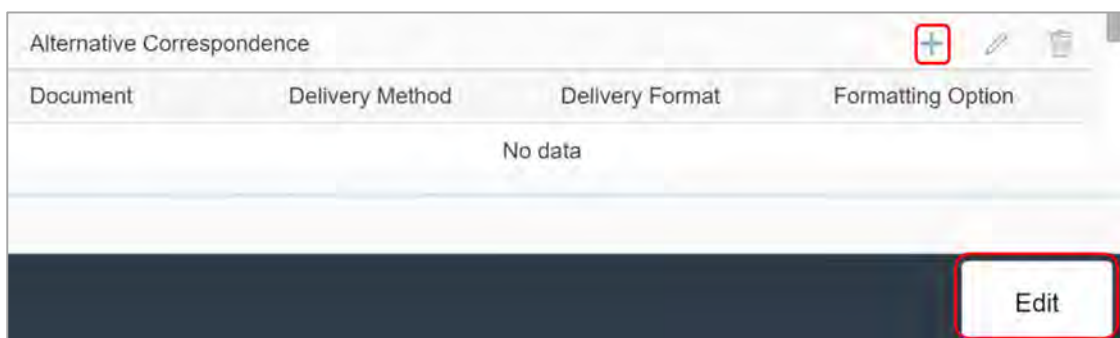
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2. Select a reponse from the drop down options in each field.

- **Document**
    - **Plan Summary and Plan Approval**
- **Delivery Method**
    - **Post/Letter**
    - **Electronic:** an accessible version designed for screen readers.
- **Delivery Format**
    - **Email Direct:** displays if you select **Delivery Method – Electronic**
    - Braille letter and other options will display if you select **Delivery Method – Post/Letter**.

3. **Formatting Option:** displays based on the **Delivery Format** selected.

4. Check the details in **Alternative Correspondence**. If information is not correct, edit the details. Select **Submit** and **OK**.

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The request is automatically sent to be processed by an external provider when the plan is approved.

3.4 Check the status of correspondence requests in accessible formats

The external provider will process requests for participant plans and time sensitive letters within 48-72 hours. All other documents such as remittance advice and tax invoices are processed within 10 business days. This allows time to:

- receive and convert the PDF document
- proofread the converted document
- mail the converted document by express post to the participant.

Use the following steps to view the status of correspondence requests in accessible formats. For example when the:

- request was sent to the external provider to be processed
- correspondence was sent to the participant.

1. From **My NDIS Account**, select **Documents**.
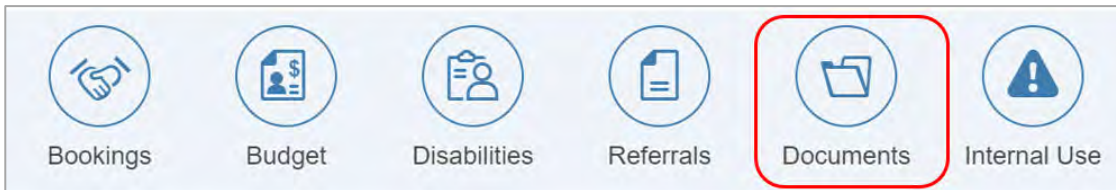
2. Select **Outbound Documents**.

3. Select the relevant correspondence.

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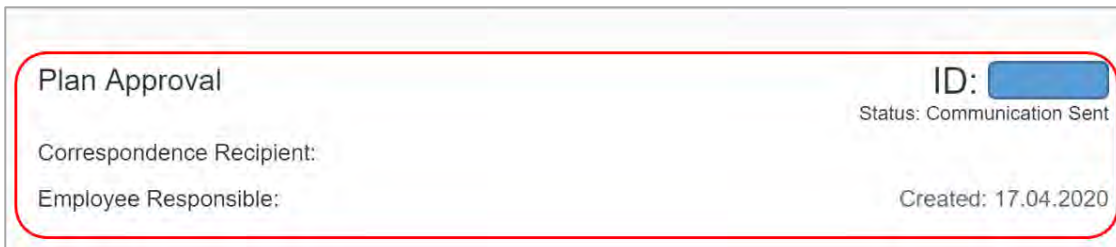
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4. Select **History**.

5. Select **Transaction History**.

6. Find the related document for the transaction you want to check.

7. Check the **Status** of the request.

- **Document Sent to VA:** request has been sent to the external provider to be processed.

- **Completed:** correspondence has been processed and sent to the participant.

8. Select **Notes** or **Recipients** to view history of the request.

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3.5 Find plans accessible by a screen reader

Copies of participant plans accessible by a screen reader are available in the myplace participant portal (myplace) under myplan. For more information refer to the How to use the myplace portal (external) page.

3.6 Check and record if the participant needs an interpreter

Follow these steps to check or record if the participant needs an interpreter.

1. From **My NDIS Account**, select **Details** and **Communication Details**.
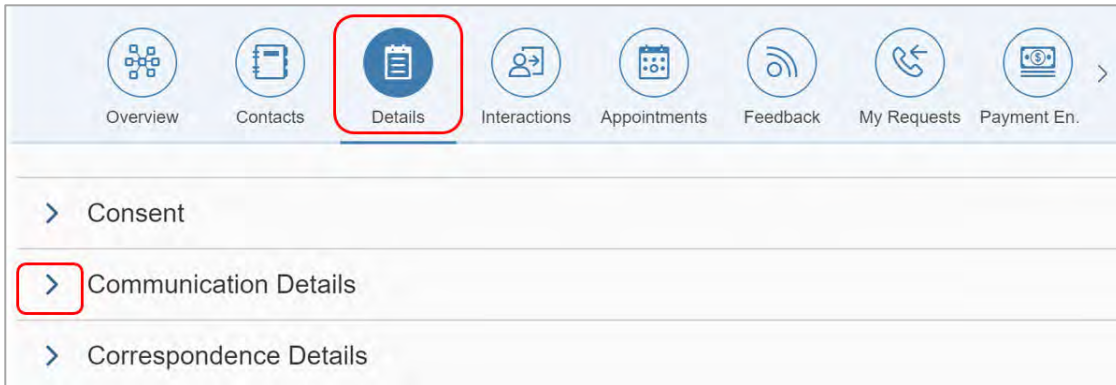
2. Select **Edit**.

3. Check and update the fields, if required:

   - **Preferred Language Used at Home**

   - **Interpreter Required:** Select **YES** or **NO**

   - **Interpreter Language**.
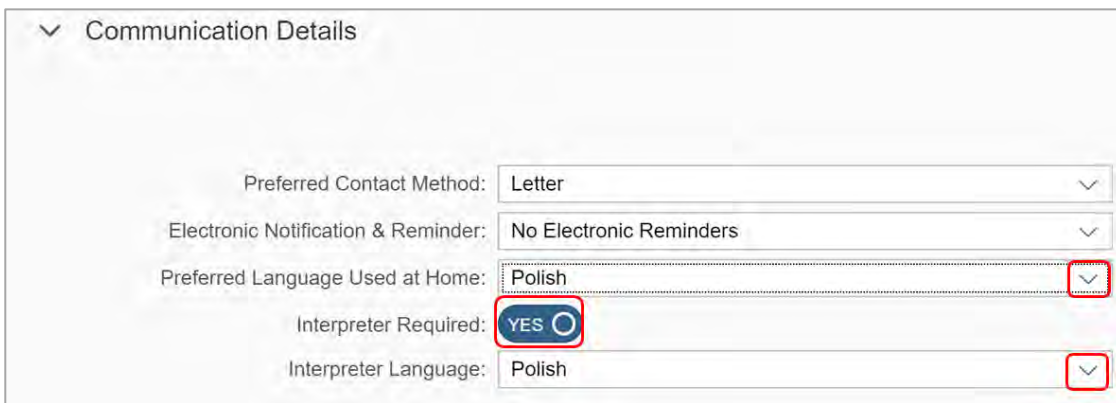
4. Select **Submit** and **OK**.

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5. Select **Internal Use**.
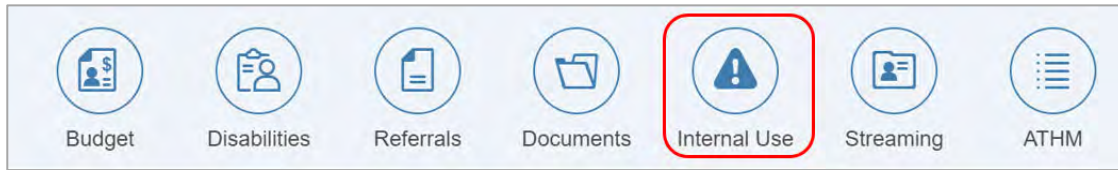
6. If there is no **Alert** in the System, create an **Interpreter Required Alert**. Refer to Standard Operating Procedure – Create an alert.

7. At **Additional information** include the following text:

- Do not contact without a [language] interpreter for [participant/nominee/child representative].

4. Next steps

Use the participant's preferred method of communication when interacting with the participant. If the participant needs:

- translation and interpreter services to engage with the NDIA or partners, refer to Standard Operating Procedure – Book translation and interpreter services for the participant

- disability related interpreting supports in their plan, refer to Standard Operating Procedure – Include disability related interpreting and translation supports in the participant's plan.

5. Related procedures or resources

- *National Disability Insurance Scheme (NDIS) Act 2013*
- NDIS Our Guidelines
- Practice Guide – Assisting Communication
- Australian Government Translating and Interpreting Service (external)
- Standard Operating Procedure – View, print or suppress an outbound document
- Standard Operating Procedure – Create an alert
- Standard Operating Procedure – Book translation and interpreter services for the participant
- Standard Operating Procedure – Include disability related interpreting and translation supports in the participant's plan

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6. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

7. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Class 2 Approved. Moved to a new resource: -Book translation and interpreter services -Include disability related interpreting and translation support. Use this resource to update and record the participant's preferred communication method, request accessible documents and record if a translator is required.	APPROVED	2021-01-27
2.0	MB0056	Class 2 approved. Guidance updated on how to stop all correspondence to a participant, when they have chosen not to receive their own correspondence.	APPROVED	2021-08-11
3.0	JS0082	Class 1 Approval	APPROVED	2021-09-01
4.0	CW0032	Class 2 approval Guidance updated to reflect updated System wording to also include prospective participants.	APPROVED	2021-11-08
5.0	ED0024	Class 1 approval. Guidance update to provide clarity around translation to languages other than English (LOTE)	APPROVED	2023-02-15

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Unable to contact the participant

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) will help you when you have made at least one unsuccessful attempt to contact a participant. For example, you have called the participant and left a message to set up an initial planning meeting and they haven't returned your call.

1.   Recent updates

Date	What's changed
April 2021	New format with updated guidance. Additional options for locating a participant. Including the use of the participant's known informal, community, mainstream or funded support providers, when the participant is not responding to usual methods of contact.

2.   Checklist

Topic	Checklist
Pre-requisites	❑ You have made one or more unsuccessful attempts to contact the participant. ❑ You are unsure whether to use the UTC or UTP procedure, refer to Do I use the UTC or UTP procedure? ❑ You have made sure you are using the correct procedure, this SOP does not cover Unable to Progress (UTP). Refer to Standard Operating Procedure – Unable to Progress with planning
Actions	❑ 3.1 Contact attempts ❑ 3.2 Make contact attempts and create interactions ❑ 3.3 Update the application sub status and supress the system generated letter ❑ 3.4 Reassign the application ❑ 3.5 Send Unable to contact letter ❑ 4.1 Do I use the UTC or UTP procedure ❑ 4.2 When are automatic system extensions applied to plans?

3. Procedure

3.1 Contact attempts

This might be to set up an initial planning meeting, to review their plan, and/or ongoing monitoring of their plan. These conversations help build your relationship with the participant or their authorised representative, allowing you to get to know them better.

When contacting the participant or their authorised representative you will need to try to contact them:

- a minimum of five separate times

- over a minimum four week period

- on different days of the week

- at different times of the day

- using the participant's preferred contact method and at least one other contact method. For example, if the preferred contact method is SMS, try to contact the participant by SMS and also try to make contact by email

- use known informal, community, mainstream or funded support providers
  For example:

    – if there is a Support Co-ordinator make contact with them and ask them to facilitate contact between the participant and the NDIA

    – if the participant has provided consent to another person, contact that person

    – if the participant is receiving regular face to face supports contact the service provider and ask them to pass on a message, requesting the participant contact the NDIA

- use Health or Justice Liaison Officer referrals, where appropriate

- for a school aged child, discuss with your line manager about available options in your state for contact with:

    – Education Departments

    – Child protection or Guardian authorities

- if you have access to the Centrelink Mainframe system check for updated contact information

- use all other systems or avenues available to you within your role to locate contact information for the participant.

During contact attempts, information may be provided which explains why the participant cannot be contacted for a period of time. For example, they are in hospital or incarcerated. If you are aware of circumstances that make it more difficult to contact the participant, but they are able to engage in the planning process for example they are homeless or they work shift work, you should continue to try and make contact.

Reasonable contact attempts will be dependent on the participant's individual circumstances. For example, contact attempts may be reasonable if you attempt contact:

- outside normal business hours if you know the participant is a shift worker

- more than five separate times if you know the participant has complex support needs

- more than five times if you know the participant moves between rural and remote communities.

Use your discretion, if information is provided which gives a reason for being unable to contact the participant or their representative. For example, they are in hospital or incarcerated. Refer to Standard Operating Procedure – Unable to progress with planning for how to proceed.

All contact attempts must be recorded in the NDIS Business System (System). When you have made at least five contact attempts, using different methods and are still unable to contact the participant you will also need to send or email the Letter – Unable to Contact using their preferred method of communication.

Note: If you have concerns about the wellbeing of a participant who still cannot be contacted, it may be appropriate for the LAC, Support Co-ordinator or Planner to visit the participant at home.

Before any home visits are undertaken, make sure the NDIA WHS Home Visit Risk Screen is complete.

If this attempt is unsuccessful this may be escalated by the State Manager to the local police to do a welfare check.

Note: It is important to make sure all contact options are exhausted before this occurs. This option could be quite distressing for the participant and/or their family.

3.2   Make contact attempts and create interactions

It is mandatory to create an interaction for each contact attempt made through any channel. For example, phone/SMS, email, letter or face to face.

Refer to 3.1 Contact attempts for information on the different types of contact methods you can use to locate the participant or their authorised representative.

1. Search for and select the participant.

2. The **NDIS Account** screen displays. Select **Add Items**.
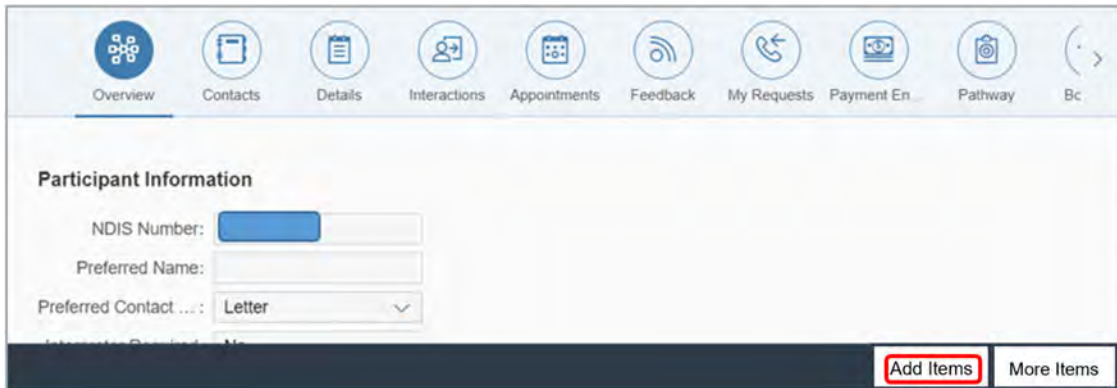
3. Select **Interaction** from the menu options.
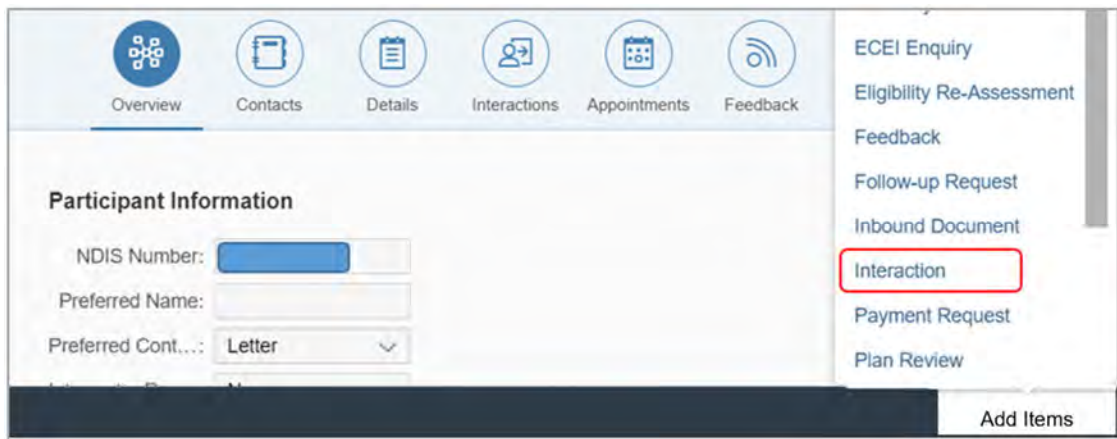
4. Use the Interaction Templates - General - Contact attempt interaction template to record each contact attempt.

5. Record each contact attempt by adding the details of the each new contact attempt to the **Open** interaction. Include contact method, date and time interaction. **Status** remains **Open** until:

- all contact attempts have been recorded and Letter – Unable to contact has been sent or

- you have successfully contacted the participant.

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6. Select **Submit**

3.3 Update the application sub status and suppress the system generated letter

Note: You must try all contact methods available to you to give appropriate and reasonable opportunity for the participant to be contacted before progressing with this step. Refer to 3.1 Contact attempts for guidance.

When you update the sub status during plan review you need to update the **In Progress** review application **and** the current **Approved** application.

1. Update the application **Sub status**.

Important: For some sub status options the System will generate a letter. This letter is not the current approved letter. You need to suppress the system generated letter at the same time you update the sub status. If you do not suppress the system generated letter the participant will receive a letter that says that their funding may be at risk.

The System will display the available **Unable to Contact** sub status options, depending where the application is in the Pathway. Only select **Unable to Contact** sub status options. Choose the **Unable to Contact** sub status most closely aligned with the current status of the application.

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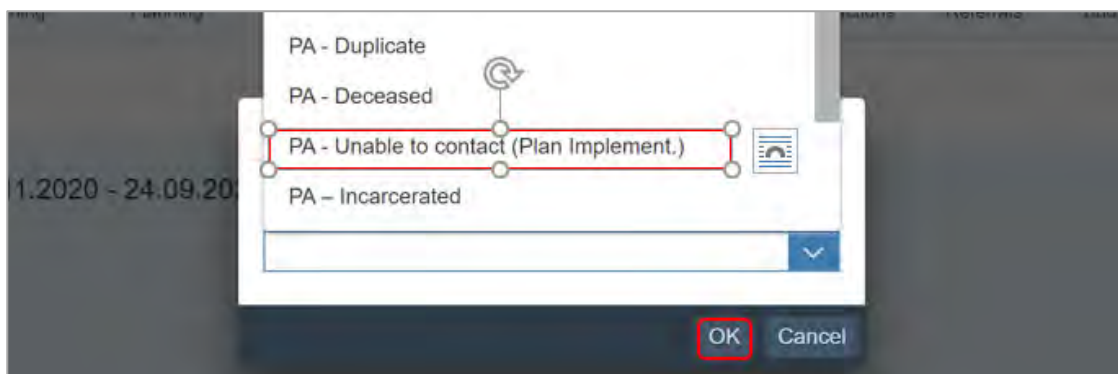
2. If the **Send outbound correspondence for this status change** tick box appears when you choose a sub status, you must select the box to remove the tick and select **OK**. This will stop the system generated letter being sent.
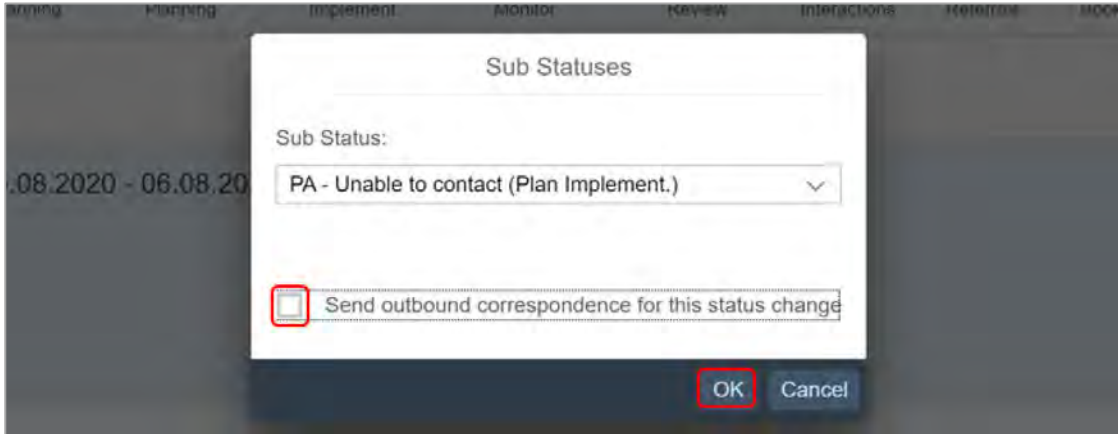
3. **Success** message appears. Select **OK**.

4. Check the sub status has been updated correctly.
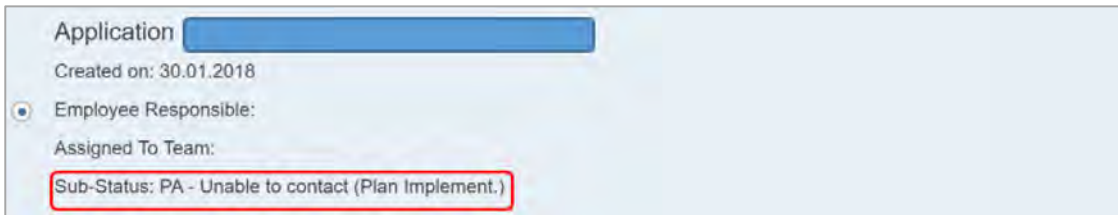
3.4 Reassign the application

1. Search for and select the participant.

2. Select **Pathway**.
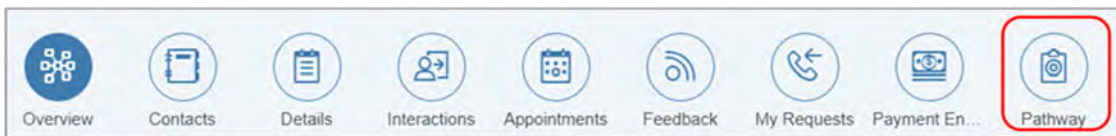
3. The **NDIS Account** screen displays. Select the current **In-Progress** application or the current **Approved** application.

4. Select **Action** (double arrows).
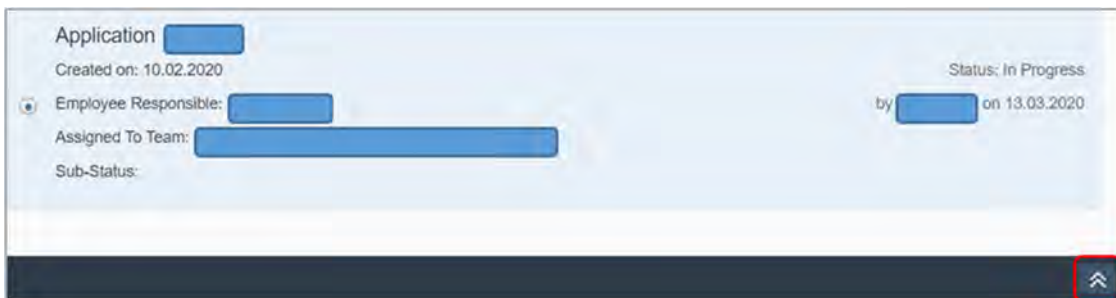
5.   Select **Re-assign**.
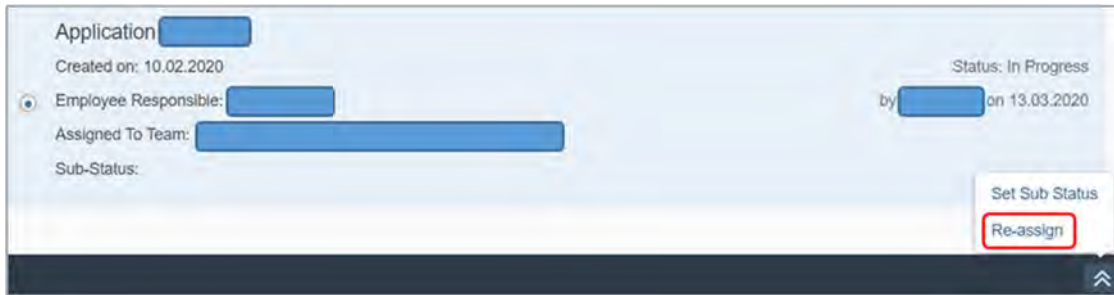
6.   Reassign the application to the **SDS AU UTC** National Unable to Contact inbox. **Note**: during plan review, use the current Approved application.
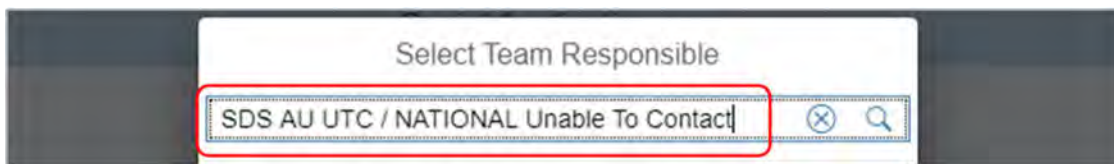
The application is assigned to the **National Unable to Contact** inbox until the participant or their authorised representative re-engages with the Agency.

Note: Do **not** reassign to Service Delivery Support (SDS) team until **after all** reasonable contact attempts have been made.

3.5   Send Unable to Contact letter

After all available contact methods have been exhausted, send the Letter - Unable to Contact.

Important: Check the **Details** screen to ensure the correct postal address is used.

If the participant has indicated they prefer to receive information in a format that is accessible for them, provide the letter or email in this format.

1.   Upload the letter or copy of the email to **Documents**.

2.   Use the following information to complete the **Inbound Document** screen:

- **Description** – Unable to contact letter
- **Document Type** – Others
- **Manual Document Type** – Unable to contact letter
- **Site Location** – <select your location from the drop down list>
- **Priority** – Low
- **Status** – Completed
- **Category 1** – NDIA Service
- **Category 2** – Participant Correspondence
- **Contact** – <enter your user name>

- **Business Process** – <select the specific application or plan that the letter relates to from the list displayed>
- **Employee Responsible** – <find and select your name>

3. After the Unable to Contact letter has been uploaded, select **Documents** from the **NDIS Account** screen.

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4. Select **Inbound Documents**.
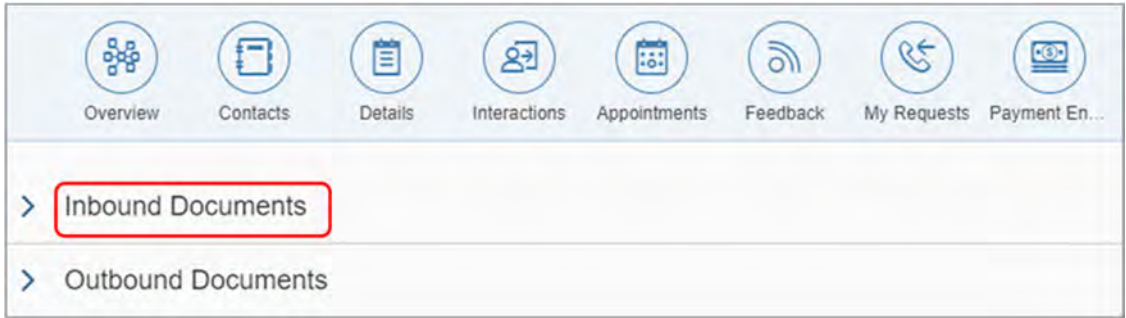
5. Select **Unable to Contact letter**.
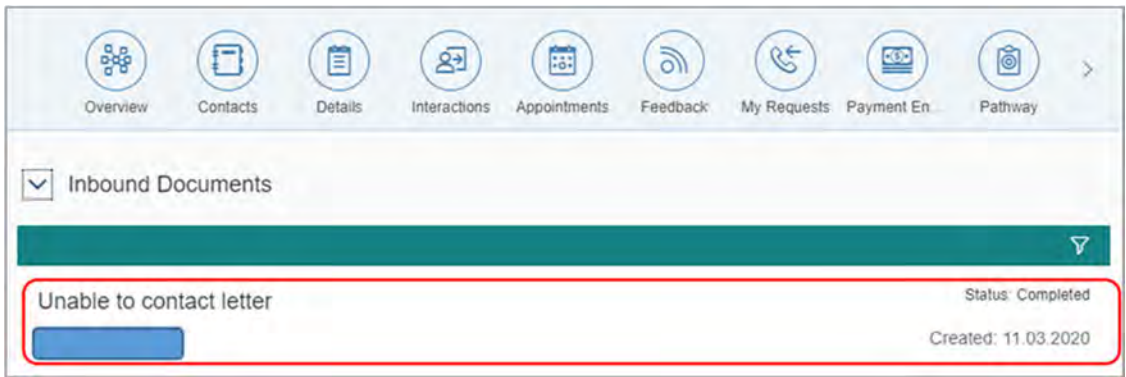
6. The **New Inbound Documents** screen displays. Select **Attachments**.
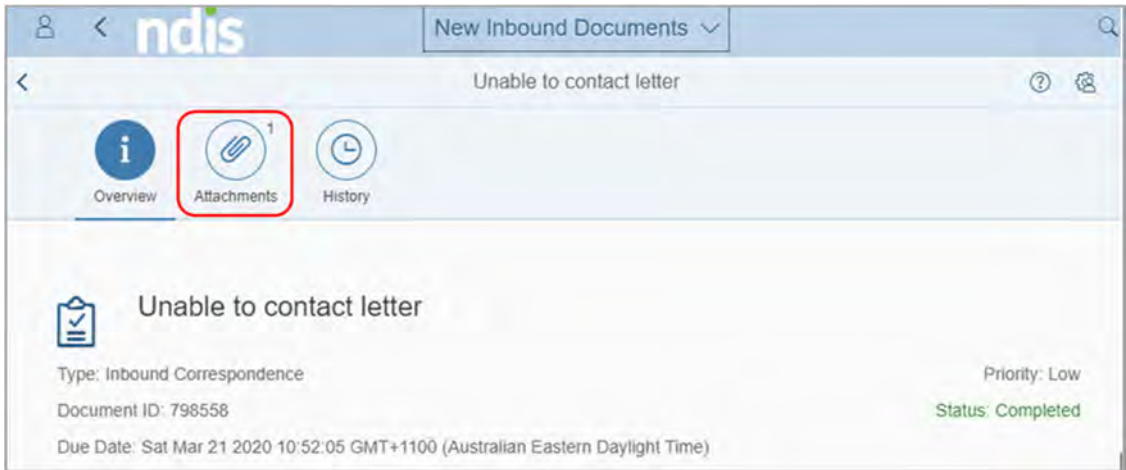
7. Select **Preview: Letter – Unable to Contact**.

8. The attachment will display at the bottom of the screen. Select the attachment to view the letter in Microsoft Word.
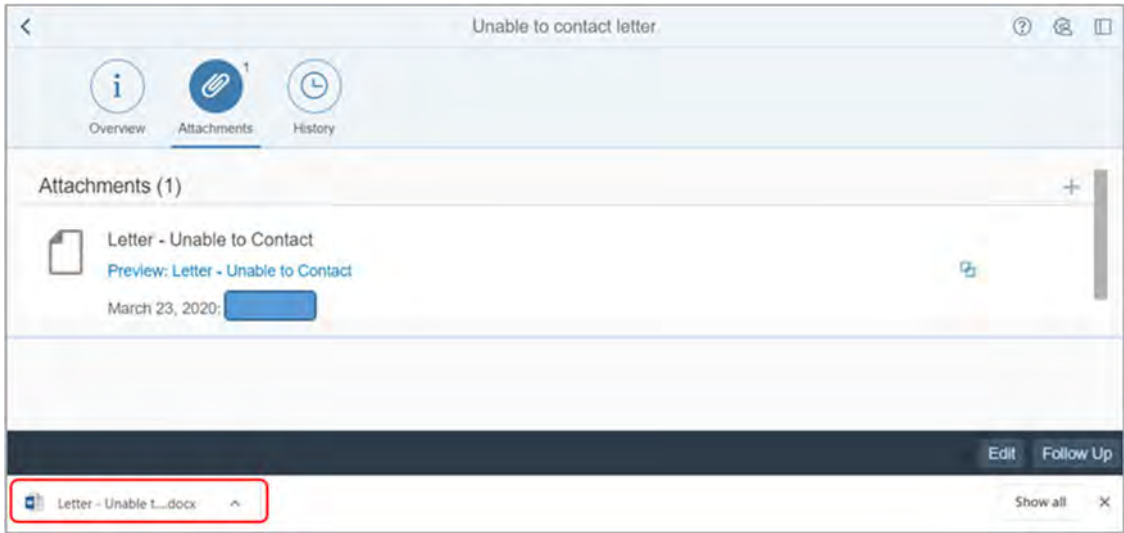
If the letter is not attached to the participant's record, go back to the step 2.

9. Close the letter in Microsoft Word. The **New Inbound Documents** screen is displayed.
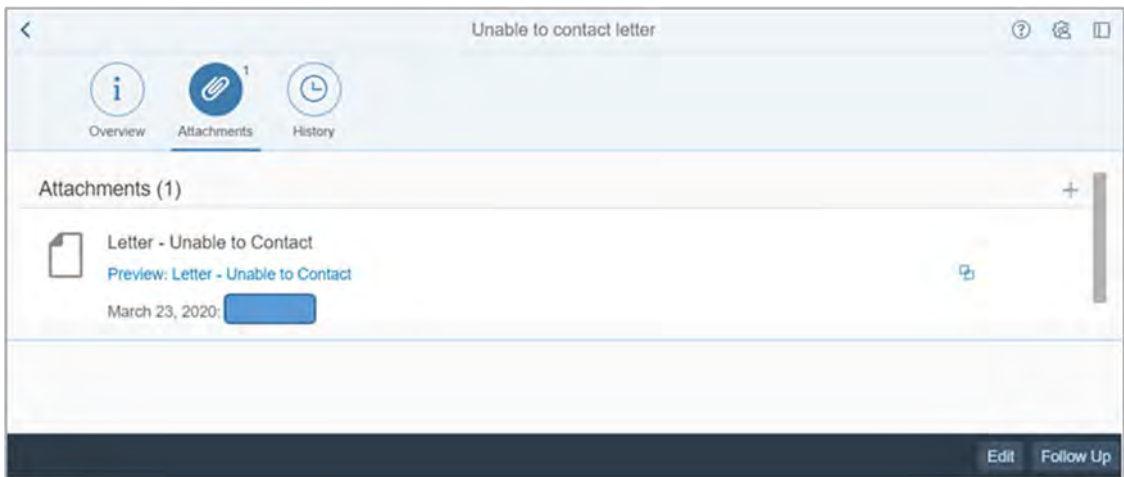
3.5.1 Create a Contact attempt Interaction

After you have sent the **Unable to contact letter** you need to record this as a contact attempt interaction in the System.

1. From **Interactions** screen. Locate the Contact attempt previously recorded.
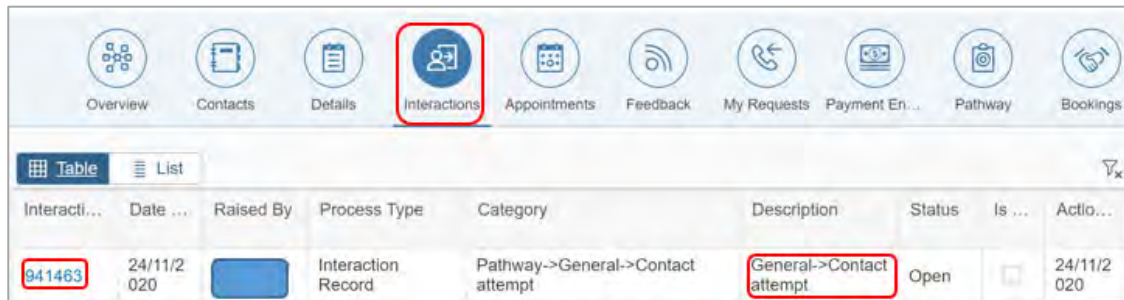
2. Select **Interaction #** to open the interaction.

3. Select **Edit**.

4. In **Notes** – Unable to contact letter sent via <email or post> and uploaded to **Inbound Documents** on DD/MM/YYYY.

5. Status **Completed**.

6. Select **Submit**.

4. Appendices

4.1   Do I use the UTC or UTP procedure?

- If you **do not** know the circumstances around why you are unable to contact the participant, follow the UTC procedure.

- If you **know** the circumstances around why you are unable to contact the participant, refer to the Standard Operating Procedure – Unable to Progress with planning.

4.2   When are automated System extensions applied to plans?

The System will apply a 365 day System extension to the plan if it has not been replaced by a new plan prior to the scheduled review date. The System extension gives the participant continued access to funded supports until a plan review is undertaken. It does not replace the requirement for a plan review to occur.

Important: This is not a plan extension but a System extension. The System extension will continue to be applied until the plan is replaced by a new plan.

When an automated extension has been applied, you must undertake a plan review as soon as possible.

The plan will appear on reporting for expired plans. Operational reporting will also include reporting on the number of times a System extension occurs.

A System extension will not generate any correspondence to the participant or providers relating to the plan, as a new plan has not come into effect. A message will display on the myplace participant and provider portal to advise of the automatic extension and that service bookings have been extended. Providers will need to manually adjust the service booking however to include the appropriate funding for the extension period.

5. Related procedures or resources

- Standard Operating Procedure – Unable to progress with planning

- Guide to Interactions in the NDIS Business System

- [Practice Guide – Assisting Communication](#)

- [Letter - Unable to Contact](#)

- [Standard Operating Procedure – Manage Inbound Documents](#)

- [Standard Operating Procedure – Assign an Application Sub Status](#)

- [Standard CRM Inbox Structure – Service Delivery and Performance](#)

- [Standard Operating Procedure – Manage My Inbox – Individuals](#)

- [Interaction Templates - General](#)

- [Standard Operating Procedure – View an Extension or Indexation in the System](#)

6. Feedback

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

7. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Additional options for locating a participant. Including the use of the participant's known informal, community, mainstream or funded support providers, when the participant is not responding to usual methods of contact. Replaces SOP Unable to Contact v9.10 transitioned to two SOP's. Unable to Contact and Unable to Progress with planning. Class 2 - Approval	APPROVED	2021-02-17
2.0	JS0082	Reviewed with minor word changes Class 1 - Approval	APPROVED	2021-03-31

Appoint Restricted Access Officer to a record

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for use by **Restricted Access Managers (RAMs) only**. It will help you appoint Restricted Access Officers (RAOs) to a person's record in the NDIS Business System (System).

1. Recent updates

Date	What's changed
August 2021	Standard Operating Procedure – Restricted Access has been split into multiple Standard Operating Procedures to make it easier to follow guidance. The following guidance has been added: • a check for conflict of interest before you start this procedure • guidance about what to do if the Restricted Access Officer you want to appoint doesn't appear on the Participant Restricted Access screen • steps to re-assign an application to the primary Restricted Access Officer • steps to update the My NDIS Contact when you appoint the Restricted Access Officer • steps to create or update a primary alert with Restricted Access Manager and Restricted Access Officer names.
November 2021	Content re-formatted and updated pre-requisites to make it easier to understand the order of SOPs for the RA process.

V2.0 2021-11-18   SOP - Appoint Restricted Access Officer to a record   Page 1 of 9
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2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ read and understood <u>Our Guideline – Your Privacy and Information</u> ❑ read and understood <u>Standard Operating Procedure – Understand your Restricted Access Manager role</u> ❑ checked for conflict of interest using the guidance in <u>Standard Operating Procedure – Understand your Restricted Access Manager role</u> ❑ confirmed your Restricted Access Manager user access. Either: ❑ approved a request for Restricted Access and need to appoint a Restricted Access Officer ❑ removed a Restricted Access Officer and need to replace them.
Actions	❑ <u>3.1 Appoint Restricted Access Officers (RAOs)</u> ❑ <u>3.2 If RAO is not available from the Participant Restricted Access screen (optional)</u> ❑ <u>3.3 Advise the RAO you are assigning a person with Restricted Access to them</u> ❑ <u>3.4 Next steps</u>

3. Procedure

3.1   Appoint Restricted Access Officers (RAOs)

1.   From the participant's **My NDIS Account**, select **Internal Use.**

2. Select **Restricted Access**.

3. Select the **Restricted Access Approved** item.

4. Select the **Restricted Access** hyperlink.

5. The **Participant Restricted Access** screen displays. Select **Relationships**.

6. The **Relationships** screen displays. Review the **RA Officers** available under **Existing RA Relationship with Person** section. This shows all the Restricted Access Officers (RAOs) in the team/service centre (allocated during the Restricted Access approval process).

   - If the RAO you want to select doesn't appear, it means they don't have a **RA Officer** role in ESSentials.

   - If no RAOs appear on this screen, it means that no staff for this site has the **RA Officer** role in ESSentials.

   - To arrange the role in ESSentials and Restricted Access Officer access, go to section 3.2.

7. Remove all **RA Officers** who don't need access to this record by selecting **Delete** (rubbish bin).

8. Select **Save**. This moves the **RA Officer** to **Other Staff in Service centre with RA Officer Access**.
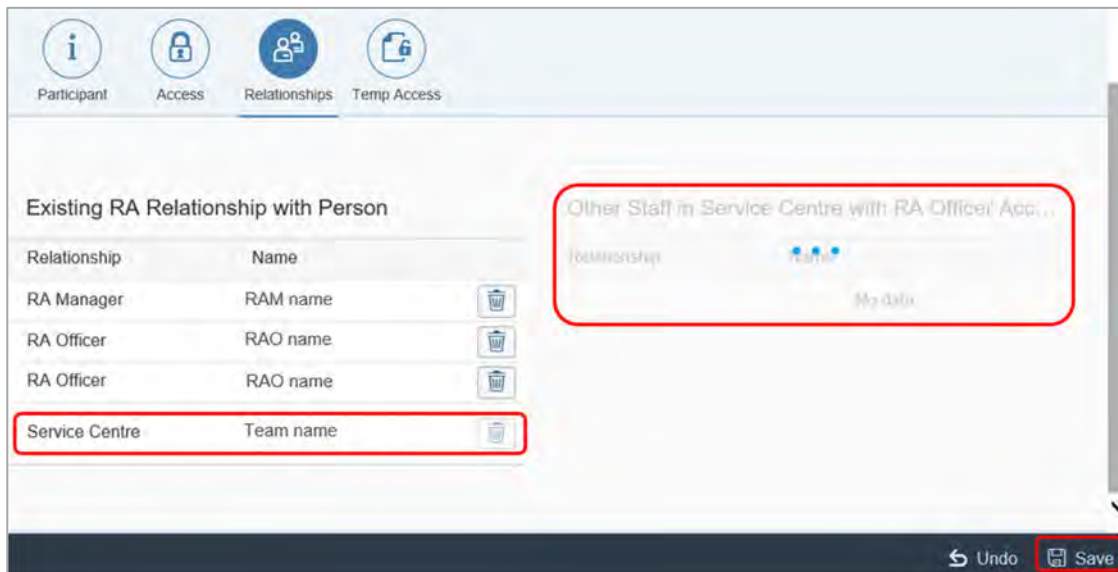
9. Go to section 3.3 to advise the RAO you have assigned a person with Restricted Access to them.

3.2 If RAO is not available from the Participant Restricted Access screen (optional)

You will use this procedure when you want to assign a RAO to a record but they are not available to select on the **Participant Restricted Access** screen.

1. Go to the [Network Support Intranet page](#) and request the role in ESSentials.

2. While waiting for approval of the role in ESSentials, give temporary RAO access to staff using [Standard Operating Procedure – Appoint Temporary Restricted Access Officer](#). This will allow the RAO to view the record. They won't be able to develop or make any changes to the plan until their role in ESSentials is updated.

3. When the staff member's access is approved in ESSentials, change temporary access to ongoing access for the Restricted Access Officer. Use the following steps to do this:

   - From the **NDIS Account** screen, select **Contacts**
   - Select the **RA officer**
   - From the **Update Relationship** screen, change **Valid To** to 31.12.9999
   - Select **Submit**.

4. Go to [section 3.3](#) to advise the RAO you have assigned a person with Restricted Access to them.

3.3 Advise the RAO you are assigning a person with Restricted Access to them

1. Contact RAOs to advise:

   - you will allocate a Restricted Access person to them
   - they need to read and understand [Standard Operating Procedure – Understand your Restricted Access Officer role](#)
   - you will assign them an open interaction.

2. To hand over the person in the System, complete these steps:

   - [3.3.1 Re-assign the application to the primary Restricted Access Officer](#)
   - [3.3.2 Update the My NDIS Contact to the name of the primary Restricted Access Officer](#)
   - [3.3.3 Add an open interaction to advise the Restricted Access Officer you have allocated a person with Restricted Access to them](#)

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- [3.3.4 Create or update the Alert with the name of the Restricted Access Manager and Restricted Access Officers](#)

3.3.1 Re-assign the application to the primary Restricted Access Officer

1. From the **NDIS Account** screen, select **Pathway**.

2. Select the current **Application**.

3. Select **Action** (two upward arrows), then select **Re-assign**.
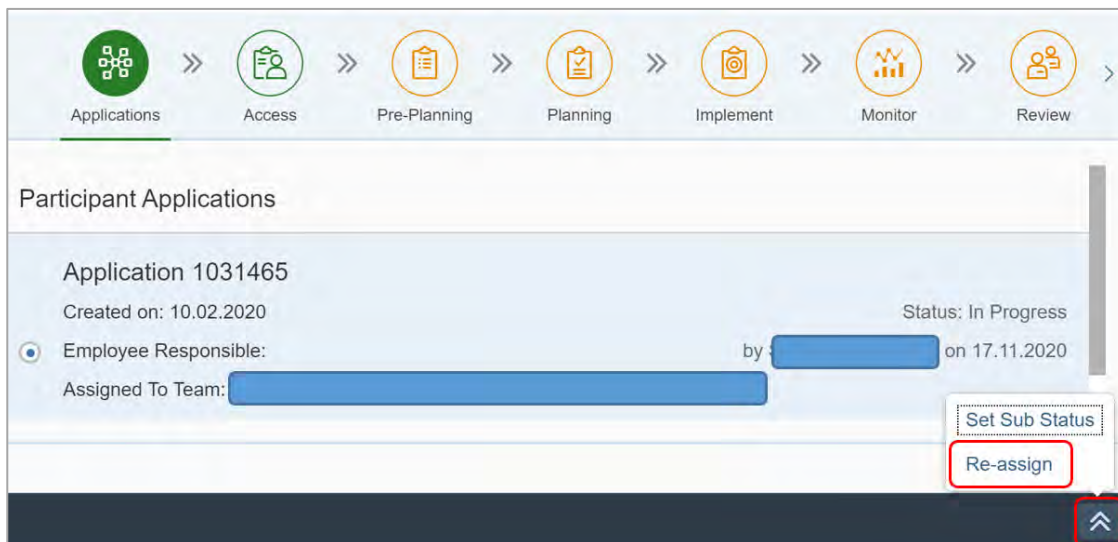
4. Search for and select the **Employee** who is the primary Restricted Access Officer

5. Select **Assign**. This sends the application to the Restricted Access Officer's inbox for action.

6. Go to [section 3.3.2](#).

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3.3.2 Update the My NDIS Contact to the name of the primary Restricted Access Officer

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

2. Select **Add Items**, then select **Contact**.
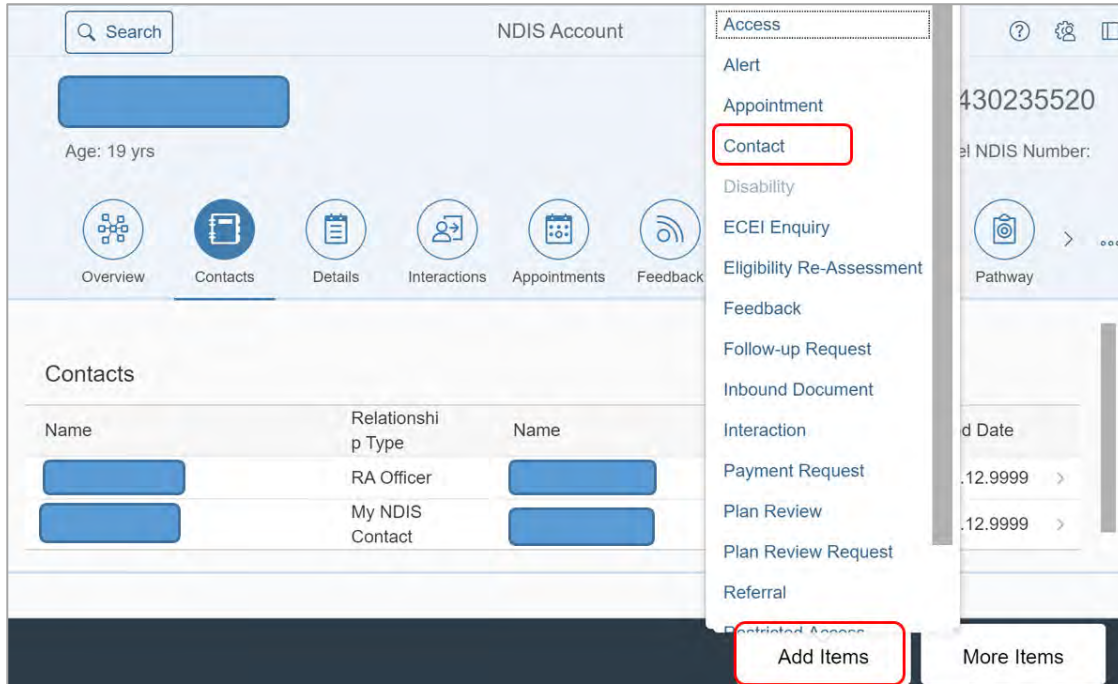
3. The **My Customers** screen displays. Complete the following fields:

   - **Relationship**: select **My NDIS Contact** from the drop down list
   - **NDIS Employee**: search for and select the **RA Officer**.

4. Select **Submit**.

5. Success message displays. Select **OK**.

6. Go to section 3.3.3.

3.3.3 Add an open interaction to advise the Restricted Access Officer you have allocated a person with Restricted Access to them

1. Add an **open Interaction** using Interaction templates – General – Restricted access approved, Assign RAO template.

2. Assign the interaction to the primary Restricted Access Officer to advise you have allocated a person with Restricted Access to them.

3. If you appointed a a secondary Restricted Access Officer, add an **open Interaction** using the Interaction templates – General – Restricted access approved, Assign RAO template.

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4. Assign the interaction to the secondary Restricted Access Officer to advise you have allocated a person with Restricted Access to them.

3.3.4 Create or update the Alert with the name of the Restricted Access Manager and Restricted Access Officers

1. Create a primary **Alert**, or update any existing **Restricted Access Alert**. Include your name as the Restricted Access Manager and the names of the Restricted Access Officers. Staff use this alert to allocate enquiries.

3.4   Next steps

You need to tell the participant, their nominee or child representative in writing when you appoint a Restricted Access Officer and who has been appointed.

1. Send a letter to the person. The letter you send will be different for:

   - **Recent approval of restricted access**: send Letter – Restricted Access Decision

   - **Change to a restricted access officer**: send Letter – Restricted Access change of RAO.

2. Upload the letter to **Inbound Documents**.

4. Related procedures or resources

- Network Support Intranet page

- Interaction templates – General

- Standard Operating Procedure – Understand your Restricted Access Manager role

- Standard Operating Procedure – Create an alert

- Standard Operating Procedure – Appoint Temporary Restricted Access Officer

5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Content transferred from SOP – Restricted Access – procedure 6.5 Guidance added to strengthen conflict of interest checking Explain what to do if the Restricted Access Officer you want to appoint doesn't appear on the Participant Restricted Access screen Steps to re-assign an application to the primary Restricted Access Officer, Steps to update the My NDIS Contact when you appoint the Restricted Access Officer, Steps to create or update a primary alert with Restricted Access Manager and Restricted Access Officer names. Class 2 approved	APPROVED	2021-06-03
2.0	EMN960	Class 1 approved Minor updates to simply format.	APPROVED	2021-11-18

Appoint Temporary Restricted Access Officer

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for use by **Restricted Access Managers (RAMs) only**. It will help you appoint a Temporary Restricted Access Officer (TRAO) in the NDIS Business System (System).

1. Recent updates

Date	What's changed
August 2021	Standard Operating Procedure – Restricted Access has been split into multiple Standard Operating Procedures to make it easier to follow guidance. The following guidance has been added: • A check for conflict of interest before you start this procedure. • A link to the new Standard Operating Procedure – Understand your Restricted Access Manager role.
November 2021	Creation of procedural step 3.2 Next steps.

2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ read and understood Our Guideline – Your Privacy and Information ❑ read and understood Standard Operating Procedure – Understand your Restricted Access Manager role ❑ checked for conflict of interest ❑ approved a request for Restricted Access ❑ made a decision to appoint a Temporary Restricted Access Officer because they need it: ❑ to complete essential duties, or

Topic	Checklist
	❑ while they wait for an update to ESSentials with their Restricted Access Officer role ❑ confirmed access is required for a maximum of 5 calendar days ❑ confirmed you have Restricted Access Manager user access.
Actions	❑ 3.1 Appoint a Temporary Restricted Access Officer (TRAO) ❑ 3.2 Next steps

3. Procedure

3.1 Appoint a Temporary Restricted Access Officer (TRAO)

1. From the person's **My NDIS Account**, select **Internal Use.**
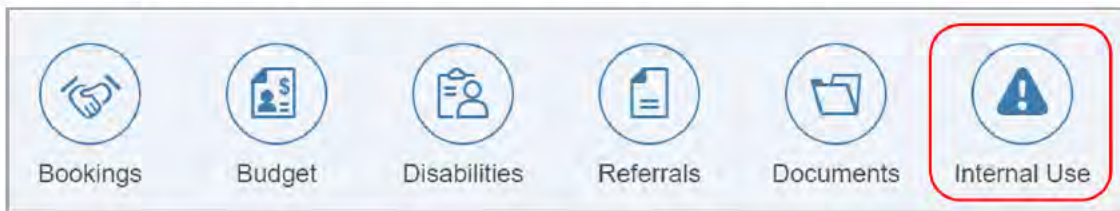
2. Select **Restricted Access**.

3. Select the **Restricted Access Approved** item.

4. Select the **Restricted Access** hyperlink.

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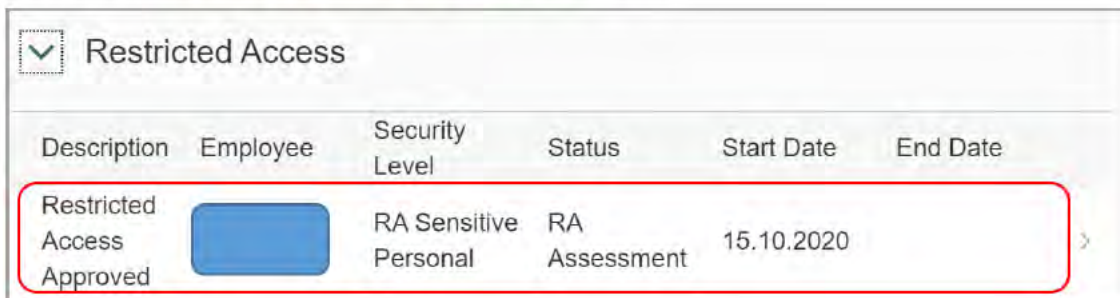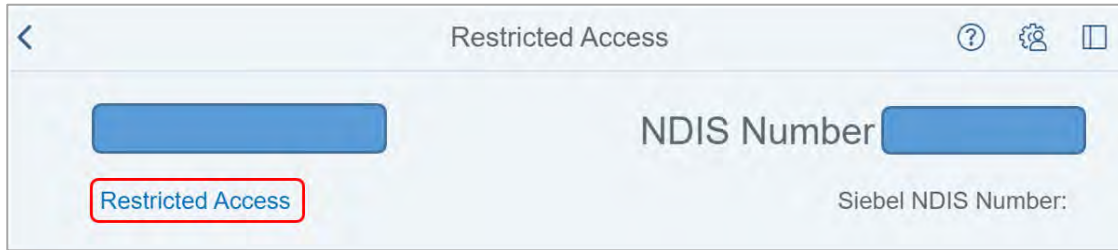
5. The **Participant Restricted Access** screen displays. Select **Temp Access**.
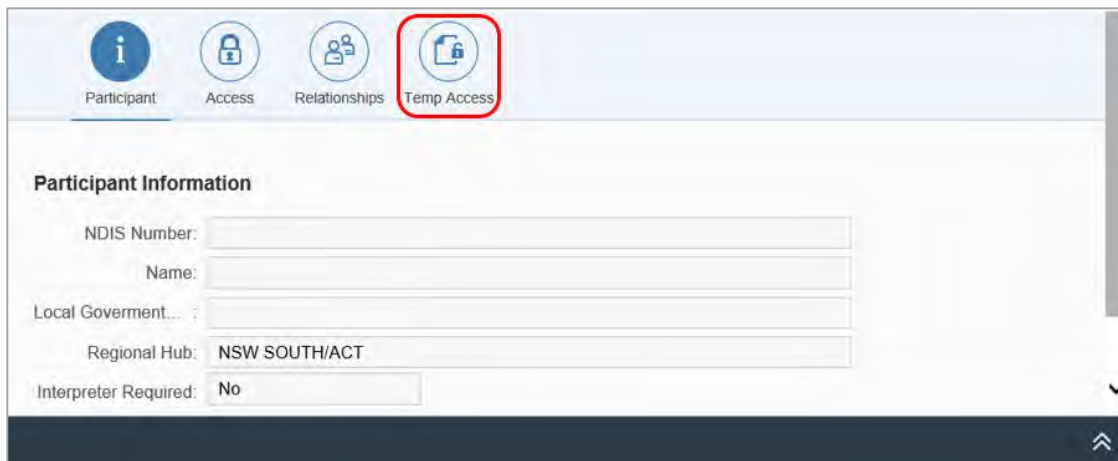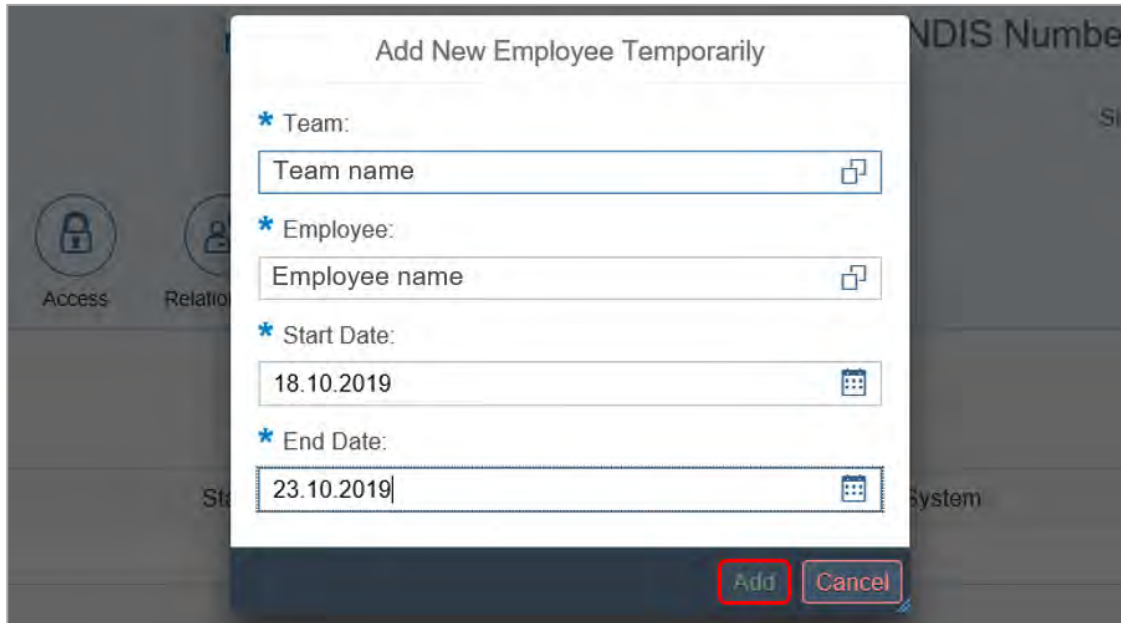
6. Select **Add new employees for temporary access** (plus sign).
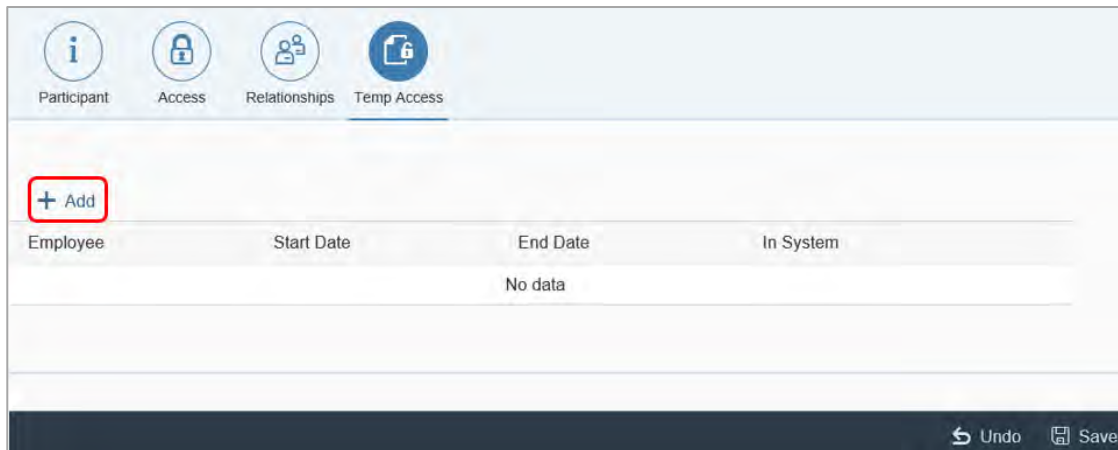
7. Complete the following fields:

- **Employee**: search for and select the employee you are giving temporary access to

- **Team**: this will automatically populate with the Service Delivery Centre/Regional Team of the employee you are giving temporary access to

- **Start Date**: add the start date for the temporary access

- **End Date**: add the end date for the temporary access.

8. Select **Add**.

9. Select **Save**.

10. A confirmation message will display then disappear.
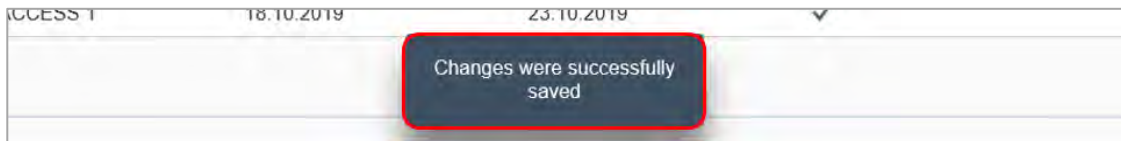
3.2 Next steps

1. Contact the Temporary Restriced Access Officer and tell them:

    *   they need to read and understand Standard Operating Procedure – Understand your Restricted Access Officer role.

    *   they can view the record immediately

    *   they need to wait until ESSentials has been updated to develop or make any changes to the plan.

4. Related procedures or resources

*   Standard Operating Procedure – Appoint Restricted Access Officer to a record

*   Standard Operating Procedure – Understand your Restricted Access Manager role

5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Content transferred from SOP – Restricted Access – procedure 6.8 and a check for conflict of interest added. Class 2 approved	APPROVED	2021-06-03
2.0	EMN960	Class 1 approved Minor updates to pre-requisites and creation of procedural step 3.2 Next steps.	APPROVED	2021-11-18

Standard Operating Procedure

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Approve or decline the request for Restricted Access

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for **Restricted Access Managers (RAMs) only**. It will help you record your decision to approve or decline the request for Restricted Access. You will record this in the NDIS Business System (System).

1. Recent updates

Date	What's changed
November 2021	Standard Operating Procedure – Restricted Access has been split into multiple Standard Operating Procedures, to make it easier to follow guidance. The following guidance has been added: • A check for conflict of interest before you start this procedure. • A link to the new Standard Operating Procedure - Understand your Restricted Access Manager role. • A step to update the Restricted Access Request Received interaction when you decline a request.

2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ read and understood Standard Operating Procedure - Understand your Restricted Access Manager role ❑ been assigned a request for Restricted Access as an interaction in your My Inbox ❑ made a decision to approve or decline a request for Restricted Access using Our Guideline – Your Privacy and Information ❑ checked you do not have a conflict of interest ❑ confirmed you have Restricted Access Manager (RAM) access.

Topic	Checklist
Actions	Either: ❑ 3.1 Approve the request ❑ 3.2 Decline the request

3.   Procedure

3.1   Approve the request

1.   Complete the following steps in the System to approve the Restricted Access request:

- 3.1.1 Complete RA Assessment and allocate to team
- 3.1.2 Update the status to Pending Security
- 3.1.3 Update the status to RA Ongoing
- 3.1.4 Next steps

3.1.1   Complete RA Assessment and allocate to team

1.   From the person's **My NDIS Account**, select **Add Items**.
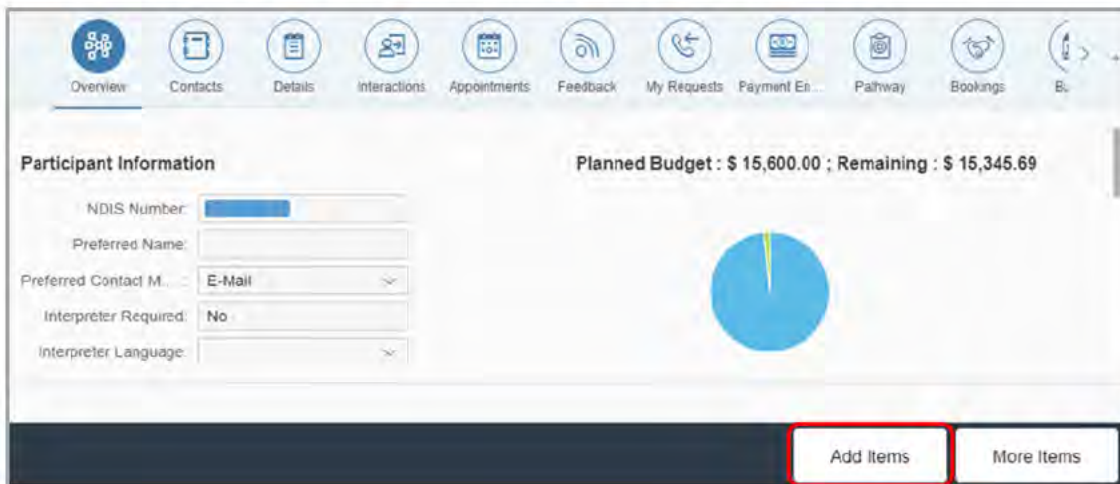
2. From the list, select **Restricted Access.**
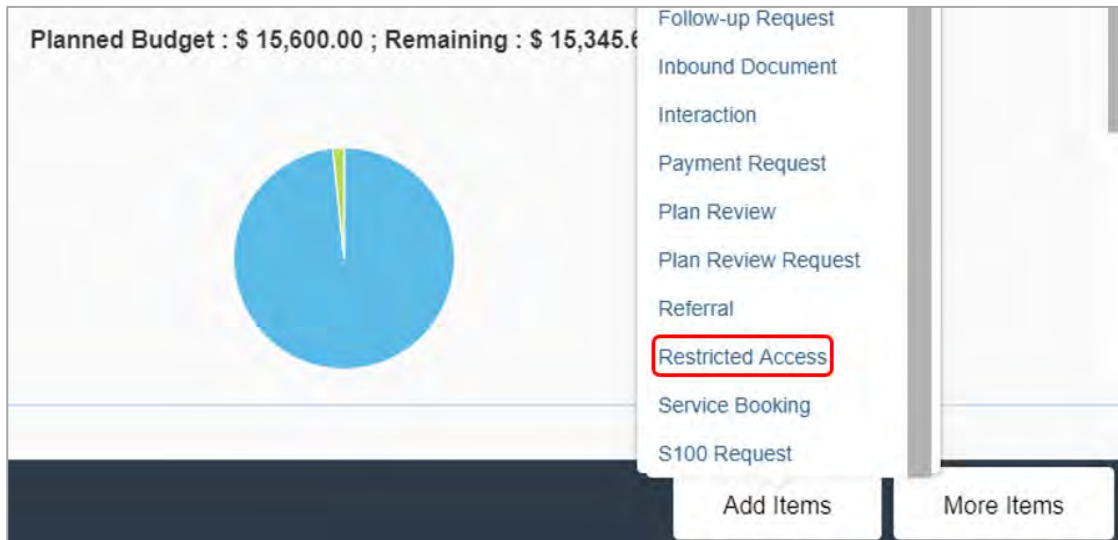
3. Select **Restricted Access** hyperlink.

4. The **Participant Restricted Access** screen displays.

5. If you are:

    - allocating Restricted Access to the same area as the participant, note down the participant's Local Government Area

    - not allocating restricted access to the same area as the participant, note down which office you will be allocating the participant to.

    This will help you determine which team/service centre location to assign a Restricted Access Officer later in this process.

6. Select **Access**.

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7. Select **Create New Request**.

8. In the **Description** field, type 'Restricted Access Approved'.

9. Select **look up** (two overlapping boxes) in the **Team** field.

10. The **Select a Team** screen opens. Select **look up** (two overlapping boxes) in the **Team** field.

11. The search screen opens. Search for and select the **Team** based on the person's location and circumstances. This is usually the National Delivery team that services the person's Local Government Area. Use the information you noted in Step 5.

    Note: Depending on the reason the person requested Restricted Access, you may need to allocate the person's record to a team outside the local area. For example, if a participant is a NDIA employee, you may decide to allocate different staff to their record to avoid conflicts of interest. You can refer to the Standard Operating Procedure - Understand your Restricted Access Manager role for more guidance.

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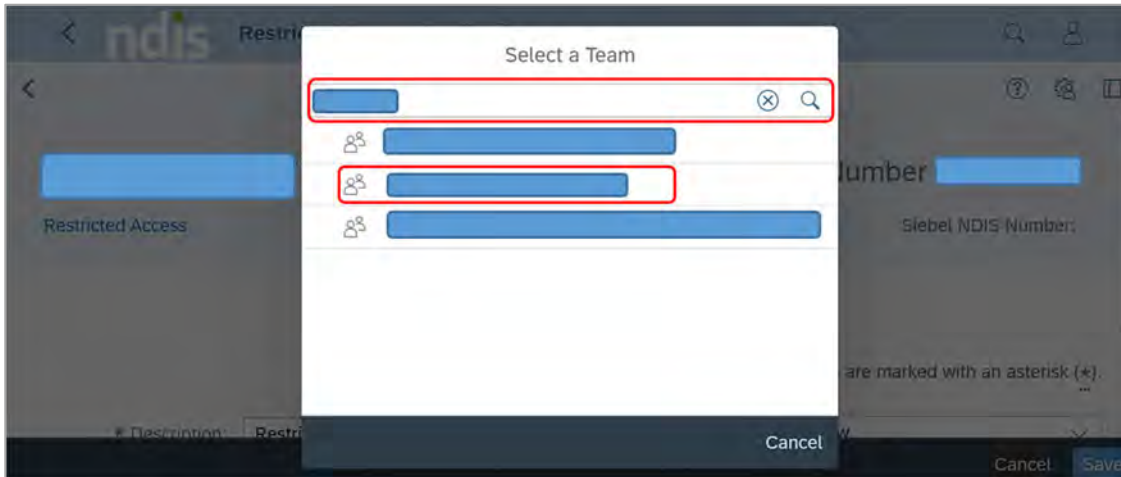
12. You will be returned to the **Select a Team** screen. Leave the **Employee** field blank.

13. Choose **Select**.
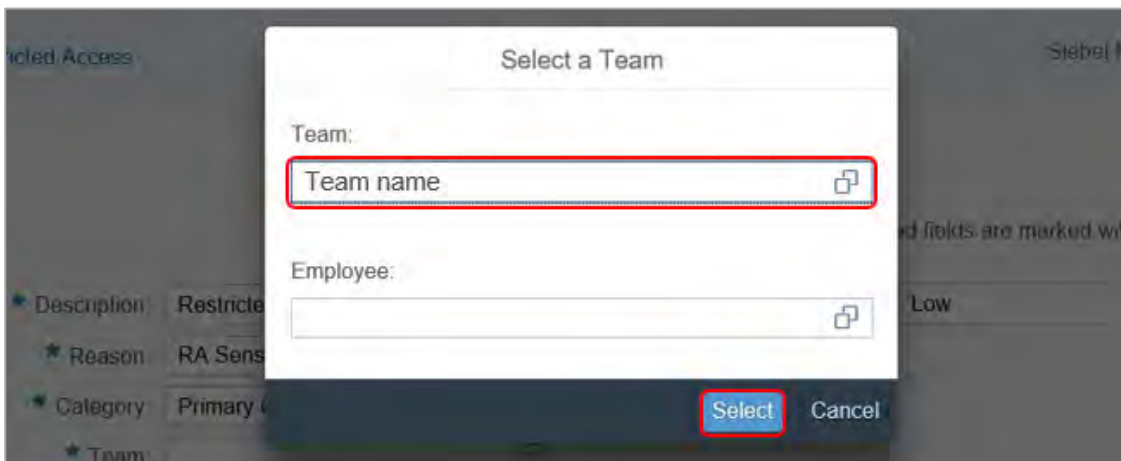
14. Leave the **Reason**, **Priority** and **Category** fields, as they auto fill with data. Select **Save**.

15. The success message displays. Select **Close**.

16. Go to 3.1.2 Update the status to Pending Security.

3.1.2 Update the status to Pending Security

1. From the **Access** screen, select the **Restricted Access Approved** task with status **RA Assessment**.

2. Select **Edit**.

3. In the **Status** field, select **Pending Security**.

4. Select **Save**.

5. The success message displays. Select **Close**.

6. Go to 3.1.3 Update the status to RA Ongoing.

3.1.3 Update the status to RA Ongoing

1. From the **Participant Restricted Access** screen, select the **Restricted Access Approved** task with status **Pending Security**.

2. Select **Edit**.

3. In the **Status** field, select **RA Ongoing** from the drop down list.

4. Select **Save**.

5. The success message displays. Select **Close**.

6. Go to 3.1.4 Next steps.

3.1.4 Next steps

1. Use the Standard Operating Procedure – Appoint Restricted Access Officer to a record to:

   - appoint Restricted Access Officers (RAOs)

   - advise the Restricted Access Officers they have a new Restricted Access participant

   - advise the person you have approved Restricted Access.

3.2   Decline the request

1. Send the decision letter to the participant, nominee or child representative using Letter – Restricted Access Decision.

2. Upload the letter to **Inbound Documents**.

3. Record the decision to decline the request in the open Interaction templates – General – Restricted access request received interaction.

   No further action is required.

4.   Related procedures or resources

   - Network Support Intranet page

   - Interaction templates – General

   - Letter – Restricted Access Decision

   - Standard Operating Procedure – Record the Request for Restricted Access

   - Standard Operating Procedure – Appoint Restricted Access Officer to a record

   - Standard Operating Procedure - Understand your Restricted Access Manager role

5.   Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6.   Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Class 2 approved Content transferred from SOP – Restricted Access – procedure 6.2	APPROVED	2021-06-03
2.0	EMN960	Class 1 approved Minor content reformat and link updates.	APPROVED	2021-11-18

Standard Operating Procedure

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Record the request for Restricted Access

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) will help you record the request for Extra Privacy Protections (Restricted Access).

1. Recent updates

Date	What's changed
August 2021	Standard Operating Procedure – Restricted Access has been split into multiple Standard Operating Procedures to make it easier to follow guidance.
November 2021	Next steps added to link Restricted Access processes.

2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ received a request for Restricted Access from an applicant, participant, child representative or nominee ❑ made a decision to record the request for Restricted Access using Our Guideline – Your Privacy and Information ❑ identified your local Restricted Access Manager (RAM). If you don't know, refer to your Team Leader.
Actions	❑ 3.1 Record the request for Restricted Access ❑ 3.2 Next steps

3. Procedure

3.1 Record the request for Restricted Access

1. Is the request in writing?

   - Yes, go to step 2

   - No, go to step 3.

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2. Attach evidence for the request as an **Inbound Document** to the person's record, such as the completed Form – Request for Extra Privacy Protections (Restricted Access), email, or letter. Include the following information:

> **Description**: type 'Restricted Access Request'
>
> **Document Type**: select **Request for restricted access participant status**
>
> **Status**: select **Completed**
>
> **Category 1**: select **NDIA Service**
>
> **Category 2**: select **Participant Correspondence**
>
> **Employee Responsible**: enter your details
>
> **Note**: type 'Request for restricted access received **<Date>**.'

3. Add or edit the **open interaction** using Interaction templates – General – Restricted access request received interaction.

4. Assign the interaction to your local Restricted Access Manager (RAM) for action.

3.2 Next steps

1. The Restricted Access Manager (RAM) will make a restricted access decision using Our Guideline – Your Privacy and Information.

2. The RAM will record their decision in the System using Standard Operating Procedure – Approve or decline the request for Restricted Access.

4. Related procedures or resources

- Interaction templates – General
- Guide to Interactions in the NDIS Business System
- Form – Request for Extra Privacy Protections (Restricted Access)
- Standard Operating Procedure – Approve or decline the request for restricted access

5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Class 1 approved Content transferred from SOP – Restricted Access – procedure 6.2.	APPROVED	2021-06-03
2.0	EMN960	Class 1 approved. Next steps section added to link Restricted Access processes.	APPROVED	2021-11-18

Standard Operating Procedure

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1.   Remove a Restricted Access Officer from a record

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for use by **Restricted Access Managers (RAMs) only**. It will help you remove a Restricted Access Officer (RAO) from a record in the NDIS Business System (System).

2.   Recent updates

Date	What's changed
August 2021	Standard Operating Procedure – Restricted Access has been split into multiple Standard Operating Procedures to create easier to follow guidance. The following guidance has been added: • a step to update the My NDIS contact.

3.   Checklist

Topic	Checklist
Pre-requisites	You have: read and understood Our Guideline - Your privacy and information ☐ have read and understood Standard Operating Procedure – Restricted Access – Understand your Restricted Access Manager role ☐ confirmed your Restricted Access Manager user access ☐ been advised that a Restricted Access Officer has left the Agency, changed roles or has a conflict of interest.
Actions	☐ 4.1 Remove Restricted Access Officer (RAO) ☐ 4.2 Next steps

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4. Procedure
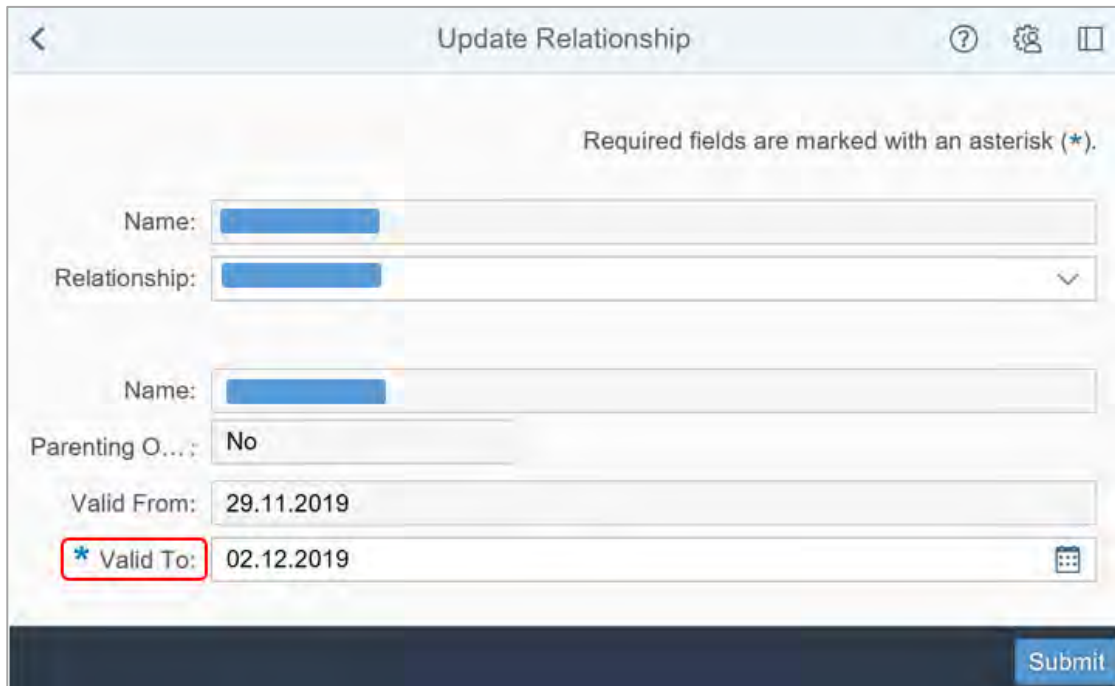
4.1 Remove Restricted Access Officer (RAO)

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

2. Select the **Relationship Type** RA Officer for the Restricted Access Officer who is having their access removed.

V2.0 2021-11-18Remove a Restricted Access Officer from a record from a record   Page 2 of 4
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3. Change the date in the **Valid To** field to the date access will be removed.

4. Select **Submit**.

4.2 Next steps

1. Determine if you need to replace the Restricted Access Officer. If:

    - **Yes**: go to step 2
    - **No**: go to step 3

2. Replace the Restricted Access Officer using Standard Operating Procedure – Appoint Restricted Access Officer to a record.

3. Inform the person of the change to their Restricted Access Officer using Letter – Restricted Access change of RAO.

4. Upload Letter – Restricted Access change of RAO to **Inbound Documents**.

5. Remove the Restricted Officer's name from the **Alert** on the persons record.

6. Update the **Interaction** Restricted Access approved, Assign RAO template to say that this Restricted Access Officer has been removed from the record.

5. Related procedures or resources

- Standard Operating Procedure – Create an Alert
- Interaction Templates - General

V2.0 2021-11-18Remove a Restricted Access Officer from a record from a record   Page 3 of 4

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- [Standard Operating Procedure – Appoint Restricted Access Officer to a record](#)
- [Standard Operating Procedure – Appoint Temporary Restricted Access Officer](#)
- [Standard Operating Procedure – Understand your Restricted Access Manager role](#)

6. Feedback

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

7. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Content transferred from SOP – Restricted Access – procedure 6.5 Class 2 approved	APPROVED	2021-06-03
2.0	EMN960	Class 1 approved Minor format update.	APPROVED	2021-11-18

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Understand your Restricted Access Manager role

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for use by **Restricted Access Managers (RAMs) only**. It will help you to understand the responsibilities of your Restricted Access Manager role.

1. Recent updates

Date	What's changed
August 2021	New Standard Operating Procedure to give an overview of the Restricted Access Manager role. It links out to other Restricted Access Standard Operating Procedures.

2. Checklist

Topic	Checklist
Pre-requisites	You have: ☐ read and understood Our Guidelines – Your information and Privacy ☐ confirmed your Restricted Access Manager user access. If you don't have this access, refer to Standard Operating Procedure - Requesting CRM roles.
Actions	☐ 3.1 Manage Restricted Access requests ☐ 3.2 Manage conflict of interest ☐ 3.3 Transfer your Restricted Access responsibilities ☐ 3.4 Review Restricted Access records ☐ 3.5 Review Restricted Access decision ☐ 3.6 Respond to complaints and feedback

FOI 23/24-0814

3. Procedure

3.1 Manage Restricted Access requests

As a Restricted Access Manager, you will manage Restricted Access requests for your state or territory. You will:

- approve and decline Restricted Access requests

- appoint Restricted Access Officers to a person's record

- provide temporary Restricted Access Officer access to staff

- remove Restricted Access Officers and re-assign the person to another Restricted Access Officer

- remove Restricted Access from the person's record.

3.1.1 Approve and decline Restricted Access requests

You must make a decision within 14 days of the person's Restricted Access request.

You will approve and decline Restricted Access requests, using Standard Operating Procedure – Approve or decline the request for Restricted Access.

3.1.2 Appoint Restricted Access Officers to a person's record

Generally, you will appoint:

- a primary Restricted Access Officer (the My NDIS Contact for participants), and

- a secondary Restricted Access Officer.

The primary and secondary Restricted Access Officers cannot be Partner in the Community staff.

A secondary Restricted Access Officer may not be practical where the person knows most staff in their local area.

You can't appoint yourself as a Restricted Access Officer to the person's record. Refer to the Segregation of duties matrix on the Network Support Intranet page if you need more information.

You will appoint Restricted Access Officers to a person's record, using Standard Operating Procedure - Appoint Restricted Access Officer to a Record.

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3.1.3 Provide temporary Restricted Access Officer access to staff

You may provide temporary Restricted Access Officer access (up to five calendar days) to a staff member to complete essential duties, for example a Payment Analyst or complaints officer.

Generally, you will not appoint Partner in the Community staff as a Temporary Restricted Access Officer. You may consider appointing Partner staff if there is a participant requirement. For example, if the participant assigned to a Partner prefers to continue working with the Partner.

You will do this using Standard Operating Procedure – Appoint Temporary Restricted Access Officer.

3.1.4 Remove a Restricted Access Officer and re-assign the person to another Restricted Access Officer

You must remove a Restricted Access Officer from a person's record when:

- a Restricted Access Officer leaves the Agency or changes roles

- you have been advised the Restricted Access Officer has a conflict of interest

- you decide another service area should complete planning activities for a participant

- the participant requests that staff from another service area complete their planning activities.

1. Remove a Restricted Access Officer from a record using Standard Operating Procedure - Remove a Restricted Access Officer from a Record.

2. Re-assign the person to another Restricted Access Officer (if required) using Standard Operating Procedure - Appoint Restricted Access Officer.

3.1.5 Remove Restricted Access from the person's record

1. You will remove Restricted Access from a person's record if:

- they have requested it

- their circumstances have changed and they no longer meet the Restricted Access criteria.

2. If you make a decision to remove Restricted Access from a record you will:

- contact the person with Restricted Access to advise them of your decision. You will do this using their preferred method of communication

- confirm or change your decision to remove Restricted Access after considering information from the person with Restricted Access.

3. If you decide to remove Restricted Access you will use Standard Operating Procedure - Remove a Restricted Access Officer from a Record.

3.2 Manage conflict of interest

The Segregation of duties matrix states Restricted Access Managers can't:

- appoint themselves as Restricted Access Officers
- review a restricted access decision they made.

You must not have a conflict of interest working with a person with Restricted Access.

1. If you know the person or recognise them, check if you have a conflict of interest. Refer to the Conflict of Interest Fact Sheet and Conflict of Interest Policy.

2. If you have a real or apparent conflict of interest, you must advise your manager. You must also ask for a replacement Restricted Access Manager to take over the role for that person.

3. You must also check any conflict of interest with the Restricted Access Officer you plan to appoint. You must do this before assigning them to the record.

3.2.1 Working with a person with Restricted Access

You must manage any conflicts of interest and maintain the person's privacy.

For example, you could call the person and ask if they know any staff in the office you plan to allocate them to.

3.3 Transfer your Restricted Access responsibilities

You will need to transfer your Restricted Access responsibilities if you move roles or cease employment with the NDIS.

1. Discuss arrangements for a replacement Restricted Access Manager with your manager.

2. Update alerts on NDIS Business System records assigned to you.

3. Remove your Restricted Access Manager role in ESSentials. Refer to the Network Support Intranet page for instructions.

3.4 Review Restricted Access records

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You must review your Restricted Access records.

1. Review your Restricted Access records to ensure:

    - there is at least one Restricted Access Officer

    - the Restricted Access Officers are current

    - the person still meets the Restricted Access criteria.

2. If you need to add a Restricted Access Officer, use Standard Operating Procedure - Appoint Restricted Access Officer to a Record.

3. If a Restricted Access Officer is not current you must:

    - remove the Restricted Access Officer, using Standard Operating Procedure - Remove a Restricted Access Officer from a Record

    - appoint a new Restricted Access Officer, using Standard Operating Procedure - Appoint Restricted Access Officer to a Record

4. If the person no longer meets the Restricted Access criteria, remove Restricted Access using Standard Operating Procedure - Remove Restricted Access from a Record.

3.5 Review Restricted Access decision

A person may ask for a review of a decision to decline Restricted Access. You can review this decision if you were not involved in the original decision.

If you made the original decision to decline Restricted Access, you will need to ask a different Restricted Access Manager in your state or territory to review the decision. You can't review this decision. Refer to the Segregation of duties matrix on the Network Support Intranet page if you need more information.

Note: this is not a reviewable decision under section 100 of the NDIS Act.

3.6 Respond to complaints and feedback

You are responsible for responding to any complaints or feedback. Use the Standard Operating Procedure – Record, View and Update a Complaint to do this.

4. Related procedures or resources

- Network Support Intranet page

- Standard Operating Procedure – Understand your Restricted Access Officer role

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5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	BIB217	Class 3 approved. New resource. Content from SOP – Restricted Access. Moved to new standard operating procedure template. Class 2 approved	APPROVED	2021-06-21
2.0	CS0074	Updated section 3.1 to state that partners - can't be primary or secondary restricted access officers - generally shouldn't be temporary restricted access officers. Approved by Partner Performance branch – Aaron Verlin. Class 1 approved	APPROVED	2021-07-12

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Understand your Restricted Access Officer role

The content of this document is OFFICIAL. This Standard Operating Procedure (SOP) is for use by **Restricted Access Officers (RAOs) only**. It will help you to understand the responsibilities of your Restricted Access Officer role.

1. Recent updates

Date	What's changed
November 2021	Link to Standard Operating Procedure - View, create, edit or cancel a Service Booking when the participant with Restricted Access needs to create a service booking.
August 2021	New Standard Operating Procedure to give an overview of the Restricted Access Officer role. It links to other Restricted Access Standard Operating Procedures.

2. Checklist

Topic	Checklist
Pre-requisites	You have: ❑ read and understood Our Guidelines – Your Information and Privacy ❑ confirmed your Restricted Access Officer user access. If you don't have this access, refer to Standard Operating Procedure - Requesting CRM roles.
Actions	❑ 3.1 Access for Restricted Access Officers ❑ 3.2 Manage conflict of interest ❑ 3.3 Transfer your Restricted Access responsibilities ❑ 3.4 Respond to complaints and feedback

3. Procedure

3.1 Access for Restricted Access Officers

As a Restricted Access Officer you will:

- have access (ongoing or temporary) to view Restricted Access records in the NDIS Business System (System)

- have access to develop or make any changes to the participant's plan. You'll be able to do this if you also have a Restricted Access Officer role in ESSentials. If you do not have this role in ESSentials, your Restricted Access Manager must request it. They can do this using Standard Operating Procedure – Appoint a Restricted Access Officer to a record.

- be informed when you're the primary or secondary Restricted Access Officer for the person with Restricted Access. The Restricted Access Manager will inform you in an interaction.

- send the Form – Service Booking Request for Restricted Access Participants to providers when asked. You can do this using Standard Operating Procedure - View, create, edit or cancel a Service Booking.

- complete the participant's plan in the same way as participants without Restricted Access.

3.1.1 Ongoing Restricted Access Officer access

A Restricted Access Manager can appoint you to a person's record on an ongoing basis. They'll do this using Standard Operating Procedure – Appoint a Restricted Access Officer to a record. You will keep access until the Restricted Access Manager removes it.

The Restricted Access Manager will decide if you are:

- a primary Restricted Access Officer (the My NDIS Contact for participants), or

- a secondary Restricted Access Officer.

A secondary Restricted Access Officer may not be practical where the person knows most staff in their local area.

Partner staff cannot be primary or secondary Restricted Access Officers.

3.1.2 Temporary Restricted Access Officer access

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A Restricted Access Manager can appoint you to a person's record temporarily (up to five calendar days) to complete essential duties. This may include a Payment Analyst, or complaints officer.

Generally, Restricted Access Managers will not appoint Partner staff as a Temporary Restricted Access Officer. They may consider appointing Partner staff if there is a participant requirement. For example, if the participant assigned to a Partner prefers to continue working with the Partner.

The Restricted Access Manager will appoint temporary Restricted Access Officers using Standard Operating Procedure – Appoint Temporary Restricted Access Officer.

3.2   Manage conflict of interest

You must not have a conflict of interest working with a person with Restricted Access.

1.   If you know the person or recognise them, check if you have a conflict of interest by referring to the Conflict of Interest Fact Sheet and Conflict of Interest Policy.

2.   If you have a real or apparent conflict of interest, you must advise your Restricted Access Manager so they can appoint a replacement Restricted Access Officer for that person.

3.2.1 Working with a person with Restricted Access

You must manage any conflicts of interest and maintain the person's privacy.

To do this you may:

- consider practical alternative planning arrangements for the person

- seek alternatives to planning conversations in your local office, where possible.

Or, the planning conversation could be done by:

- videoconference (such as Microsoft Teams or Skype for Business)

- telephone

- the participant attending another office where they do not know the staff

- the Restricted Access Officer from another area travelling to the participant's area.

3.3   Transfer your Restricted Access responsibilities

You will need to transfer your Restricted Access responsibilities if you move roles or stop working at the NDIA. You need to advise your Restricted Access Manager. They will:

- update alerts on NDIS Business System records assigned to you

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- remove your Restricted Access Officer role in ESSentials.

3.4 Respond to complaints and feedback

If you receive any complaints or feedback from a person with Restricted Access, seek advice from your Restricted Access Manager.

4. Related procedures or resources

- Network Support Intranet page
- Interaction Templates - General
- Standard Operating Procedure – Understand your Restricted Access Manager role
- Standard Operating Procedure – Alerts in the NDIS Business System
- Standard Operating Procedure – Appoint Temporary Restricted Access Officer
- Standard Operating Procedure – Appoint a Restricted Access Officer to a record
- Form – Service Booking Request for Restricted Access Participants
- Standard Operating Procedure - View, create, edit or cancel a Service Booking

5. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Feedback Form.

6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	BIB217	Class 3 approved. Content from SOP – Restricted Access and PG (unpublished) – Restricted Access. New resource.	APPROVED	2021-06-21

FOI 23/24-0814

Version	Amended by	Brief Description of Change	Status	Date
2.0	CS0074	Class 1 approved. Updated section 3.1 to state that partners - can't be primary or secondary restricted access officers - generally shouldn't be temporary restricted access officers. Approved by Partner Performance branch – Aaron Verlin.	APPROVED	2021-07-12
3.0	EMN960	Class 1 approved. Link to Standard Operating Procedure - View, create, edit or cancel a Service Booking when the participant with Restricted Access needs to create a service booking.	APPROVED	2021-12-02