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Legislation change: Cutover period

Request made before 3 October 2024 – [Apply previous legislation](#)



[Knowledge Article – Update legislation selection in an access request case \(external\)](#)

Request made on or after 3 October 2024 – [Apply current legislation](#)

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Facilitator notes:

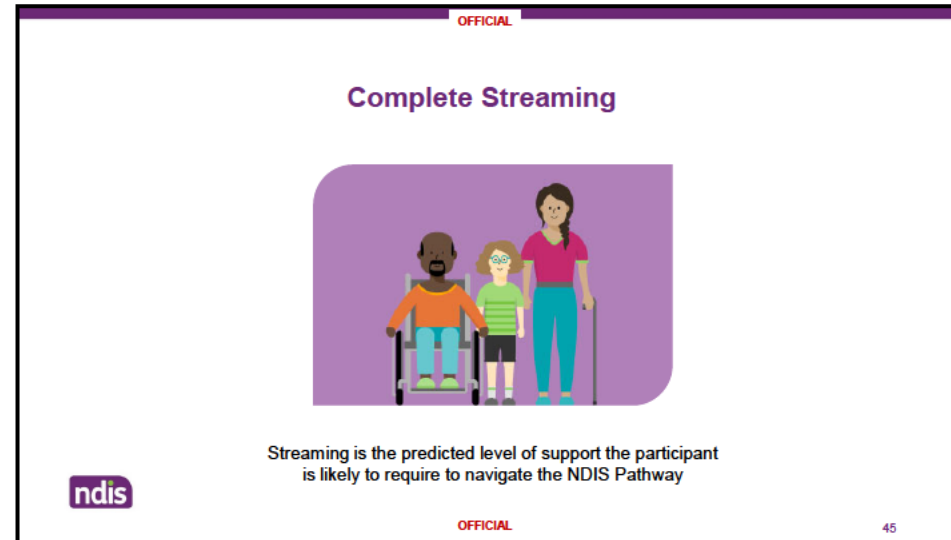
Say

Next, we need to check that the correct version of the legislation has been selected for an access request.

We assess access requests against the previous legislation if made before 3 October 2024 and against the current legislation if made on or after 3 October 2024.

If the incorrect legislation has been selected, please refer to guidance.

Click [to go to next slide]



Facilitator notes:

Say

We are now going to look at Streaming.

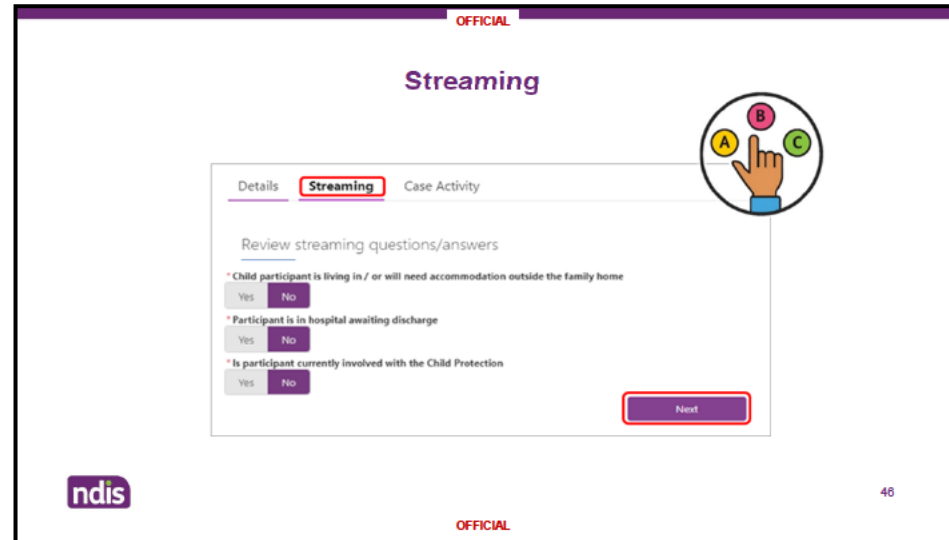
Participants entering the National Disability Insurance Scheme (NDIS) have unique circumstances and differing levels of knowledge about how the NDIS works.

A service stream response otherwise referred to as streaming, is the predicted level of support the participant is likely to require to navigate the NDIS Pathway.

It does not refer to the complexity of the person's disability, as some people with complex disabilities will require minimal agency assistance.

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

Click [to go to next slide]



Facilitator notes:

Say

Participants can be streamed as:

- General
- Supported
- Intensive **or**
- Super Intensive

The Streaming case **must** be completed before submitting an Access Met decision. It is only completed for Access Met decisions, not for Access Not Met decisions.

To complete streaming you will consider a number of questions in line with the evidence that has already

been provided about the participant. On the slide you can see a screenshot of what this looks like in PACE.

The answers to these questions will then help the system to calculate a recommended streaming option.

The Partner will have created a Streaming case. When you are completing a Streaming case, you may need to change the recommended level of streaming or simply leave it as it already is.

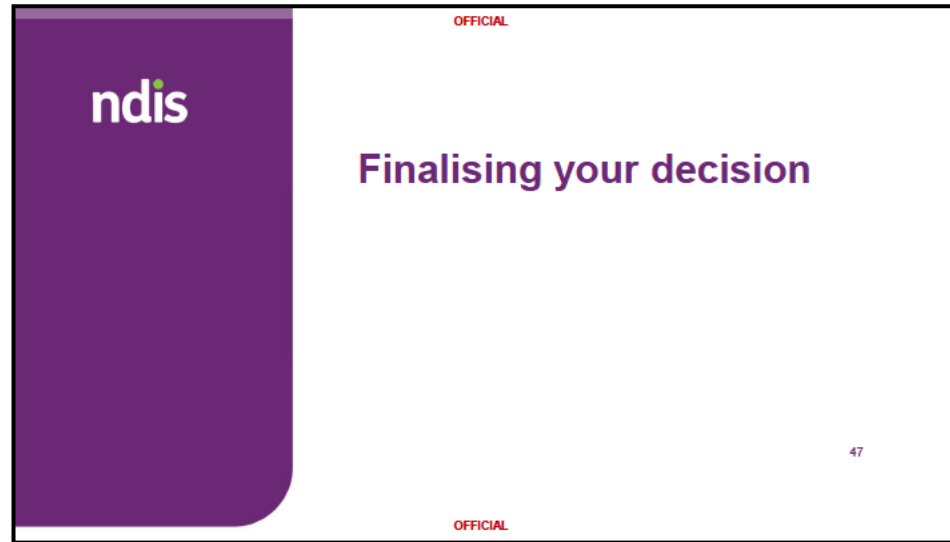
This process is explained in greater detail in the relevant Knowledge Article.

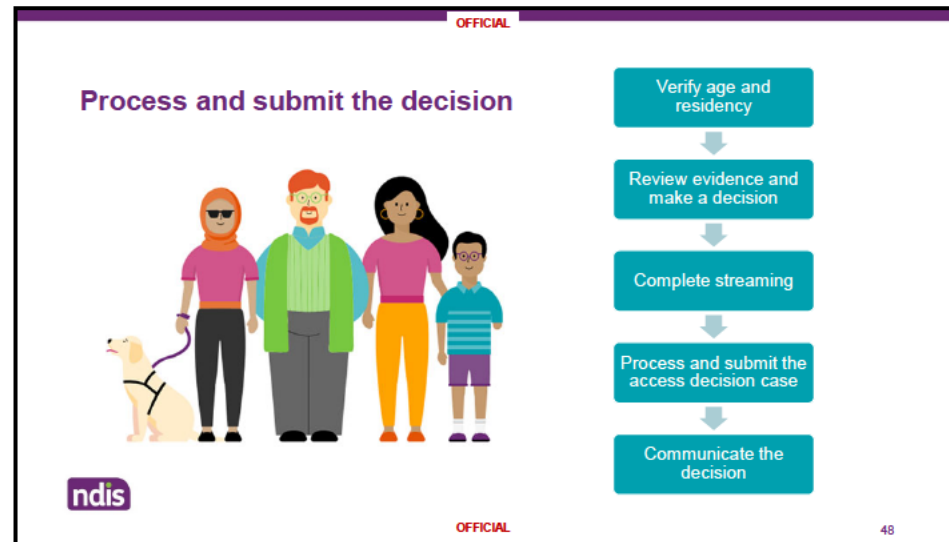
It is important to complete this task correctly, as it is used to determine what support a participant requires to engage with the NDIS.

If you are unsure about how to answer any particular question based on information that you have, you can check with your Team Leader.

It is important that you complete the Streaming case prior to making an Access Met decision. This will ensure that it progresses correctly through to the Planning stage, once you have made your decision.

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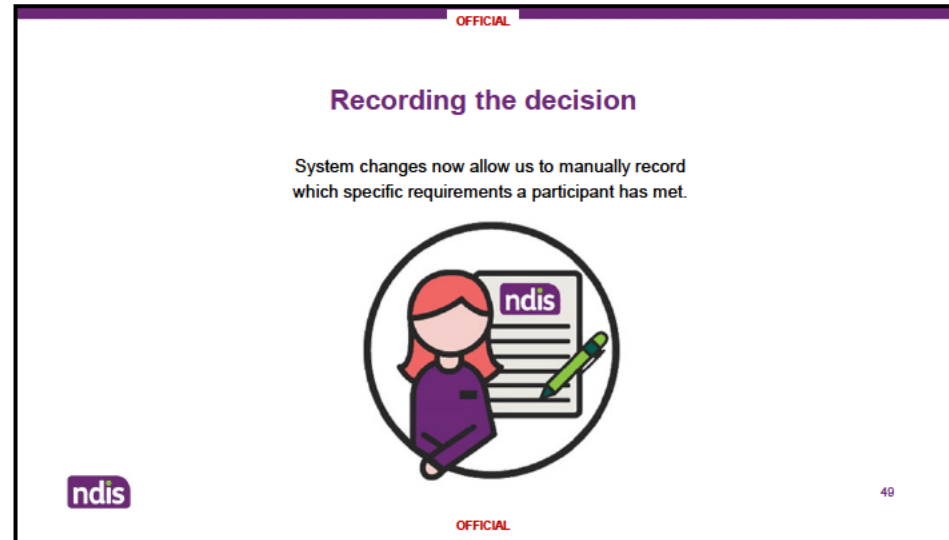
Facilitator notes:

Say

Finalising an access decision involves submitting the decision into PACE and communicating the outcome to the applicant.

You will be given a live/video recorded demonstration of how to finalise access decisions throughout the training.

Click [to go to next slide]



Facilitator notes:

Say


Once we've made our decision, we need to accurately record it in the access decision case in PACE.

This includes manually recording whether the disability and/or early intervention requirements are met.

Click [to go to next slide]

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Communicate decision outcome



- Communicating our decision outcomes is one of our service commitments.
- We take the time to talk to applicants and thoroughly explain the reasons for our decisions and next steps.

[Knowledge Article: Contact to advise access request outcome \(external\)](#)

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Facilitator notes:

Say

Communicating our decision outcomes is one of our service commitments.

We take the time to talk to applicants or their representatives and thoroughly explain the reasons for our decisions and next steps.

We send applicants an outcome letter explaining our decision.
We also provide advice about next steps the applicant can take.

This includes explaining referring the applicant back to their Local Area Coordinators or Early Childhood Partners who may be able to support the person to find mainstream and other community supports.

It also involves explaining the person's review rights.

Different process steps apply to some scenarios and it's important that you refer to the appropriate guidance **before** communicating a decision outcome to align with the most up to date requirement. The knowledge article 'Contact to advise access request outcome' is useful to refer to before communicating a decision outcome.


We will look more closely at review rights in a moment.



Click [to go to next slide]

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Reviewable decisions

<p>Internal reviews</p> <ul style="list-style-type: none"> • Must be requested within 3 months of access decision outcome • Are completed by the Internal Review Branch 	<p>External reviews</p> <ul style="list-style-type: none"> • Can only be requested after an internal review has been completed • Must be requested within 28 days of internal review decision outcome • Are completed by the Administrative Review Tribunal (ART)
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Facilitator notes:

Say

We learnt earlier that certain decisions made by the NDIA carry formal rights of review under the NDIS Act.

For example, access not met decisions are reviewable decisions.

If an applicant disagrees with this decision, they can request a review within 3 months of receiving the decision notice.

If the request for review is not made within the 3-month timeframe, the person has the option to make a new access request.

The Access Internal Review Team of the Internal Review Branch handles internal reviews of access decisions.

If the applicant still disagrees after the internal review, they can request an external review by the Administrative Review Tribunal (ART).

However, they must first complete the internal review process. Applicants have 28 days to request an external review after receiving the internal review decision notice.

Pause

When you make the “access not met” phone call, it’s your responsibility to explain these review rights to the applicant.

Note that if a person meets access for one impairment but not for another, this decision is not reviewable.

We make one overall access decision, and declining another impairment does not qualify for review.

This is because an overall “access met” decision is not reviewable.

Click [to go to next slide]

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Useful resources

[Knowledge Article – Prepare to make an access decision \(external\)](#)
[Knowledge Article - Make an access decision - pre-legislation changes \(external\)](#)
[Knowledge Article - Make an access decision - post legislation changes \(external\)](#)
[Access and ER decision tree \(external\)](#)
[Knowledge Article - Make an access decision - pre-legislation changes \(external\)](#)
[Knowledge Article - Make an access decision - post legislation changes \(external\)](#)
[Developmental Delay – Access Assessor OneNote \(external\)](#)
[Hearing Impairments – Access Assessor OneNote \(external\)](#)
[Streaming – Access Assessor OneNote \(external\)](#)
[Knowledge Article – Submit an access decision \(external\)](#)
[Knowledge Article: Contact to advise access request outcome \(external\)](#)



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Facilitator notes:

Say

Here are some links that may be useful. I will give you a minute or two to open these links.

Note: It is important to read additional links within articles to ensure you have all required information.

[Allow learners time to open links.]

Click [to go to next slide]



Facilitator notes:

Say


To wrap up today's training, let's check on your well-being e.g. How are you feeling so far, can everyone please post a GIF or emoji in the chat, that indicates how you are feeling.

[Allow learners to post their GIF or emoji. Respond and discuss as necessary.]

[Open the floor to questions.]

End of presentation

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Version control

Version	Amended/ Approved by	Brief Description of Change	Status	Date
V1.0	CH0026	<p>This package integrates content from both the "Make a Decision One" and "Make a Decision Two" modules. It includes updates to reflect recent legislative changes.</p> <p>The content has been condensed and reorganised to follow a more logical sequence, with rewritten sections to enhance clarity and comprehension.</p>	APPROVED	2024-11-04

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Hidden Slide – Version Control