Unable to Progress with planning

The content of this document is OFFICIAL. This Standard Operating Procedure will help you to follow the unable to progress procedure when the participant does not attend scheduled planning appointments. You can also use this SOP when you are unable to progress with planning due to known circumstances.

1. Recent updates

Date	What's changed
April 2021	New format. New Standard Operating Procedure for when a participant is unable to progress with planning. Information previously incorporated in Standard Operating Procedure – Unable to Contact.

2. Checklist

Topic	Checklist
Pre-requisites	❑ You have been advised the participant cannot progress with planning due to known circumstances. For example, the participant is in hospital or incarcerated.
Actions	❑ 3.1 Do I use UTC or UTP procedure? ❑ 3.2 Circumstances where you may be unable to progress with planning ❑ 3.3 Update the application Sub Status ❑ 3.4 Reassign the application ❑ 4.1 When are automated system extensions applied to plans?

3.   Procedure

3.1   Do I use the UTC or UTP procedure?

- If you are unable to contact the participant and you **do not** know why, refer to Standard Operating Procedure – Unable to contact.

- If you **know** the circumstances around why you are unable to contact the participant and/or progress with planning, for example a family member lets you know they are in hospital, go to 3.2 Circumstances where you may be unable to progress with planning.

1. If the circumstance means that you are unable to progress with planning, continue to 3.3 Update the application Sub Status.

3.2   Circumstances where you may be unable to progress with planning

There are circumstances where you may be unable to progress with planning or the review of the participant's plan. For example, if the participant:
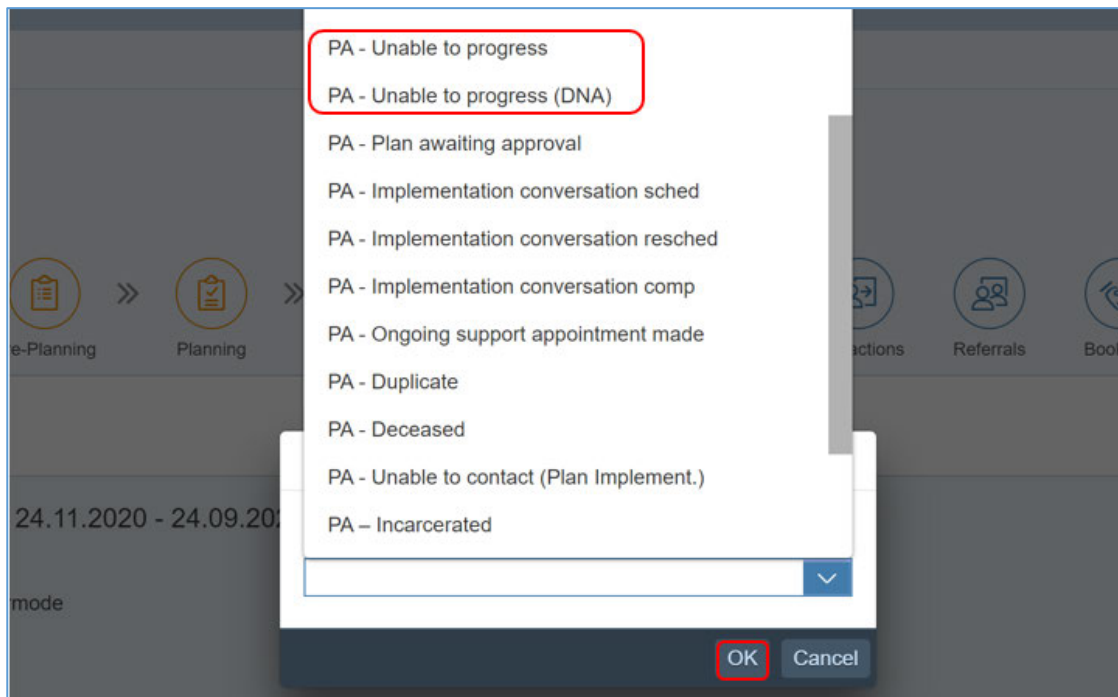
- is in hospital
    - refer to a Health Liaison Officer
- is incarcerated
    - refer to Our Guideline – Justice system (external) for circumstances where planning would still occur when a participant is incarcerated
    - refer to a Justice Liaison Officer
- has complex support needs
    - refer to Complex Support Needs
- has disengaged from the NDIS or their providers of support and the participant has indicated they want to cease their NDIS plan
    - refer to Standard Operating Procedure – Cease the Participant Status.

3.3   Update the application Sub Status

Note: When you update the Sub Status during plan review you need to update two applications. You need to update the **In Progress** review application **and** the current **Approved** application.

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1. Update the application **Sub Status**.

2. The System will display the available **Unable to Progress** Sub Status options, depending where the application is in the Pathway. Only select **Unable to Progress** Sub Status options.
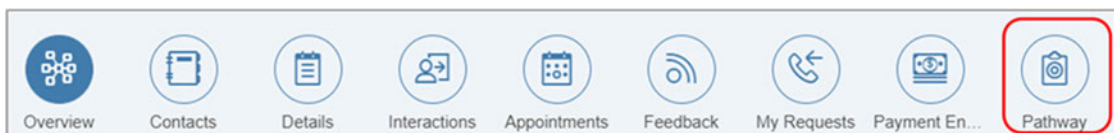
    Choose the Sub Status option most closely aligned with the current status of the application. For example, if you know the participant is out of the country, deceased or incarcerated you can select the Sub Status that reflects the situation.

3. Once the **Sub Status** is chosen, select **OK**

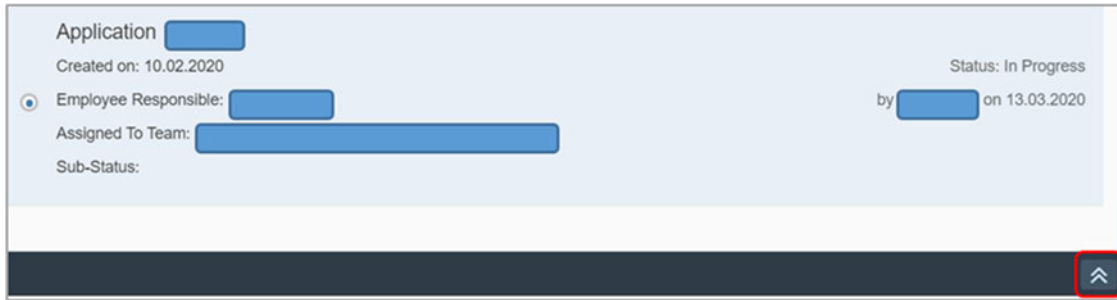4. A **Success** message will appear. Select **OK**

3.4   Reassign the application

1. Search for and select the participant.
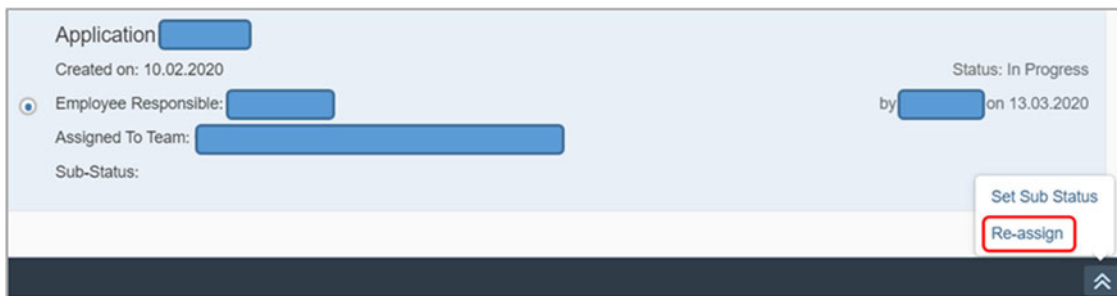
2. Select **Pathway**.

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

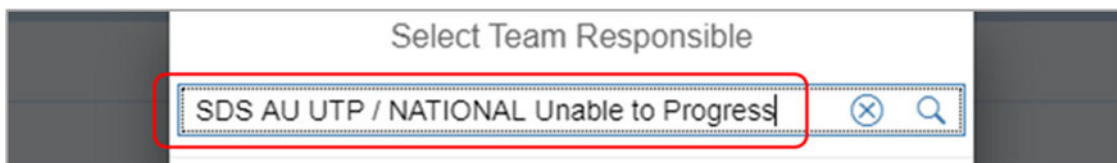4.   Select **Action** (double arrows).

5.   Select **Re-assign**.

6.   For short term UTP reassign the application to a jurisdictional CRM inbox in the System. Search for jurisdictional inbox by typing **SDS** in the search field. All the inboxes will display. Select the UTP inbox for your jurisdiction and select **Assign**.
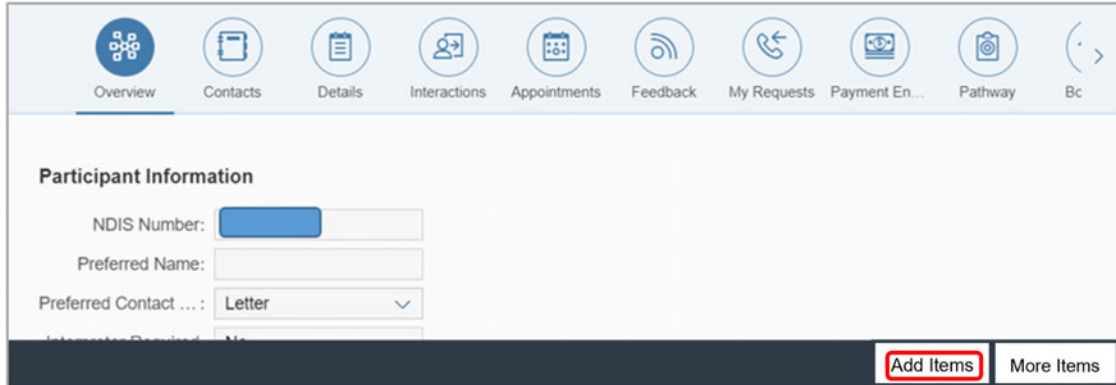

7.   For long term UTP, reassign the application to the **SDS AU UTP** National Unable to Progress CRM inbox. Select **Assign**.
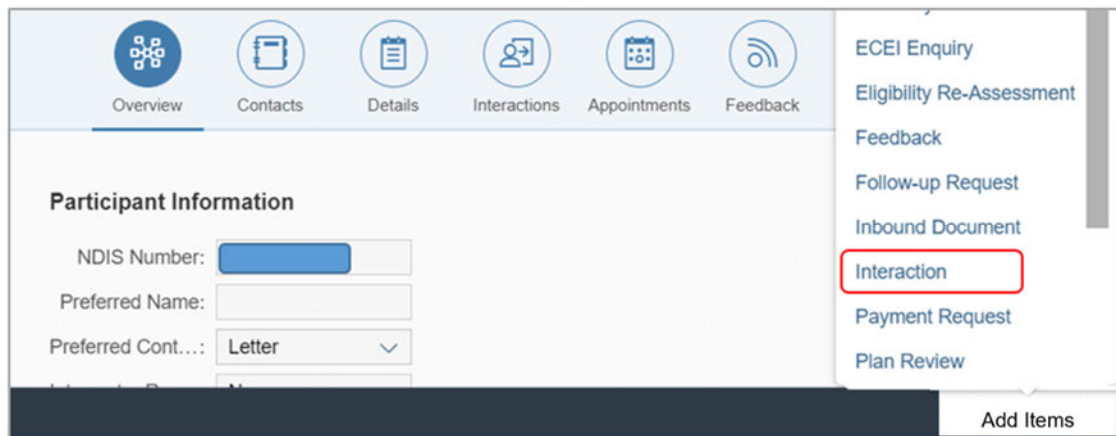
3.4.1 Create a Contact attempt Interaction

1. Search for and select the participant.

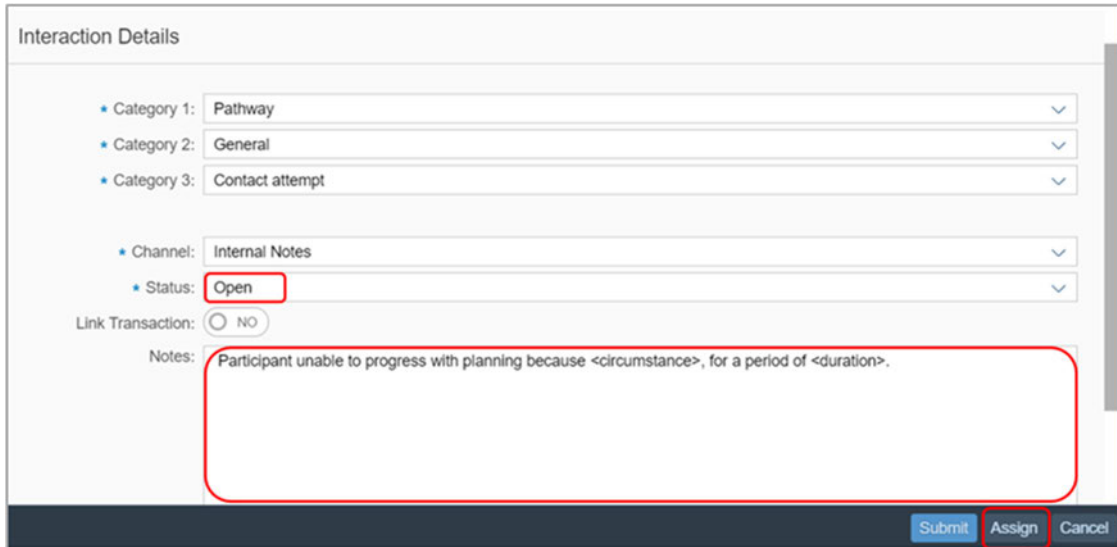2. The **NDIS Account** screen displays. Select **Add Items**.

3. Select **Interaction** from the menu options.
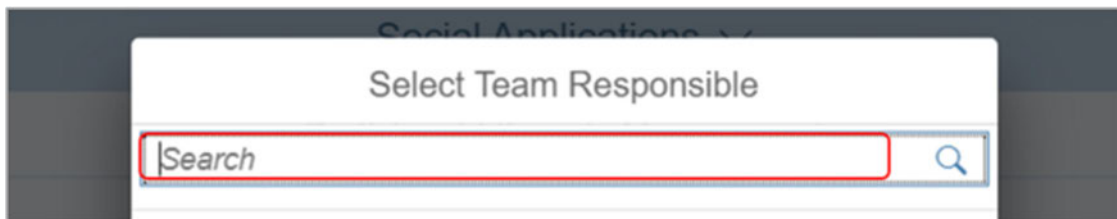

4. Use Interaction Templates – General - Contact attempt to record the interaction.

    *   **Status** – Open

    *   **Notes** – Add the circumstances of why the participant is unable to progress and the estimated duration.
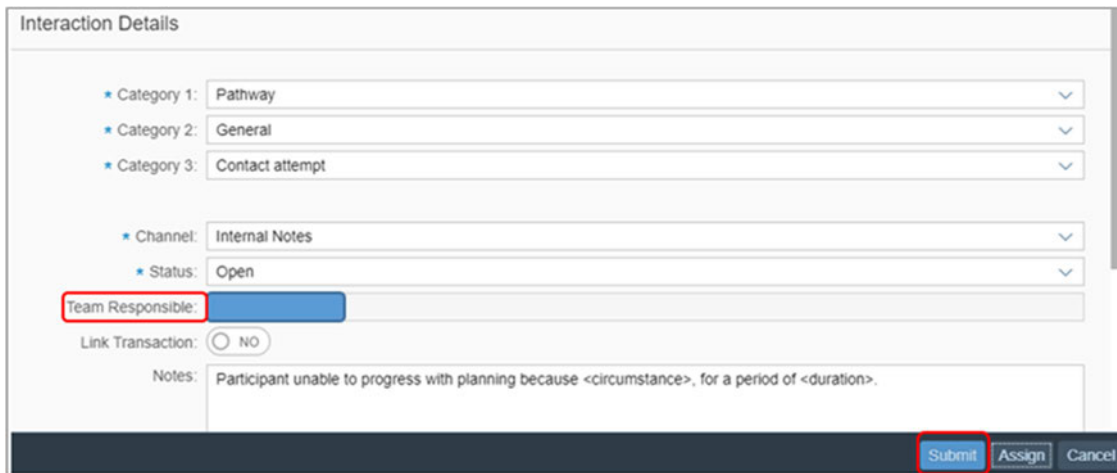
5. Select **Assign**.

6. **Assign** the interaction to same inbox you assigned the application to.

7. The **Team Responsible** is updated. Select **Submit**.

8. The **Success** message appears. Select **OK**

4.   Appendices

4.1   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 intention of the System extension is to give 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 to include the appropriate funding for the extension period.

5.   Related procedures or resources

- Standard Operating Procedure – Unable to contact
- Guide to Interactions in the NDIS Business System
- Practice Guide – Assisting Communication
- Standard Operating Procedure – Assign an Application Sub Status
- Standard CRM Inbox Structure – Service Delivery and Performance
- Interaction Templates – General
- Standard Operating Procedure – View an Extension or Indexation in the System
- Practice Guide – Scheduled Plan Reviews

6.   Feedback

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

Standard Operating Procedure

7. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	New Standard Operating Procedure for when a participant is unable to progress with planning. Standard Operating Procedure – Unable to Contact replaced with two SOPs: Unable to Contact and Unable to Progress. Class 2 - Approval	APPROVED	2021-02-17
2.0	JS0082	Minor wording changes Class 1 - Approval	APPROVED	2021-03-31