



SGP Knowledge Article Template

For Internal Use Only

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

Approve or override a streaming case (Streaming and Restreaming)

This article provides guidance for a **planner delegate** or **access delegate** to:

- understand streaming and restreaming
- change the case owner
- approve or override the streaming case.

Recent updates

January 2024

- Update reference to article 'Refer person to the Complex Support Needs (CSN) Branch' to new title 'Submit a referral to the Complex Support Needs (CSN) Branch'.
- Update reference to work instruction 'Create a referral to Younger People in Residential Aged Care (YPIRAC)' to article 'Create a referral to Younger People in Residential Aged Care in an enquiry case'.

Before you start

You have:

- been allocated a streaming case for approval
- read [Complete a streaming case \(Streaming and Restreaming\)](#) for information about each streaming factor.

Understanding streaming and restreaming

Streaming

Streaming helps to make sure the person receives the support they need to engage with the NDIS. Some people need more support than others. Streaming is an internal term used in PACE, and we don't use this term with the person.

Streaming doesn't affect the level of reasonable and necessary NDIS-funded supports in the participant's plan.



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The 6 streaming values and the **My NDIS Contact** roles are:

- **General** – local area coordinator or early childhood partner
- **Supported** – local area coordinator or early childhood partner
- **Intensive** – early childhood partner or planner
- **Super Intensive** – early childhood partner or planner
- **Complex** – planner from the Complex Support Needs (CSN) Branch
- **YPIRAC** – planner from the Younger People in Residential Aged Care (YPIRAC) Branch.

Restreaming

Restreaming is when a new streaming factor is identified that impacts the current stream.

When a streaming case needs approval

A streaming case is completed by a planner, local area coordinator or early childhood partner and sent for approval before they create an Access Request case.

The streaming case **must** be approved **before making the access decision**. This is critical to make sure the Typical Support Package (TSP) is generated if they're eligible and so they are assigned to the correct team. We do this to make sure they receive the level of support they need to engage with the NDIS.

A plan **can't** be sent to a partner to implement if there is no stream in **PACE**.

Streaming is approved by an access delegate.

A new streaming case for restreaming is completed by a planner, local area coordinator, or early childhood partner and sent for approval if they identify a new streaming factor that impacts the current stream. This may include:

- being notified that the person's situation has changed
- receiving additional information
- identifying that the person was streamed incorrectly.

Restreaming is approved by a planner delegate.

Change the case owner

1. Select the **Change Owner** icon next to the current **Case Owner**.
2. Search for your name.



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3. Select **Change Owner**.

Approve or override the streaming case

1. Select the **Streaming** tab.
2. **Review streaming questions/answers** based on any internal notes in the case and available supporting information.
 - Refer to **Streaming factors** in [Complete a streaming case \(Streaming and Restreaming\)](#) to help you review each question.
3. Refer to **Streaming factors** in [Complete a streaming case \(Streaming and Restreaming\)](#) to consider if there are any factors that are **Complex** or **YPIRAC**. **Complex** or **YPIRAC** factors are not part of the streaming questions.
 - If there are complex streaming factors, follow article [Submit a referral to the Complex Support Needs \(CSN\) Branch](#)
 - If there are YPIRAC streaming factors, follow article [Create a referral to Younger People in Residential Aged Care \(YPIRAC\) in an enquiry case](#)
 - If there are no complex or YPIRAC streaming factors, continue to the next step.
4. Select **Next**.
5. Review the **Auto calculated streaming value** to decide whether to approve or override.

If approved

1. At **Stream**, align with the **Auto calculated streaming value**.
 - **Do not** select **Complex** or **YPIRAC**, unless you are from the Complex Support Needs (CSN) Branch or Young People in Residential Aged Care (YPIRAC) Branch. For Complex or YPIRAC, you **must** complete a referral to the relevant branch for consideration.
2. At **Reason for changing streaming value in submitted request**, select **System miscalculation of streaming value**.
3. Select **Approve**.
4. Select **Submit**.

If override

1. At **Stream**, select the correct stream.



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- **Do not** select **Complex** or **YPIRAC**, unless you are from the Complex Support Needs (CSN) Branch or Young People in Residential Aged Care (YPIRAC) Branch. For Complex or YPIRAC, you **must** complete a referral to the relevant branch for consideration.
2. Select **Approve**.
 3. Log an **Activity** (if streamed **Supported**, **Intensive** or **Super Intensive**):
 - Select the **Log Activity** tab on the **Activity** panel on the right of the screen.
 - Select **Add**.
 - At **Activity Type**, select **Internal Note**.
 - At **Subject**, select **Internal Communication**.
 - At **Comments**, note information you referred to when selecting the stream.
 - Select **Save**.
 - At **Reason for changing streaming value in submitted request**, select **Streaming criteria not met**.
 4. Select **Submit**.

Next steps

1. If streaming, follow guidance in [Make an access decision](#).
2. If restreaming, no further action required. The person that completed the streaming case will update the **My NDIS Contact** if needed.

Article labels – internal use only

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

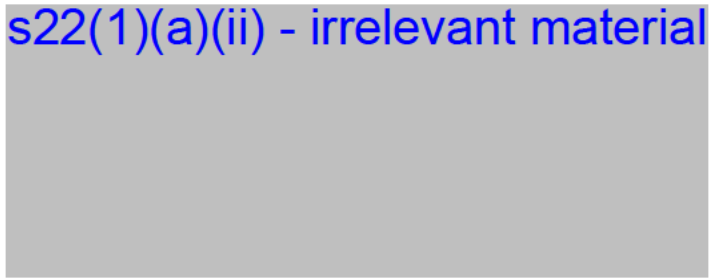




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s22(1)(a)(ii) - irrelevant material



Version control

| Version | Amended by | Brief Description of Change | Status | Date |
|---------|------------|--|----------|------------|
| 0.1 | JM0122 | New article for how to approve or override a streaming case decision. | DRAFT | 2023-10-16 |
| 0.2 | DFB448 | Peer review | DRAFT | 2023-10-19 |
| 0.3 | JM0122 | Incorporate peer review feedback | DRAFT | 2023-10-23 |
| 0.4 | JM0122 | Prepare for AD review | DRAFT | 2023-10-23 |
| 0.5 | VFK746 | EL1 review complete – progress to EL2 for distribution to BILs and Domain | DRAFT | 2023-10-24 |
| 0.6 | JM0122 | Incorporate SME feedback | DRAFT | 2023-10-31 |
| 0.7 | VFK746 | EL1 review – progress to EL2 for BM review and approval | DRAFT | 2023-11-21 |
| 0.8 | JM0122 | Incorporate EL2 feedback | DRAFT | 2023-11-23 |
| 0.9 | VFK746 | EL1 review – progress to EL2 for BM review and approval | DRAFT | 2023-11-23 |
| 1.0 | EMN960 | Class 1 approval. EL2 review and approval to QA and publish. New article for how to approve or override a streaming case decision. | APPROVED | 2023-11-24 |



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| Version | Amended by | Brief Description of Change | Status | Date |
|---------|------------|--|----------|------------|
| 1.1 | JM0122 | Update titles of referenced knowledge articles. | DRAFT | 2024-01-03 |
| 1.2 | VFK746 | EL1 review and submit to EL2 for QA and publishing approval | DRAFT | 2024-01-09 |
| 2.0 | EMN960 | Class 1 approval. Update titles of referenced knowledge articles. | APPROVED | 2024-01-09 |



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Complete a streaming case (Streaming and Restreaming)

This article provides guidance for a **planner, early childhood partner, local area coordinator or access delegate** to:

- understand streaming and restreaming
- consider the Complex and YPIRAC streams
- create the streaming case
- complete the streaming case
- if restreaming, manually route the streaming case for decision
- identify streaming factors.

An access delegate will only complete the streaming case if the National Contact Centre (NCC) creates the Access Request case. In all other situations, the planner or partner that creates the Access Request case will complete the streaming case.

Recent updates

January 2024

- Removal of 'Complex' and 'YPIRAC' streaming factors and replaced with reference to articles 'Submit a referral to the Complex Support Needs (CSN) Branch' and 'Create a referral to Younger People in Residential Aged Care (YPIRAC) in an enquiry case' for how to consider these to avoid duplication.
- Moved consideration of 'Complex' and 'YPIRAC' streams with potential referral to CSN or YPIRAC to the first step.

December 2023

- Further guidance about next steps, including note that streaming must be approved by the delegate before approving the plan to identify the my NDIS contact that will implement the plan.
- Included a note that restricted access participants will be supported by a planner.



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Before you start

You have either:

- been supporting the person to apply to the NDIS and need to create an **Access Request** case
- identified a new streaming factor that impacts the current stream.

Understand streaming and restreaming

Streaming

Streaming helps to make sure the person receives the support they need to engage with the NDIS. Some people need more support than others. This is **internally** called **streaming**. We do not use this term with the person.

Streaming doesn't affect the level of reasonable and necessary NDIS-funded supports in the person's plan.

The 6 streams and **My NDIS Contact** roles are:

- **General** – local area coordinator or early childhood partner
- **Supported** – local area coordinator or early childhood partner
- **Intensive** – early childhood partner or planner
- **Super Intensive** – early childhood partner or planner
- **Complex** – planner from the Complex Support Needs (CSN) Branch
- **YPIRAC** – planner from the Aged Care and Hospital Interface Branch, formerly the Younger People in Residential Aged Care (YPIRAC) Branch

If the person has restricted access, a planner will support them.

Restreaming

Restreaming is when you identify a new streaming factor that impacts the current stream.

When to complete a streaming case

You **must** complete a streaming case:

- **before creating an Access Request case**. This is critical to make sure the Typical Support Package (TSP) is generated if they're eligible, so they are assigned to the correct team.



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You **must** complete a new streaming case (for restreaming) **if you identify a new streaming factor that impacts the current stream**. This may include:

- being notified that the person's situation has changed
- receiving additional information
- identifying that the person was streamed incorrectly.

The streaming case will be allocated to a delegate to approve or override the streaming request. This must be completed **before the plan is approved** to identify the my NDIS contact that will implement the plan.

Consider the Complex and YPIRAC streams

1. Review article [Submit a referral to the Complex Support Needs \(CSN\) Branch](#) to consider if the **Complex** stream may be required (with referral to CSN). If:
 - **Yes**, follow article [Submit a referral to the Complex Support Needs \(CSN\) Branch](#). If confirmed complex by CSN, they will complete the streaming case.
 - **No**, continue to the next step.
2. Review the article [Create a referral to Younger People in Residential Aged Care \(YPIRAC\) in an enquiry case](#) to consider if the **YPIRAC** stream may be required. If:
 - **Yes**, follow article [Create a referral to Younger People in Residential Aged Care \(YPIRAC\) in an enquiry case](#). If confirmed YPIRAC, they will complete the streaming case.
 - **No**, continue to the next step.

Create a streaming case

1. From the **Person Account**, select **Cases**.
2. Select **New**.
3. Select **Streaming**.
4. Select **Next**.
5. In **Type**, select either:
 - **Streaming** – if there isn't a **Current Participant Stream** in the **Details** tab.
 - **Restreaming** – if there is an existing **Current Participant Stream** in the **Details** tab.



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6. Select **Save**.

Complete the streaming case

1. Select the **Streaming** tab.
2. Select **Yes** or **No** to the **Streaming Questions** based on your conversation with the person and any available supporting information.
 - Review the section **Streaming factors** below to help you answer each question.
3. Select **Next**.
4. Review the **Stream** to make sure it is correct.
5. If incorrect, select **Previous** to update the **Streaming Questions**.
6. Select **Next**.
7. At **Streaming Override**, confirm the **Stream** matches the previous screen.
 - **Do not** select **Complex** or **YPIRAC**, unless you are from the Complex Support Needs (CSN) Branch or Young People in Residential Aged Care (YPIRAC) Branch. For Complex or YPIRAC, you **must** complete a referral to the relevant branch for consideration. Refer to section above **Consider the Complex and YPIRAC streams**.
8. Select **Next**.
9. Review the **Auto calculated streaming value** and **Streaming questions and answers** to make sure they are correct.

The **Auto calculated streaming value** is based on the answers to the **Streaming Questions**:

 - **General** – no streaming factors
 - **Supported** – one supported streaming factor
 - **Intensive** – 2 or more supported streaming factors
 - **Intensive** – one intensive streaming factor
 - **Super Intensive** – 2 or more intensive streaming factors
 - **Super Intensive** – one or more super intensive streaming factors.
10. If incorrect, select **Previous** to update the **Streaming Questions**.
11. Log an **Activity** (if streamed **Supported**, **Intensive** or **Super Intensive**):



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- Select the **Log Activity** tab on the **Activity** panel on the right of the screen.
- Select **Add**.
- At **Activity Type**, select **Internal Note**.
- At **Subject**, select **Internal Communication**.
- At **Comments**, note information you used to select the streaming factor.
- Select **Save**.

12. Select **Submit**.

If restreaming, manually route the case for decision

If streaming, leave the case allocated to you. If restreaming, allocate the case to the **Re-Streaming Routing Queue**.

1. Select the **Change Owner** icon next to the current **Case Owner**.
2. Select the downward arrow next to the **Users** icon and then select **Queues**.
3. Search for **Re-Streaming Routing Queue** (restreaming only).
4. Select **Change Owner**.

Next Steps

1. The streaming case will be assigned to a delegate:
 - They will follow article [Approve or override a streaming case \(Streaming and Restreaming\)](#) to review the streaming value, including the answers to the streaming questions.
 - They will then approve or override the streaming request. This **must** be completed **before you approve the plan** to identify the my NDIS contact that will implement the plan.
2. When streaming is approved:
 - if streaming, continue to support the person to apply to the NDIS.
 - if restreaming, continue to support the person to develop their plan.
 - if the person moves to a different stream, follow articles [Understand and check the my NDIS Contact](#) and [Update the my NDIS Contact](#).

Streaming factors



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s47E(d) - certain operations of agencies





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s47E(d) - certain operations of agencies





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Article labels – internal use only



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



Version control

| Version | Amended by | Brief Description of Change | Status | Date |
|---------|------------|---|----------|------------|
| 2.0 | EMN960 | Class 1 approved Continuous improvement updates to support the national expansion of PACE | APPROVED | 2023-09-27 |
| 3.0 | EMN960 | Class 1 approved Continuous improvements, including additional considerations for when referring a person to the CSN Branch. | APPROVED | 2023-10-11 |



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| Version | Amended by | Brief Description of Change | Status | Date |
|---------|------------|---|----------|------------|
| 3.1 | TER030 | CI-streaming work package Priority update to align to IAC recommendations for parents with a disability for applicants and participants. | DRAFT | 2023-11-06 |
| 3.2 | CWO032 | Branch Manager review | DRAFT | 2023-11-08 |
| 3.3 | TER030 | Action BM feedback | DRAFT | 2023-11-08 |
| 3.4 | CWO032 | 2 nd Branch Manager review | DRAFT | 2023-11-09 |
| 3.5 | TER030 | Action BM feedback | DRAFT | 2023-11-10 |
| 3.6 | VFK746 | EL1 review – progress to EL2 for submission to BM for approval | DRAFT | 2023-11-13 |
| 4.0 | CWO032 | Branch Manager approval | APPROVED | 2023-11-14 |
| 4.1 | JM0122 | Incorporate stakeholder feedback | DRAFT | 2023-11-21 |
| 4.2 | VFK746 | EL1 review – progress to EL2 for QA and Publishing approval | DRAFT | 2023-11-22 |
| 4.3 | JM0122 | Incorporate EL2 feedback | DRAFT | 2023-11-23 |
| 4.4 | VFK746 | EL1 review – progress to EL2 for QA and Publishing approval | DRAFT | 2023-11-23 |
| 5.0 | EMN960 | EL2 review and approval to QA and publish | APPROVED | 2023-11-23 |
| 5.1 | JM0122 | Removed reference to 'Guide – Complex support needs (CSN) pathway' and removed 'at risk of entering aged care' as a CSN streaming factor. | DRAFT | 2024-01-02 |
| 5.2 | ACO932 | Peer review | DRAFT | 2024-01-03 |
| 5.3 | JM0122 | Incorporate peer review feedback | DRAFT | 2024-01-08 |



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|---------|------------|---|----------|------------|
| 5.4 | JM0122 | Prepare for BIL review | DRAFT | 2024-01-08 |
| 5.5 | VFK746 | EL1 review – progress to EL2 for submission to BIL for review | DRAFT | 2024-01-09 |
| 5.6 | JM0122 | Incorporate BIL feedback | DRAFT | 2024-01-15 |
| 6.0 | JS0082 | Class 1 Approval | APPROVED | 2024-01-18 |