

Complete a streaming case (Streaming and Restreaming)

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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.