



# Standard Operating Procedure

For Internal Use Only

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

## Update participant streaming

This Standard Operating Procedure (SOP) will help you:

- update the participant's streaming in the NDIS Business System (System)
- complete My NDIS Contact handover tasks for both a current and new My NDIS Contact.

**Note:** The term 'streaming' is for internal use only.

### 1. Recent updates

Date	What's changed
February 2022	<p>SOP updated to include guidance for:</p> <ul style="list-style-type: none"> <li>• the new My NDIS Contact to complete handover tasks, rather than in a separate SOP.</li> <li>• self-approving plan delegates to approve their own restream request, rather than referring to a separate SOP.</li> </ul> <p>Participants currently streamed as General or Supported and are approved for Independent Living Options (ILO) funding now follow the same restream process as Supported Independent Living (SIL).</p>
November 2021	<p>SOP updated following system enhancement. Restream requests submitted in the system instead of open interaction.</p> <p>A restream task will be created where:</p> <ul style="list-style-type: none"> <li>• authorised delegate from the National Planning Support team (ND delegate) will review and approve requests; or</li> <li>• plan delegates who develop and approve the plan can self-approve restreaming between Intensive and Super Intensive.</li> <li>• you will receive a Participant Streaming Acknowledgement task in your inbox to action.</li> </ul>



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Date	What's changed
	The My NDIS Contact handover process has been updated to make sure the transition is smooth for the participant.

## 2. Checklist

Topic	Checklist
<b>Prerequisites</b>	<p>You have:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> confirmed the participant has met Access</li> <li><input type="checkbox"/> reviewed the participant's record and are familiar with their information and current support</li> <li><input type="checkbox"/> received new information which indicates the participant may need a different level of support to connect with the NDIS.</li> </ul> <p>Or:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> been assigned an open interaction to assign yourself as the participant's My NDIS Contact</li> <li><input type="checkbox"/> read any handover comments in the interaction assigned to you.</li> </ul>
<b>Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">3.1 Understand what streaming is</a></li> <li><input type="checkbox"/> <a href="#">3.2 Understand the restream process</a></li> <li><input type="checkbox"/> <a href="#">3.3 Determine streaming value</a></li> <li><input type="checkbox"/> <a href="#">3.4 Create Participant Streaming task</a></li> <li><input type="checkbox"/> <a href="#">3.5 Escalate the restream request</a></li> <li><input type="checkbox"/> <a href="#">3.6 Approve Participant Streaming task (self-approving delegate)</a></li> <li><input type="checkbox"/> <a href="#">3.7 Complete Participant Stream Acknowledgement task</a></li> <li><input type="checkbox"/> <a href="#">3.8 Request reconsideration</a></li> <li><input type="checkbox"/> <a href="#">3.9 Commence My NDIS Contact handover (current contact)</a></li> <li><input type="checkbox"/> <a href="#">3.10 Complete My NDIS Contact handover (new contact)</a></li> <li><input type="checkbox"/> <a href="#">3.11 Next steps</a></li> </ul>



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## 3. Procedure

### 3.1 Understand what streaming is

Streaming helps make sure the participant receives the support they need to connect with the NDIS. Every participant's situation is unique and their knowledge of the NDIS may vary. Some participants will need more support than others. We use streaming to predict the level of support the participant is likely to need from their **My NDIS Contact**.

The five streaming values and the aligned **My NDIS Contact** are:

- General (Local area coordinator/Early childhood partner)
- Supported (Local area coordinator/Early childhood partner)
- Intensive (Early childhood partner or Agency staff)
- Super Intensive (Agency staff)
- Complex (Complex support needs Agency staff)

Streaming doesn't impact the participant's level of reasonable and necessary supports.

### 3.2 Understand the restream process

Access delegates make the initial streaming decision. You may need to restream the participant when their situation changes, or because they are incorrectly streamed. When the participant's stream changes, we use the term 'restream'. If you think the participant needs a different level of support, you can make a restream request at any time. This includes within 100 days of the plan end date.

When you create a **Participant Streaming** task in the system, an authorised delegate in the National Planning Support team (ND delegate) will need to approve it.

ND delegates will review and approve:

- all restreaming requests created by partners
- restreaming requests from Intensive and Super Intensive to General or Supported
- restreaming requests from Super Intensive to Intensive, Supported or General for Early Childhood participants.

Plan delegates who develop and approve the plan can self-approve **Participant Streaming** tasks between Intensive and Super Intensive.



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## 3.2.1 Updates to the My NDIS Contact

If the restream request means the **My NDIS Contact** needs to change, the staff member or partner who commenced the plan before restreaming will still develop the participant's plan.

When the current **My NDIS Contact** is a **partner**:

- they will remain the contact until the plan has been submitted for approval
- a new staff member will be added as the contact at plan approval.

When the current **My NDIS Contact** is a **plan delegate**:

- they will remain the contact until after plan approval
- a new staff member will be added as the contact before plan implementation.

An exception is when the participant is currently streamed General or Supported and is approved for supported independent living (SIL) or individualised living options (ILO) funding.

In this case:

- the current **My NDIS contact** will **not** develop the plan
- the partner will complete the restream task when the participant receives SIL or ILO approval
- the partner will start the **My NDIS Contact** handover process once the restream is approved
- the new **My NDIS Contact** will develop and implement the participant's plan.

## 3.3 Determine streaming value

1. Use [3.3.1 Table One - Streaming Factors](#) to identify which streaming factors apply. While doing this, use the following guide to determine the streaming value:

- no streaming factors = General
- one streaming factor with value Supported = Supported
- two or more streaming factors with value Supported = Intensive
- one streaming factor with value Intensive = Intensive
- two or more streaming factors with value Intensive = Super Intensive
- one or more streaming factors with value Super Intensive = Super Intensive



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## 3.3.1 Table One – Streaming factors

Streaming factor	Streaming value
<p><b>Participant has very minimal/no known informal or community supports</b></p> <p>A lack of informal supports <b>substantially impacts</b> the participant's ability to engage in planning and engage with services.</p> <p>Consider how well informal supports can help the participant engage with the NDIS, not the number of informal supports.</p>	Supported
<p><b>Participant has a primary mental health condition</b></p>	Supported
<p><b>Participant needs assistance during access.</b> For example, they need a face to face appointment.</p>	Supported
<p><b>Participant is culturally and linguistically diverse (CALD) or culturally isolated</b></p> <ul style="list-style-type: none"> <li>Participants from other cultures who are considered isolated from their community; or</li> <li>Participants whose primary language is other than English and are considered isolated from their community.</li> </ul> <p>Consider if either or both of these factors substantially impact the participant's ability to engage. You must also consider their level of informal supports and ability to engage with mainstream and community services.</p>	Supported
<p><b>Participant's visa status</b></p> <p>Holds a humanitarian/protection visa (subclass 202, 201, 866, 200, 204 or 203).</p>	Supported
<p><b>Participant has a parent/carer with disability</b></p> <p>Where the parent/carer's disability substantially impacts the participant's ability to engage in the planning pathway or in engaging services.</p>	Supported
<p><b>Participant's family has more than one child/family member with a disability</b></p>	Supported
<p><b>Participant is currently involved with the justice system</b></p>	Intensive



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Streaming factor	Streaming value
<p>Participant is involved in the justice system at the time of the streaming review. The participant is:</p> <ul style="list-style-type: none"> <li>• in custody in a correctional facility such as prison, remand centre or youth detention centre; or</li> <li>• on bail, probation or parole and required by court order to report to a correctional or community correctional agency, or</li> <li>• serving a community based order, or</li> <li>• under forensic orders. This may include restrictions on the participant's movements and/or other requirements. For example, drug testing and/or attending prescribed treatment.</li> </ul>	
<p><b>Participant is currently involved with Child Protection</b></p> <p>Participant is involved with Child Protection at the time of the streaming review where:</p> <ul style="list-style-type: none"> <li>• the participant is at risk of harm or neglect and has been removed from their primary carer(s) or is living in an arrangement under active investigation by Child Protection; or</li> <li>• there are active child protection orders in place and the child is not in a settled environment. For example, temporary assessment order, interim accommodation order, family preservation order, family reunification order or a long term care order where the child's living arrangement is not stable.</li> </ul> <p><b>Note:</b> Government department involvement does not always mean the participant is currently involved with Child Protection. A child under long term care orders and in a stable placement may not require an intensive streaming factor as their Child Protection worker can support them to engage with the planning pathway effectively.</p>	Intensive
<p><b>Participant has recently been funded for 1:1 24 hour (or greater) care due to behaviours of concern</b></p>	Intensive
<p><b>Participant is currently in or will be moving into shared supported accommodation or a large residential centre</b></p> <ul style="list-style-type: none"> <li>• Participant resides on a permanent basis in a large residential centre or in supported independent living.</li> </ul>	Intensive



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Streaming factor	Streaming value
<ul style="list-style-type: none"> <li>The participant has been approved for SIL or ILO funding.</li> </ul> <p><b>Note:</b> Refer participants who reside or are likely to reside in a Residential Aged Care Facility to the Complex Support Needs (CSN) Branch. Follow the guidance on the <a href="#">Complex Support Needs Branch intranet page</a>.</p>	
<p><b>Participant has a primary disability of spinal cord injury and this is recently acquired (&lt;9 months)</b></p>	Intensive
<p><b>Participant has a primary disability of severe brain injury and this is recently acquired (&lt;9 months)</b></p>	Intensive
<p><b>Participant needs multiple meetings/multiple stakeholders to engage with the planning pathway. May include stakeholders with conflicting inputs</b></p> <p>The participant requires intensive support to engage in the participant planning pathway and navigate the NDIS market. For example, the participant has complex disability related health support needs, and needs extensive therapy and equipment.</p>	Intensive
<p><b>Participant has a history of abuse/neglect</b></p> <p><b>Note:</b> This streaming factor applies when the history of abuse/neglect significantly impacts the participant's ability to engage in the planning pathway.</p>	Intensive
<p><b>Participant has severe intellectual disability (level 10 or above) and they have no informal supports to assist with decision-making</b></p> <p><b>Note:</b> Level 10 or above refers to the Internal Agency Assessment Tool (IAAT). Disregard the IAAT level when determining streaming. Instead use available evidence from reports, assessments and information collected during pre-planning.</p>	Intensive
<p><b>Participant has a severe acquired brain injury (level 10 or above) and they have no informal supports to assist with decision-making</b></p> <p><b>Note:</b> Level 10 or above refers to the Internal Agency Assessment Tool (IAAT). Disregard the IAAT level when determining streaming. Instead</p>	Intensive



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Streaming factor	Streaming value
<p>use available evidence from reports, assessments and information collected during pre-planning.</p>	
<p><b>Participant has a diagnosed degenerative neurological condition which is progressing rapidly</b></p> <p>For example, Huntington's, Kuff's disease, some progressive Multiple Sclerosis types, early onset dementia.</p>	Intensive
<p><b>Participant has a diagnosis of Motor Neurone Disease</b></p> <p>For more information on MND, refer to <a href="#">Practice Guide – Motor Neurone Disease (MND)</a>.</p>	Super Intensive
<p><b>Participant is in hospital awaiting discharge</b></p> <p>This streaming factor is for use by <b>National Access Staff</b> when determining streaming after access met. This helps make sure these participants are given priority. Plan Developers should consider other streaming factors for participants who have entered hospital.</p>	Super Intensive
<p><b>Child participant is living outside the family home in formal voluntary out-of-home care arrangements. Or, the child participant is at imminent risk of needing accommodation outside the family home</b></p> <p><b>Note:</b> Make a referral to the Complex Support Needs (CSN) Branch if this has not already occurred.</p> <p>For more information refer to:</p> <ul style="list-style-type: none"> <li>• <a href="#">Practice Guide – Children at Risk of Requiring Accommodation outside the family home</a></li> <li>• <a href="#">Interaction Templates – Planning – CSN Children and Young People Pathway for referral OR Early Intervention consultation</a></li> </ul> <p>For involvement with Child Protection refer to the <a href="#">Complex Support Needs Branch intranet page</a>.</p>	Super Intensive
<p><b>The participant has complex support needs which may impact their ability to engage with the NDIS</b></p>	Refer to CSN Branch





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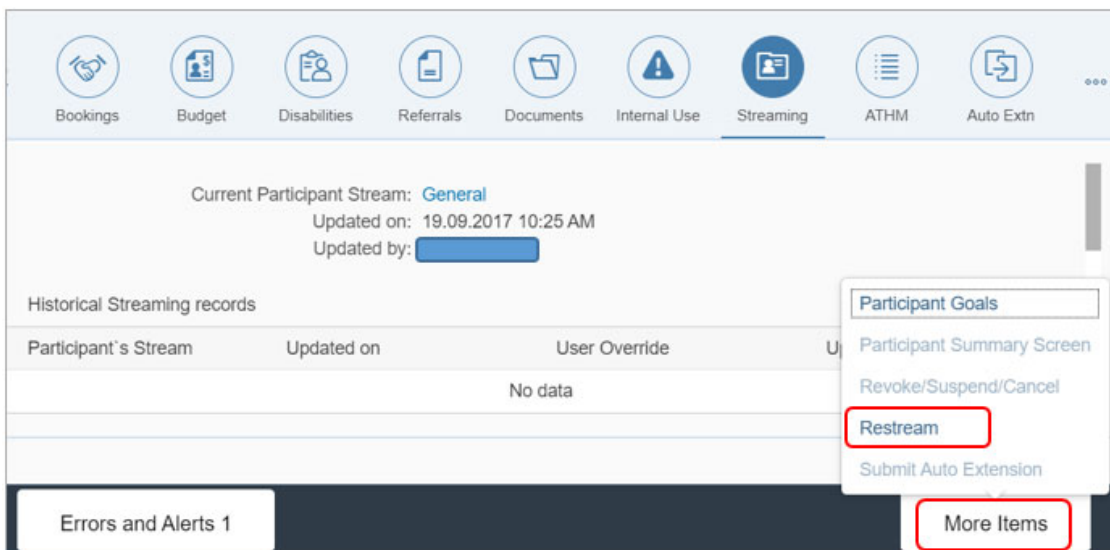
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Streaming factor	Streaming value
<p>You must refer participants with complex supports needs to the Complex Support Needs (CSN) Branch.</p> <p>Refer to the <a href="#">Complex Support Needs Branch intranet page</a> and <a href="#">Practice Guide – Complex Support Needs Pathway</a>.</p>	
<p><b>The participant is a younger person permanently, or at risk of residing in a Residential Aged Care Facility</b></p> <p>The Complex Support Needs Pathway supports younger people permanently residing in a Residential Aged-Care Facility. You must refer Younger People in Residential Aged Care (YPIRAC) to the Complex Support Needs (CSN) Branch to be streamed as complex.</p> <p>Refer to the <a href="#">Complex Support Needs Branch intranet page</a> and <a href="#">Practice Guide – Complex Support Needs Pathway</a>.</p>	<p>Refer to CSN Branch</p>

**Note:** The streaming factor **Receiving supports for essential living costs the NDIS would not fund. For example, rent, food, utilities** still appear in the **Restream** task in the System. This has been removed from this table and should no longer be used.

### 3.4 Create Participant Streaming task

1. From the participant’s record, select **Streaming**. The participant’s current stream will display.
2. Select **More Items**, then select **Restream**.





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3. The **create – NDIS Customer Streaming** screen will display.

create-NDIS Customer Streaming

Required fields are marked with an asterisk (\*)

- > Record Additional Streaming Factors
- > Review Previous Streaming Factors
- > Streaming Decision
- > Self-Plan

Calculate Stream Save Submit

4. Expand **Review Previous Streaming Factors**. Read the previous streaming factors.

Review Previous Streaming Factors

Participant has primary disability of spinal cord injury which is recently acquired (< 9 months): No

Participant has primary disability of severe brain injury which is recently acquired (<9 months): No

Participant has primary disability of mental health condition: No

Assistance required during access e.g. face to face appointment: No

CALD/ culturally isolated: No

Visa Status: No

Parent/ Carer with disability: Yes

More than one child/ family member with disability: No

5. Expand **Record Additional Streaming Factors**. Select the radio button to **Yes** at any new streaming factors.



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6. Select **Calculate Stream**. If you don't select **Calculate Stream**, the streaming factors will still submit, but they will not impact the streaming decision.

Record Additional Streaming Factors

Based on your interaction and knowledge of the participant please review and update the following Streaming Factors. Changes to these questions will update the 'Recommended Stream' in Streaming Decision below.

Participant is currently in a shared supported accommodation or large residential centre  YES  NO

Multiple meetings/multiple stakeholders to engage and be sustained in participant pathway. May include stakeholders with conflicting inputs  YES  NO

Participant has severe ID (level 10 or above) and has no informal supports to assist with decision making.  YES  NO

Participant has severe ABI (level 10 or above) and has no informal supports to assist with decision making.  YES  NO

Form has been saved 12:16 AM

7. Expand **Streaming Decision**. Check the **Recommended Streaming** is correct, based on the streaming factors selected in step 5.

Streaming Decision

Participant's Current Stream is: Super Intensive

Recommended Streaming: Intensive

Override Streaming Decision?:  YES  NO

8. If you:
- **agree** with the recommendation, go to step 11 to add your justification
  - **disagree** with the recommendation, go to step 9 to override the streaming decision.

**Note:** You may have information not reflected in the streaming questions in the **System**, or some of the factors in the original streaming may no longer apply. You will record this information in your justification.



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## 9. Select **Yes** at **Override Streaming Decision?**

▼ Streaming Decision

Participant's Current Stream is: Intensive

Recommended Streaming: General

Override Streaming Decision?:  YES  NO

\* Please select the appropriate stream for this Participant:

General  
 Supported  
 Intensive  
 Super Intensive  
 Complex

10. At **Please select the appropriate stream for this Participant**, select the appropriate stream.
11. Record your justification for the restream request. Complete the following template in the **Justification** field.

Participant's current stream: <general/supported/intensive/super intensive>

Proposed new stream: <general/supported/intensive/super intensive>

Override required: yes/no

Appropriate streaming factor(s): list from [3.3.1 Table One – Streaming factors](#)

Reason which prompted restream: <for example, participant's change of situation or streamed incorrectly>

Evidence to support restream request: <list evidence>

Your login: <enter your details>

Date of request <DD/MM/YY>

▼ Streaming Decision

Participant's Current Stream is: Super Intensive

Recommended Streaming: Intensive

Override Streaming Decision?:  NO  YES

\* Justification:



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12. At **Date of Streaming Override**: This will default to today's date. You cannot change this date.
13. The **Self-Plan** section displays a default response of **No**. You don't need to do anything.
14. Select **Submit**. If the submit button appears inactive (greyed out), switch one of the radio buttons in the **Record Additional Streaming Factors** section to **Yes** and back to **No**.
15. The confirmation **Form Submitted Successfully** will display. Select **OK**. The **Participant Streaming** task is created in Work Load Manager (WLM).
16. Are you a plan delegate able to self-approve the **Participant Streaming** task?
  - **yes**, go to [section 3.6 Approve Participant Streaming task \(self-approving delegate\)](#)
  - **no**,
    - the **Participant Streaming** task will flow to a ND delegate. You can view this task in **Open Activities** in the **Internal Use** tab
    - if you need to escalate the restream request, go to [section 3.5 Escalate the restream request task](#)
    - complete the **Participant Streaming** task in your **My Inbox** when the ND delegate has made a decision. You will go to [section 3.7 Complete Participant Streaming Acknowledgement task](#).

## 3.5 Escalate the restream task

You will escalate the restream task using the [WLM web form](#) if:

- there is a significant delay submitting the plan
- there is a significant delay in plan approval
- the risk to the participant is considered high using [SOP – Completing an RFA - Escalation Prioritisation Matrix \(section 11.2\)](#).

## 3.6 Approve participant streaming task (self-approving delegate)

The System will not allow plan delegates to self-approve requests from Intensive or Super Intensive to General or Supported. These will workflow to an ND delegate.

1. In the participant's record, select **Internal Use**, then select **Open Activities**.



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2. In **Activity Type**, select the **Participant Streaming** task.

Transaction Id	Activity Type	Assigned To Employee	Assigned To Team	Due Date
#1017747	Participant Streaming			27.10.2021

3. Confirm the following details are correct:

- **Record Additional Streaming Factors**
- **Review Previous Streaming Factors**
- **Streaming Decision.**

> Record Additional Streaming Factors

> Review Previous Streaming Factors

▼ Streaming Decision

Participant's Current Stream is: General

Recommended Streaming: General

Override Streaming Decision?:  NO

Justification: Enter justification template

Date of Streaming Request: 27.10.2021

4. In **Streaming Approval** at **Do you want to Approve Streaming Decision?**

- If your decision is to approve the request, select **YES**
- If the recommended streaming decision is incorrect, leave as **NO**.

▼ Streaming Approval

Do you want to Approve Streaming Decision?:  NO

\* Approver Notes:



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- In **Approver Notes** include the reason for your decision using the following template:

Restream decision: Self-approved

<How will the proposed new stream support the participant to connect with the NDIS and implement their plan?>

- Select **Submit**.
- A message appears confirming **Form Submitted Successfully**, select **OK**.
- Go to [section 3.7 Complete Participant Streaming Acknowledgement task](#).

## 3.7 Complete Participant Stream Acknowledgement task

The **Participant Stream Acknowledgement task** will include feedback from the ND delegate. When you acknowledge the task, the task will close. This will not impact the streaming decision. You cannot reassign this task, and it will auto-delete after 28 days if you have not acknowledged it.

- In your **My inbox**, select the **Participant Stream** task.

<input type="checkbox"/>	Due Status	Type	NDIS Number	Customer	Employee	Plan End Date	Due date	Status
<input checked="" type="checkbox"/>	Due Today	Participant Stream	[REDACTED]	[REDACTED]	[REDACTED]		26.10.2021	Approved

- The **create – NDIS Customer Streaming** screen will display.
- At **Streaming Approval**, review the ND delegate's decision and **Approver Notes**.

Streaming Approval

Do you want to Approve Streaming Decision?:  Yes

Approver Notes: test

- If your restream request is:
  - approved**, go to [step 3.7.1 Approved restream request](#)
  - rejected**, go to [step 3.7.2 Rejected restream request](#).



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## 3.7.1 Approved restream request

1. At **Delegate Feedback**, select **YES** next to **Acknowledged**, then select **Submit**.

The screenshot shows a form with a dropdown menu labeled 'Delegate Feedback' and a radio button labeled 'Acknowledged: YES'.

2. You will receive a message confirming **Form Submitted Successfully**. Select **OK**.
3. Consider if you should remain the participant's **My NDIS Contact**. Use the following as a guide:
  - **Early childhood partners** support Early Childhood participants streamed as general, supported or intensive
  - **Local area coordinators** support participants streamed as general and supported with plan development, plan implementation and plan review
  - **Agency planners** support participants streamed as intensive, super intensive and complex.
4. Do you need to change the **My NDIS Contact**?
  - **Yes**, go to step 5
  - **No**, continue with planning. No further steps in this SOP.
5. If it is:
  - **within** 100 days of the participant's agency-initiated plan review date, develop the plan. Then go to [section 3.9 Commence My NDIS Contact handover \(current contact\)](#)
  - **outside** 100 days of the participant's agency-initiated plan review date, follow the [SOP – Create a plan reassessment \(or variation\) request \(PRR\)](#), as the need for a restream likely indicates a change in the participant's situation. Then go to [section 3.9 Commence My NDIS Contact handover \(current contact\)](#)
  - a General or Supported participant who now has approval for SIL or ILO funding, do not develop the plan. Go to [section 3.9 Commence My NDIS Contact handover \(current contact\)](#).





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### 3.7.2 Rejected restream request

1. Do you agree with the delegate's decision?
  - **Yes**, go to step 2
  - **No**, go to [section 3.8 Request reconsideration](#).
2. At **Delegate Feedback**:
  - Select **YES** next to **Acknowledge**, then select **Submit**.

▼ Delegate Feedback

Acknowledged: YES

3. You will receive a message confirming **Form Submitted Successfully**. Select **OK**.
4. Continue with planning. No further steps in this SOP.

### 3.8 Request reconsideration

You can request reconsideration if you:

- disagree with the delegate's decision
- believe there has been an error.

1. In your **My Inbox**, make a note of the **Transaction ID** for the **Participant Stream** work item.

<input type="checkbox"/>	Due Status	Transaction ID	Type	NDIS Number	Customer	Employee
<input type="checkbox"/>	Overdue	0001017920	Participant Stream.	[REDACTED]	[REDACTED]	[REDACTED]

2. Select the **Participant Stream** task. The **create – NDIS Customer Streaming** screen will display.
3. At **Streaming Approval**, make a note of the delegate's **Approver Notes** to include in your reconsideration request.



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### 4. At **Delegate Feedback**:

- Select **YES** next to **Acknowledge**, then select **Submit**.

The screenshot shows a web form with a dropdown menu containing 'Delegate Feedback' and a 'YES' button next to the 'Acknowledged:' label.

### 5. You will receive a message **Form Submitted Successfully**, select **OK**.

**Note:** Acknowledging the delegate feedback will close the **Participant Streaming** task, however will not impact the streaming decision. You can still request reconsideration once you have acknowledged the feedback.

### 6. Seek support from your team leader (TL) and provide the following details:

- your justification for your restream request
- the delegate's justification for their decision.

### 7. Your TL will consider your request. If your reconsideration request is:

- **supported**, go to step 8
- **not supported**, continue with planning. No further steps in this SOP.

### 8. Send an email to your TL:

- open a **New Email** in **Outlook**
- in the **Subject** enter:

**Action:** Restream Reconsideration Request

- in the body of the email, complete and paste the following template. Complete all sections.

**Contact area:** <select National Delivery team / Partner organisation>

**Region/Office area:** <select NSW-ACT / QLD / SA-NT / VIC-TAS-WA>

**NDIS number:** <enter number>

**Participant Stream Transaction ID:** <enter number>

**Description of your reconsideration request:** <factual and constructive information>

**Authorised delegate:** <name and login>



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**Note:** If you did not note the **Transaction ID** in step 1 or need to find the completed **Participant Streaming** task, follow the guidance in [SOP – Manage My Inbox – Individuals](#).

9. Your TL will forward your email to the appropriate Assistant Director (AD).
  - **Partners**, refer to your partner performance representative who will seek endorsement from their partner performance AD.
  - **National delivery**, refer to your AD for endorsement.
10. The AD will consider your request. If your reconsideration request is:
  - **endorsed**, your AD will forward the email with their endorsement to the National Planning Support Team via [xxxxxxxxx.xxxxxxxxxx.xxxxxxxxxx@xxxx.xxx.xx](mailto:xxxxxxxxx.xxxxxxxxxx.xxxxxxxxxx@xxxx.xxx.xx)
  - **not endorsed**, your TL/AD will notify you and you will continue with the planning pathway. No further steps in this SOP.
11. The TL/AD of the National Planning Support team will make the final decision on the reconsideration request. They will notify your AD by email. Your TL or AD will notify you of the outcome. If your reconsideration request is:
  - **approved**, your TL or AD will ask you to create a new **Participant Streaming** task. In your justification, include details of the reconsideration approval from the National Planning Support TL/AD. Go to [section 3.4 Create Participant Streaming task](#)
  - **not approved**, continue with the planning pathway. No further steps in this SOP.

## 3.9 Commence My NDIS Contact handover (current contact)

You'll use this procedure to change the participant's **My NDIS Contact** and commence handover tasks. This will make the handover a smooth transition for the participant.

### 3.9.1 General and Supported to Intensive and Super Intensive (Partner to Delegate)

1. Does the participant have approval for SIL or ILO funding?
  - **No**, develop the plan before commencing these steps.
  - **Yes**, start handover without developing the plan.
2. Contact the participant to advise of their changing **My NDIS Contact**. Use the following to support your conversation:

Your contact person is changing.

A National Disability Insurance Agency representative will now support you.



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You will continue to receive:

- regular check-ins
- support to understand and use your plan
- support to find and engage with funded and non-funded supports

Your new My NDIS Contact will be in touch shortly to introduce themselves. They will continue developing and supporting you to use your plan.

3. Add a closed **Interaction** outlining your discussion with the participant using [Interaction Template – General – Contact with participant](#).
4. Navigate to **Contacts**, select the record with your details as the **My NDIS Contact**. This will take you to the **Update Relationship** screen.
5. In **Valid To**: enter today's date, select **Submit**. You are no longer the **My NDIS Contact** in the System. The new contact will assign themselves.
6. Has the participant been approved for SIL or ILO funding?
  - **No**, go to step 7.
  - **Yes**,
    - create an open interaction using [Interaction Template – General – Restream SIL/ILO](#)
    - assign interaction to the **Ready For Approval** inbox using the [Standard CRM Inbox Structure - National Delivery](#). You have no further steps in this SOP.
7. Follow [SOP – Review and submit plan for approval](#) and make sure you **do not** select **Ready for Approval** in the **System** or submit plan to WLM.
8. In [Interaction Templates – Planning – Plan submitted for approval](#), include handover information in your open interaction. This includes:
  - details about the restream change
  - your contact details so the new **My NDIS Contact** can contact you if needed.
9. Assign the open **Interaction** template to the national **Ready For Approval** inbox using the [Standard CRM Inbox Structure - National Delivery](#).
10. Go to [section 3.11 Next steps](#).

## 3.9.2 Intensive and Super Intensive to General and Supported (Delegate to partner)

Once you have completed and approved the participant's plan you will commence handover.



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1. Contact the participant to advise of their changing **My NDIS Contact**. Use the following to support your conversation:

Your contact person is changing.

A partner in the community will now support you.

You will continue to receive:

- regular check-ins
- support to understand and use your plan
- support to find and engage with funded and non-funded supports

Your partner will contact you to introduce themselves and support you to use your plan.

2. Add a closed **Interaction** outlining your discussion with the participant using [Interaction Template – General – Contact with participant](#).
3. In **Contacts**, select the record with your details as the **My NDIS Contact**. This will take you to the **Update Relationship** screen.
4. In **Valid To**: enter today's date, select **Submit**. You are no longer the **My NDIS Contact** in the System. The new contact will add themselves when they are assigned.
5. In [Interaction Templates – Planning – Plan approved and ready for Implementation](#), include handover information in your open interaction. This includes:
  - details about the restream change
  - your contact details so the new **My NDIS Contact** can contact you if needed.
6. Assign the approved plan and open interaction to your regional partner CRM inbox.
7. Go to [section 3.11 Next steps](#)

## 3.10 Complete My NDIS Contact handover (new contact)

Follow these steps if you are the new **My NDIS Contact** after participant restreaming. You will complete the participant's **My NDIS Contact** handover and proceed to plan implementation.

### 3.10.1 Update My NDIS Contact

1. In the participant's record update the **My NDIS Contact** to yourself. If you need help to do this, refer to the guidance in [SOP – Add, check or change a My NDIS contact](#).
2. Do you need more information or a warm handover from the previous **My NDIS Contact**?
  - **Yes**, go to [step 3.10.2 Contact previous My NDIS Contact](#)
  - **No**, go to [step 3.10.3 Complete plan tasks](#).



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## 3.10.2 Contact previous My NDIS Contact (if required)

1. Locate the previous **My NDIS Contact** details:
  - in the open interaction
  - in **Contacts** under **My NDIS Contact** (the previous person will have an end date).
2. Contact the previous **My NDIS Contact** for further information or complete a warm handover.

## 3.10.3 Complete plan tasks

1. If you are a:
  - **delegate**, approve the plan, using [SOP - Finalise and approve a plan](#).
  - **partner**, update the approved plan's **sub status** so the **Responsible Employee** is you.

## 3.10.4 Contact participant

1. Check the **Interactions** to see if the previous **My NDIS Contact** explained the changes to the participant.
2. Contact the participant and introduce yourself. Use the following template to support your conversation.

I am your new NDIS Contact

(If required) I have approved your plan

You will continue to receive:

- Regular check-ins
- Support to understand and use your plan
- Support to find and connect with funded and non-funded supports

Further information:

- Is there any information you would like to discuss?
- Do you have any questions?

My contact details are <provide your contact details>.

3. Add a closed **Interaction** outlining your discussion with the participant using [Interaction Templates – General – Contact with participant](#).
4. Go to [section 3.11 Next steps](#).



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## 3.11 Next steps

The new **My NDIS Contact** will support the participant to implement their plan.

## 4. Related procedures or resources

- [Interaction templates – General](#)
- [Interaction templates – Planning – CSN Children and Young People Pathway for referral or Early Intervention consultation](#)
- [SOP – Manage My Inbox – Individuals](#)
- [Standard CRM Inbox Structure - National Delivery](#)
- [SOP – Add, check or change a My NDIS Contact](#)
- [Complex Support Needs Branch intranet page](#)
- [Practice Guide – Children at risk of requiring accommodation outside the family home](#)
- [Practice Guide – Complex Support Needs Pathway](#)
- [Practice Guide – Motor Neurone Disease \(MND\)](#)
- [Interaction Templates – Planning – Plan submitted for approval](#)
- [SOP - Finalise Participant Streaming task](#)

## 5. Feedback

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



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## 6. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	CW0032	Class 2 approval. Standard Operating Procedure moved to the new Standard Operating Procedure format.	APPROVED	2021-02-14
2.0	LS0042 AGV957 JS0052	Class 2 Endorsed by State Manager NSW/ACT National Delivery, Branch Manager Participant Experience Delivery Group Partner Performance Branch, Branch Manager Complex Support Needs National Delivery.  Resource updated to include restreaming within 100 days of the plan end date, streaming from intensive and super intensive to general and supported, changes to streaming factors, and new steps outlining how to communicate changes to the participant and handing over to partners.	APPROVED	2021-04-12
3.0	SM0075 AMP299 GO0002 LNL387	Class 3 Approval System update Updated streaming process: all restream requests submitted in the System now automatically create a restream task which will workflow through WLM. This requires approval from an appropriate delegate. The approval process for a restream request has been moved to a new SOP – Finalise participant restreaming task.	APPROVED	2021-11-11
4.0	MBM478 LS0042 AGV957 CW0032	Class 2 approval Updates include: <ul style="list-style-type: none"> <li>the contents of the SOP – Complete My NDIS Contact</li> </ul>	APPROVED	2022-02-08





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Version	Amended by	Brief Description of Change	Status	Date
		<p>handover after participant restreaming within this SOP after stakeholder feedback</p> <ul style="list-style-type: none"><li>• adding steps to approve a restream request for self-approving plan delegates</li><li>• ILO as an exception for the restream process to be the same as SIL.</li></ul>		



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## Finalise Participant Streaming task

This Standard Operating Procedure (SOP) will help authorised National Delivery Operations team delegates finalise the Participant Streaming task in the NDIS Business System (System).

If you are a plan delegate self-approving the Participant Streaming task, follow the [SOP - Update participant streaming](#).

### 1. Recent updates

Date	What's changed
February 2022	This SOP has been updated to: <ul style="list-style-type: none"><li>include only the steps for authorised National Delivery Operations team delegates to complete this task</li><li>remove the steps for a self-approving plan delegate. This guidance is now located in <a href="#">SOP - Update participant streaming</a>.</li></ul>

### 2. Checklist

Topic	Checklist
Prerequisites	You have: <ul style="list-style-type: none"><li><input type="checkbox"/> drawn down a <b>Participant Streaming</b> task from WLM</li></ul>
Actions	<ul style="list-style-type: none"><li><input type="checkbox"/> <a href="#">3.1 Action Participant Streaming task</a></li><li><input type="checkbox"/> <a href="#">3.2 Next steps</a></li></ul>



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## 3. Procedure

### 3.1 Action Participant Streaming task

1. In your **My Inbox** select **Ready for Work**.
2. In **Type** select the **Participant Stream** task.

<input type="checkbox"/>	Due Status	Type	NDIS Number	Customer	Employee	User ID	Assigned on	Status
<input type="checkbox"/>	Overdue	Participant Stream.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02.06.2021	Open

3. Review the following details:

- **Record Additional Streaming Factors**
- **Review Previous Streaming Factors**
- **Streaming Decision.**

> Record Additional Streaming Factors

> Review Previous Streaming Factors

v Streaming Decision
 

Participant's Current Stream is: General

Recommended Streaming: General

Override Streaming Decision?:  NO

Justification: Enter justification template

Date of Streaming Request: 27.10.2021

4. Consider the information in the **Streaming Decision**, including:
  - the **Justification** about the participant's situation and reason for restreaming request
  - which streaming factors apply, refer to table [4.1 Table One – Streaming factors](#)
  - any evidence provided by the requestor
  - any relevant information on the participant's record.



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5. In **Streaming Approval** if your decision is to:
  - approve the request, select the radio button next to **Do you want to approve the streaming decision?** Change it to YES.
  - reject the recommended streaming, leave the **radio button** next to **Do you want to approve the streaming decision?** as NO.

6. In **Approver Notes** include your reason for decision using the following template:

Restream decision: <approved/rejected>  
 (If approved) <How will the proposed new stream support the participant to connect with the NDIS and implement their plan?>  
 Decision reason: <[Refer to Appendix 4.1 Table One – Streaming factors](#)>  
 (If rejected) <include any other relevant information. You may suggest further evidence to support a future restream request.>

7. Select **Submit**.
8. A message appears confirming **Form Submitted Successfully**, select **OK**.
9. Go to [section 3.2 Next steps](#)

## 3.2 Next steps

You have no further actions. The person who requested the restream update will:

- receive a **Participant Stream Acknowledgment** task in their **My Inbox**
- commence a handover to a new **My NDIS Contact** if needed.



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## 4. Appendix

### 4.1 Table One – Streaming factors

Streaming factor	Streaming value
<p><b>Participant has very minimal/no known informal or community supports</b></p> <p>A lack of informal supports <b>substantially impacts</b> the participant's ability to engage in planning and with services.</p> <p>Consider how well informal supports can help the participant engage with the NDIS, not the number of informal supports.</p>	Supported
<p><b>Participant has a primary mental health condition</b></p>	Supported
<p><b>Participant needs assistance during access.</b> For example, they need a face to face appointment.</p>	Supported
<p><b>Participant is culturally and linguistically diverse (CALD) or culturally isolated</b></p> <ul style="list-style-type: none"> <li>Participants from other cultures who are considered isolated from their community; or</li> <li>Participants whose primary language is other than English and are considered isolated from their community.</li> </ul> <p>Consider if either or both of these factors substantially impact the participant's ability to engage. You must also consider their level of informal supports and ability to engage with mainstream and community services.</p>	Supported
<p><b>Participant's visa status</b></p> <p>Holds a humanitarian/protection visa (sub class 202, 201, 866, 200, 204 or 203).</p>	Supported
<p><b>Participant has a parent/carer with disability</b></p> <p>Where the parent/carer's disability substantially impacts the participant's ability to engage in the planning pathway or in engaging services.</p>	Supported



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Streaming factor	Streaming value
<p><b>Participant's family has more than one child/family member with disability</b></p>	Supported
<p><b>Participant is currently involved with the justice system</b></p> <p>Participant is involved in the justice system at the time of the streaming review. The participant is:</p> <ul style="list-style-type: none"> <li>• in custody in a correctional facility such as prison, remand centre or youth detention centre; or</li> <li>• on bail, probation or parole and required by court order to report to a correctional or community correctional agency; or</li> <li>• serving a community based order; or</li> <li>• under forensic orders. This may include restrictions on the participant's movements and/or other requirements. For example, drug testing and/or attending prescribed treatment.</li> </ul>	Intensive
<p><b>Participant is currently involved with Child Protection</b></p> <p>Participant is involved with Child Protection at the time of the streaming review where:</p> <ul style="list-style-type: none"> <li>• the participant is at risk of harm or neglect and has been removed from their primary carer(s) or is living in an arrangement under active investigation by Child Protection; or</li> <li>• there are active child protection orders in place and the child is not in a settled environment. For example, temporary assessment order, interim accommodation order, family preservation order, family reunification order or a long term care order where the child's living arrangement is not stable.</li> </ul> <p><b>Note:</b> Government department involvement does not always mean the participant is currently involved with Child Protection. A child under long term care orders and in a stable placement may not require an intensive streaming factor as their Child Protection worker can support them to engage with the planning pathway effectively.</p>	Intensive
<p><b>Participant has recently been funded for 1:1 (or greater) 24 hour care due to behaviours of concern</b></p>	Intensive



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Streaming factor	Streaming value
<p><b>Participant is currently in or will be moving into shared supported accommodation or a large residential centre</b></p> <ul style="list-style-type: none"> <li>Participant resides on a permanent basis in a large residential centre or in supported independent living.</li> <li>The participant has been approved for SIL or ILO funding.</li> </ul> <p><b>Note:</b> Refer participants who reside or are likely to reside in a Residential Aged Care Facility to the Complex Support Needs (CSN) Branch. Follow <a href="#">SOP– Referral for Complex Support Needs</a></p>	Intensive
<p><b>Participant has a primary disability of spinal cord injury and this is recently acquired (&lt;9 months)</b></p>	Intensive
<p><b>Participant has a primary disability of severe brain injury and this is recently acquired (&lt;9 months)</b></p>	Intensive
<p><b>Participant needs multiple meetings/multiple stakeholders to engage with the planning pathway. May include stakeholders with conflicting inputs</b></p> <p>The participant needs intensive support to engage in the participant planning pathway and navigate the NDIS market. For example, the participant has complex disability related health support needs, and also needs extensive therapy and equipment.</p>	Intensive
<p><b>Participant has a history of abuse/neglect</b></p> <p><b>Note:</b> This streaming factor applies when the history of abuse/neglect significantly impacts the participant's ability to engage in the planning pathway.</p>	Intensive
<p><b>Participant has severe intellectual disability (level 10 or above) and they have no informal supports to assist with decision making</b></p> <p><b>Note:</b> Level 10 or above refers to the Internal Agency Assessment Tool (IAAT). Disregard the IAAT level when determining streaming. Instead use available evidence from reports, assessments and information collected during pre-planning.</p>	Intensive



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Streaming factor	Streaming value
<p><b>Participant has a severe acquired brain injury (level 10 or above) and they have no informal supports to assist with decision making</b></p> <p><b>Note:</b> Level 10 or above refers to the Internal Agency Assessment Tool (IAAT). Disregard the IAAT level when determining streaming. Instead use available evidence from reports, assessments and information collected during pre-planning.</p>	Intensive
<p><b>Participant has a diagnosed degenerative neurological condition which is progressing rapidly</b></p> <p>For example, Huntington's, Kuff's disease, some progressive Multiple Sclerosis types, early onset dementia.</p>	Intensive
<p><b>Participant has a diagnosis of Motor Neurone Disease</b></p> <p>For more information on MND, refer to <a href="#">Practice Guide – Motor neurone disease (MND)</a>.</p>	Super Intensive
<p><b>Participant is in hospital awaiting discharge</b></p> <p>This streaming factor is for use by <b>National Access Staff</b> when determining streaming after access met. This helps make sure these participants are given priority. Plan Developers should consider other streaming factors for participants who have entered hospital.</p>	Super Intensive
<p><b>Child participant is living outside the family home in formal voluntary out of home care arrangements. Or, the child participant is at imminent risk of needing accommodation outside the family home</b></p> <p><b>Note:</b> Make a referral to the Complex Support Needs (CSN) Branch if this has not already occurred.</p> <p>For more information refer to:</p> <ul style="list-style-type: none"> <li>• <a href="#">Practice Guide – Children at Risk of Requiring Accommodation outside the family home</a></li> <li>• <a href="#">Interaction Templates – Planning – CSN Children and Young People Pathway for referral OR Early Intervention consultation</a></li> </ul>	Super Intensive





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Streaming factor	Streaming value
For involvement with Child Protection refer to <a href="#">SOP - Referral for complex support needs</a> .	
<p><b>The participant has complex support needs which may impact their ability to engage with the NDIS</b></p> <p>You must refer participants with complex supports needs to the Complex Support Needs (CSN) Branch.</p> <p>Refer to <a href="#">SOP – Referral for complex support needs</a> and <a href="#">Practice Guide – Complex support needs pathway</a>.</p>	Refer to CSN Branch
<p><b>The participant is a younger person permanently, or is at risk of, residing in a Residential Aged Care Facility</b></p> <p>The Complex Support Needs (CSN) Pathway supports younger people permanently residing in a Residential Aged-Care Facility. You must refer Younger People in Residential Aged Care (YPIRAC) to the CSN Branch to be streamed as complex.</p> <p>Refer to <a href="#">SOP – Referral for complex support needs</a> and <a href="#">Practice Guide – Complex support needs pathway</a>.</p>	Refer to CSN Branch

## 5. Related procedures or resources

- [SOP – Update participant streaming](#)
- [SOP – Manage My Inbox – Individuals](#)
- [Standard CRM Inbox Structure - National Delivery](#)
- [SOP – Add, check or change a My NDIS Contact](#)
- [Practice Guide – Children at risk of requiring accommodation outside the family home](#)
- [Practice Guide – Complex support needs pathway](#)
- [Practice Guide – Motor neurone disease \(MND\)](#)

## 6. Feedback

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



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## 7. Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	SMOO75 AMP299 GO0002 LNL387	Class 3 approval  New SOP to provide delegates and restream delegates updated guidance on how to finalise the Participant Streaming task submitted by partners/agency planners. Previous instructions on finalising restreaming were in SOP – Update Participant Streaming.	APPROVED	2021-11-11
2.0	LS0042 AGV957 CW0032	Class 2 approval  Removed the instructions for the self-approving plan delegate and placed it in the SOP - Update Participant Streaming. This SOP is now solely for the use of authorised National Operations delegate.  Updated screenshots.	APPROVED	2022-02-08

# **Complete a streaming case (Streaming and Restreaming)**

SGP KP Publishing

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

- to understand streaming and restreaming
- when to complete a streaming case
- to consider the Complex and YPIRAC streams
- to create the streaming case
- to complete the streaming case
- if restreaming, to manually route the streaming case for decision
- to 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 local area coordinator that creates the Access Request case will complete the streaming case.

## 1 Recent updates

### 29 July 2024

Updated guidance on streaming factors for a person with Motor Neurone Disease (MND). They will need to be referred to the Younger People in Residential Aged Care (YPIRAC) stream.

## 2 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.

## 3 Understand streaming and restreaming

### 3.1 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. **Internally** this is called **streaming**. 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.

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 Aged Care and Hospital Interface Branch, formerly the Younger People in Residential Aged Care (YPIRAC) Branch.

If the person has restricted access, they will be supported by a planner.

### 3.2 Restreaming

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



## 4 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 right team.

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 the person's situation has changed
- receiving additional information
- identifying 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.

## 5 Consider the Complex and YPIRAC streams

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

### **For access delegates only**

Applicants with a disability due to terminal illness **who are eligible for the specialised planning pathway** don't need a referral to YPIRAC. Instead, they can be streamed directly to **YPIRAC**. Follow the steps in section **Create a streaming case**.

## 6 Create a streaming case

1. From the **Person Account**, select **Cases**.
2. Select **New**.
3. Select **Streaming**.
4. Select **Next**.
5. At **Type**, select either:
  - **Streaming** – if **Current Streaming** is **Not Specified** in the **Details** tab
  - **Restreaming** – if there's an existing **Current Streaming** value in the **Details** tab.
6. Select **Save**.

## 7 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 **Streaming factors** below to help you answer each question.
3. Select **Next**.
4. Review the **Stream** to make sure it's 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're from the Complex Support Needs (CSN) Branch or the Aged Care and Hospital Interface Branch.
  - For Complex or YPIRAC, you **must** complete a referral to the relevant branch for consideration. The relevant branch must accept the referral. Refer to section above **Consider the Complex and YPIRAC streams**.
  - **For access delegates only**: applicants with a disability due to a terminal illness **who are eligible for the specialised planning pathway** can be streamed directly to **YPIRAC**. You don't need to complete a referral to YPIRAC. This process is **only** for new applicants. Existing participants with a disability arising from a terminal illness should not be restreamed to YPIRAC.
  - **For partners or planners**: applicants with a disability arising from a terminal illness **who are eligible for the specialised planning pathway** should be streamed as **Super Intensive**. Access delegates will override this to YPIRAC where the applicant is suitable to enter the specialised planning pathway.
8. Select **Next**.
9. Review the **Auto calculated streaming value** and **Streaming questions and answers** to make sure they're correct. You can look at the **Identify Streaming factors** section of this article to check the **Auto calculated streaming value** is 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** – two or more Supported streaming factors or one Intensive streaming factor
  - **Super Intensive** – two or more Intensive streaming factors or one Super Intensive streaming factor
10. If incorrect, select **Previous** to update the **Streaming Questions**.
11. If streamed **Supported**, **Intensive** or **Super Intensive**, log an **Activity**:
  - 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**, record the information you used to select the streaming factor. Your notes must include the streaming factor, why it applies to this participant, and reference to any evidence you used to make this decision.
  - Select **Save**.

12. Select **Submit**.

## 8 If restreaming, manually route the streaming 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 down arrow next to the **Users** icon and then select **Queues**.
3. Search for **Re-Streaming Routing Queue** (restreaming only).
4. Select **Change Owner**.

## 9 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](#).

## 10 Identify streaming factors

### 10.1 Supported

Unless there are 2 or more, the following factors will result in a **Supported** stream:

- **Person has no known or minimal informal or community support**

Think about whether a lack of informal supports impacts the person's ability to engage with the NDIS. Look at how well informal supports can help the person engage with the NDIS, not the number of informal supports.

- **Person has a primary disability of mental health condition**
- **Assistance needed during access.** For example, they need a face-to-face appointment
- **Person is culturally and linguistically diverse (CALD) and culturally isolated**

Look at whether the person is from other cultures and are isolated from their community. Or their primary language is not English and they are isolated from their community. Think about whether either or both factors impact the person's ability to engage with the NDIS.

- **Person holds a humanitarian or protection visa**

Person has a 202 (Global Special Humanitarian), 866 (Protection visa) or 200, 201, 203 and 204 (Refugee visas).

- **Parent or carer with disability**

Think about if the person's parent or carer has a disability that impacts their ability to engage with the NDIS and other service systems.

If the person with disability is a parent or pregnant, think about the support they may need to navigate mainstream birth, parenting and health services and their connection to advocacy and peer support.

- **More than one child or family member with a disability**

### 10.2 Intensive

Unless there are 2 or more, the following factors will result in an **Intensive** stream:

- **2 or more Supported streaming factors**
- **Person currently involved with the justice system**

At the time the streaming case is completed, the person is either:

- in custody in a correctional facility such as prison, remand centre or youth detention centre
- on bail, probation or parole and required by court order to report to a correctional or community correctional agency
- serving a community-based order
- under forensic orders. This may include restrictions on the person's movements or other requirements. For example, drug testing or going to prescribed treatment.

If the person has complex support needs, you may need to refer the person to the Complex Support Needs (CSN) Branch. Follow article [Submit a referral to the Complex Support Needs \(CSN\) Branch](#).

- **Person currently involved with Child Protection.**



At the time the streaming case is completed, either:

- the person is at risk of harm or neglect and has been removed from their primary carer. Or is living in an arrangement under active investigation by Child Protection
- there are active child protection orders in place and the child is not in a settled environment. For example, temporary assessment order, interim accommodation order, family preservation order, family reunification order or a long-term care order where the child's living arrangement is not stable.

Government department involvement does not always mean the person is currently involved with Child Protection. A child under long-term care orders and in a stable placement may not need an Intensive streaming factor, as their Child Protection worker can support them to engage with the NDIS effectively.

- **Person has recently been funded for 1:1 24-hour (or greater) care due to behaviours of concern.**

Behaviours of concern can be any behaviour that results in adverse impact on the person's quality of life, including:

- physical or verbal aggression
- property damage
- inappropriate sexual behaviour
- disinhibited and impulsive behaviour
- self-injurious behaviour also referred to as self-harm, which can present differently with each person. It can include head banging or picking and hitting, although may not be an attempt to cause harm.

In mental health settings, the term 'self-harm' usually refers to intentional harm without suicidal intent such as neglect, cutting, ingesting objects and self-poisoning.

If the participant has complex support needs, you may need to refer the person to the Complex Support Needs (CSN) Branch. Follow article [Submit a referral to the Complex Support Needs \(CSN\) Branch](#).

- **Person is currently in, or will be moving into, shared supported accommodation or a large residential centre.**

Person permanently lives in a large residential centre or in supported independent living (SIL). Or they have been approved for SIL or individualised living options (ILO) funding. Living in or being likely to live in a residential aged care facility is a YPIRAC streaming factor.

- **Person has a primary disability of spinal cord injury which is recently acquired (<9 months)**
- **Person has a primary disability of severe brain injury which is recently acquired (<9 months)**
- **Multiple meetings or multiple stakeholders to engage with the planning pathway. May include stakeholders with conflicting inputs.**

Look at whether the person needs an intensive level of support to engage with the NDIS and navigate the NDIS market. For example, if the person has complex disability-related health support needs and needs extensive therapy and equipment.

- **Person has been a victim of abuse (physically, verbally and or emotionally) or neglect**

The history of abuse or neglect significantly impacts the person's ability to engage with the NDIS.

- **Person has a history of abuse or risk behaviour towards others**
- **Person has severe intellectual disability (level 10 or above) and no informal supports to help with decision-making.**

Level 10 or above refers to the Internal Agency Assessment Tool (IAAT). Disregard the IAAT level when determining streaming. Instead, use available evidence from reports, assessments and other supporting information.

- **Person has a severe acquired brain injury (level 10 or above) and no informal supports to help with decision-making**

Level 10 or above refers to the IAAT. Disregard the IAAT level when determining streaming. Instead, use available evidence from reports, assessments, and any other supporting information.

- **Person has a diagnosed degenerative neurological condition which is progressing rapidly**

For example, Motor Neurone Disease (MND), Huntington's disease, Kuf's disease, some progressive Multiple Sclerosis types and early onset dementia.

If the person has MND, you'll need to refer the person to the YPIRAC stream. Follow article [Create a referral to Younger People in Residential Aged Care \(YPIRAC\) in an enquiry case](#).

### 10.3 Super Intensive

2 or more Intensive streaming factors will result in a **Super Intensive** stream.

# **Approve or override a streaming case (Streaming and Restreaming)**

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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.

# 1 Recent updates

## 6 May 2024

Clarified specialised planning pathway for applicants with a disability arising from a terminal illness. This is only to be used by access delegates.

## 2 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.

## 3 Understanding streaming and restreaming

### 3.1 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.

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.

### 3.2 Restreaming

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

### 3.3 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.**



## 4 Change the case owner

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

## 5 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 work instruction [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.
  - **For access delegates only:** Applicants with a disability arising from terminal illness **who are suitable to enter the specialised planning pathway** can be streamed directly to **YPIRAC**. You don't need to complete a referral to YPIRAC. This process is **only** for new applicants. Existing participants with a disability arising from a terminal illness should not be restreamed to YPIRAC.
4. Select **Next**.
5. Review the **Auto calculated streaming value** to decide whether to approve or override.

### 5.1 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.
  - **Note:** Applicants with a disability arising from terminal illness who are suitable to enter the specialised planning pathway can be streamed directly to YPIRAC by access delegates **only**.
2. At **Reason for changing streaming value in submitted request**, select **System miscalculation of streaming value**.
3. Select **Approve**.
4. Select **Submit**.

### 5.2 If override

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

- **Note:** Applicants with a disability arising from terminal illness who are suitable to enter the specialised planning pathway can be streamed directly to YPIRAC by access delegates **only**.
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**.

## 6 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.

## 4 Think about a referral to the Complex Support Needs Branch

### 4.1 Identify CSN streaming factors

To decide whether the person needs a referral to the CSN Branch, you **must** identify situational and personal factors. These include:

#### 4.1.1 Accommodation

- children living out of the family home or imminent need for outside home accommodation. Refer to [Guide – How to support children and young people to remain in their family home](#) for more information.
- homelessness.

#### 4.1.2 Behaviours of concern

- risk to self or others
- identified behaviours of concern and/or regulated restrictive practice
- deterioration in behaviour/creating a risk to self or others.

#### 4.1.3 Disability

- multiple diagnosis
- multiple and complex disabilities
- multiple family members with disability.

#### 4.1.4 Engage with government

- voluntary or involuntary involvement in other government service systems. In particular health, child protection, guardianship orders, mental health and justice.
- impacting their ability to engage with the NDIS. This could be hard to reach or difficulty engaging (including a significant psychosocial disability or someone who is itinerant).

#### 4.1.5 Markets

Markets refers to the service delivery markets and their capacity to support people.

- limited or no service delivery available in remote areas
- thin or exhausted markets in regional areas.

#### 4.1.6 Supports and care

- limited or no informal supports (for example, advocate, guardian, nominee) and informal support (for example, family member, carer, friend support) to assist with decision making or engaging in planning.
- transitional supports for returning to the community (for example leaving rehabilitation or hospital, incarceration)
- stressed care arrangements. An immediate unmet need for targeted support or a crisis situation due to a sudden unexpected change in the person's circumstances.

#### 4.1.7 Vulnerable

- increased risk of significant harm from abuse or neglect
- impact of trauma or abuse
- limited or no expressive communication.

For more information, refer to the [Guide – Complex support needs \(CSN\) pathway](#).

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

### 4.1 Streaming

Streaming helps predict the support level each participant will likely need to deal with the NDIS. Streaming won't affect the level of reasonable and necessary supports in the participant's plan. Participant streaming levels safeguard them to make sure there's appropriate resources and expertise.

## s47F - personal privacy, s22(1)(a)(ii) - irrelevant material

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## 9.1 Streaming

In the System, streaming can be updated at any point in the pathway. Based on how the participant is streamed, they will be provided with the appropriate level of support to engage in the development of their plan. For example, the participant may have one or more Super Intensive streaming factors. The Super Intensive streaming results in plan development with an NDIA planner and the inclusion of a support coordinator to support the implementation of the plan. In this way, participant streaming levels safeguard the participant by ensuring appropriate resourcing and expertise.

The participant may also be referred to the Complex Support Needs Pathway for additional support. As circumstances stabilise for the participant and this safeguard is no longer required, they may exit the Complex Support Needs Pathway. A handover of information should occur so the participant is supported in the generalist pathway.

For more information, refer to the [Standard Operating Procedure – Update Participant Streaming](#).

**Note:** The term streaming is for internal use only.

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