SGP Knowledge Article Template

For Internal Use Only

The contents of this document are OFFICIAL.

Understand disability requirements

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

- understand disability requirements
- know how to weigh evidence against requirements.

Recent updates

July 2023

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

Before you start

You have:

- read and understood Our Guideline – Applying to the NDIS, in section **Do you meet the disability requirements?**
- read article **What evidence of disability is required?**

Disability requirements

What are the disability requirements?

A person will meet the **disability** requirements if:

- their disability is caused by an impairment
- their impairment is likely to be permanent
- their permanent impairment significantly reduces their functional capacity to move around, communicate, socialise or learn, or undertaking self-care or self-management tasks.

- their permanent impairment affects their ability to work, study or take part in social life
- they'll likely need support from the NDIS for their whole life.

We'll likely decide a person diagnosed with a List A condition will meet the disability requirements if they give us evidence of the diagnosis.

Note: There are also different requirements for:

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

Consider these articles when you check evidence for a decision:

- **Check evidence for a decision – List A condition**
- **Check evidence for a decision – impairment caused disability**
- **Check evidence for a decision – disability requirements – likely permanence**
- **Check evidence for a decision – significant functional impact**
- **Check evidence for a decision – disability requirements – social and economic impact**
- **Determine lifetime support eligibility**.

How to weigh evidence against the requirements

For applicants who do not have a List A condition, they must have a range of evidence from their treating health professionals.

When you weigh the relevance and importance of the provided disability evidence, consider:

- who is providing the evidence of disability?
- how old is the evidence of disability (particularly relevant for functional capacity evidence)?

Next steps

To action an access decision case, go to articles:

- **Make an access decision**
- **Check evidence for a decision – age and residence requirements**

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	JJO192	New article split from 'Check evidence for a decision – impairment caused disability	DRAFT	2023-06-28
0.2	TER030	Peer review	DRAFT	2023-06-28
0.3	JJO192	Actioned peer review	DRAFT	2023-06-28
0.4	JJO192	Action VT review. Maintained language for consistent guidance. Flesch Readability 36 Grade 9.6 Passive voice 7.02%	DRAFT	2023-06-28
0.5	VFK746	EL1 review of EL2 feedback implementation	DRAFT	2023-07-03
0.6	VFK746	EL1 actioning of EL2 feedback – submit for SD and Partner review	DRAFT	2023-07-04
0.7	VFK746	EL1 actioning of SME feedback	DRAFT	2023-07-07
1.0	EMN960	EL2 approval to publish	APPROVED	2023-07-07

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Add a new primary disability

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for access delegate, internal review delegate, planner delegate, planner (non-partnered area) to:

- add a new primary disability.

Note: For partner and National Contact Centre staff, use article Request a participant disability change.

Recent updates

2 April 2024

Guidance update to eligibility reassessment referrals for early intervention participants.

Before you start

You have either:

- received information the participant's primary disability needs to be added to their person account or been allocated an Enquiry case to add a new primary disability

And have:

- checked if the participant joined the NDIS **under the early intervention requirements.** If **yes,** then they **must** have an eligibility reassessment. Use article Understand eligibility reassessment referral requirements. End of process.
- assessed the proposed primary disability with the disability requirements of the NDIS Act (2013). Use article Understand disability requirements and Our Guideline – Applying to the NDIS, in section **Do you meet the disability requirements?** If you're still not sure, use article Request a participant disability change to contact the National Planning Support Team (NPST) for support with an **Enquiry** case.
- contacted the Technical Advice and Practice Improvement Branch if the proposed primary disability is either a chronic or potential terminal health condition

And, if you noted it's **not** a participant request, you have:

- checked if it's an authorised representative request and looked at the representative's authority, using articles Consent to act on applicant behalf and Check consent, nominee, child representative or self-representation authorities.
- completed a security check and identity confirmation if required, use article Consider a request for personal information.

Add a new primary disability

There can only be **one** reported condition identified as the primary disability.

To add a new primary disability, first you'll need to change the current disability.

Do **not** add an end date to expire the current recorded primary disability.

Change current disability

1. From the **Person Account,** select **Cases** tab, then **New**.
2. Select **Update Person Account** then **Next.**
3. Complete the relevant details and select **Save**.
4. Select the **Update Person Account** tab and choose **who is making the request** from the drop-down.
5. Select **Next.**
6. In **What would you like to update?** select **Disabilities**, then select **Next.**

   Note: This option is only available for users with the relevant permissions. For example, the Planner Delegate skill permission.
7. The **Disabilities** screen will display the **Primary Disability**.
8. At **Primary Disability**, select the drop-down arrow, then select **Edit.** The **Disabilities** screen will appear.
9. Deselect the **Primary Disability** checkbox.

   Note: Do **not** add an **End Date** to any disability, current or previous.
10. Select **Save**.

Add new disability

Do **not** add a new current disability for an **early intervention participant**. They **must** have their NDIS eligibility checked. Use article Understand eligibility reassessment referral requirements.

1. Select **New** to display a new **Disabilities** screen.
2. Add the new primary disability, for:
   - access delegates, use the **Select reported condition** or **Select assessed impairment** fields
   - planner delegates, use the **Select assessed Impairment** field.
3. Select the **Primary Disability** checkbox.
4. Only authorised delegates with relevant permissions can verify a disability. Authorised delegates should select the **Is Verified** checkbox, for example, access assessor or the NPST Delegates.
5. Enter today's date at the **Start Date. Do not future** date the primary disability.

   Note: There can't be multiple primary disabilities.
6. Enter **Onset Date**, if known. Do **not enter** an **End Date**.

   Note: If the disability has an end-date, it will no longer show in the participant's Person Account. Even if this disability no longer relates to the participant, it forms part of their account history.
7. Select the **Evidence** type from the drop-down list, then select **Save**.
8. Select **Next**.

Add evidence documents

1. Select **Documents** tab.
2. Upload required evidence using articles:
   - Add documents to a case
   - What evidence of disability is required?

Knowledge Article

For Internal Use Only

Record decision reason

1. You **must** explain the **Person Account** update. Log an **internal communication** activity to explain the reason. Use article Log an activity or internal note.

Case review

1. Select **Update Person Account** tab.
2. Review the details and select **Submit** or select **Previous** to make any changes.

Next steps

1. You **must** log an activity, if you've had contact with a:
    - person with disability
    - participant
    - their provider
    - an authorised representative.

    Use article Log an activity or internal note.

Article labels – internal use only

PACE user role names

Add:

Delete:

Topics

Add:

Delete:

Case names

Add:

Delete:

Ownership

Add:

Delete:

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	EL2 review – progress to QA and publishing	APPROVED	2023-12-15
2.0	EMN960	EL2 review and approval to QA and publish	APPROVED	2024-02-20
3.0	EMN960	EL2 review and approval to QA and publish	APPROVED	2024-03-25

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Request a participant disability change

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for all NDIA and partner staff to request a participant disability change.

Recent updates

2 April 2024

Guidance update to eligibility reassessment referrals for early intervention participants.

Before you start

You have:

- received information to add or change the participant's primary disability.
- checked if the participant joined the NDIS **under the early intervention requirements**. If **yes**, then you **must** refer them for an eligibility reassessment. Use article Understand eligibility reassessment referral requirements. End of process.

Note: Do **not request** a participant disability change for an early intervention participant.

- checked whether the request is from an authorised representative and looked at the representative's authority. Use either article Consent to act on applicant behalf or Check consent, nominee, child representative or self-representation authorities.
- completed a security check and identity confirmation, if required, with article Consider a request for personal information.

Request a participant disability change

Only delegates with the relevant permissions can change a participant's recorded disability in their **Person Account**. Staff that are not authorised to action a participant disability change, can request an update at any part of the participant's journey.

Note: The National Planning Support Team manage these requests. However, delegates in some specialist work groups may complete these updates.

1. Create an **Enquiry** by following **steps 1- 6** in article Create an enquiry case.
2. Under **Categorisation** select the following:
   - **Enquiry Type** select **Planning & Monitoring**
   - **Category** select **Reports and Evidence**
   - **Subcategory** select **Updated**.
3. Select **Next.**
4. In the **Risk Matrix** view, select **Yes** to see a risk list and select all which apply. Otherwise, select **No** if there are no risks.
5. Select **Next.**
6. Complete the **Enquiry note** section using the following template:
   - Current primary disability:
   - Proposed primary disability (if applicable):
   - Current secondary disability (if applicable)
   - Proposed secondary disability (if applicable):
   - Evidence of disability provided, and documents linked:
7. At Enquiry Outcome select Re-assign this enquiry to another user.
8. At **Case Reassignment Reason**, select **Referral National Delivery**.
9. At Select **User or Queue**, select **Queue**.
10. At **Case Owner**, do a manual search and select **Re-Streaming Routing Queue.**
11. Select **Next**.
12. Review the details and select **Submit**, or select **Previous** to make any changes.
13. The **Enquiry** case will open. Upload evidence in the **Documents** tab of the case as required.
    - To check disability evidence, use articles What evidence of disability is required? and Check treating professional details.
    - Use article to Add documents to a case.

Next steps

1. The case will progress to the next appropriate staff member for a decision.
2. When this request progresses, the outcome is communicated via the enquiry case's activity log. It'll re-assign to the creator. The creator is responsible for closing the case. Use article Manage an enquiry, in section **Action enquiries releated to an open case**.
3. The task function will ask for more information if needed.

Article labels – internal use only

PACE user role names

Add:

User role name label

Topics

Add:

Delete:

Case names

Add:

Delete:

Ownership

Add:

Delete:

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.0	EMN960	EL2 Review and approval	APPROVED	2023-12-15

2.0	EMN960	EL2 Review and approval to QA and Publish	APPROVED	2024-03-25