



Disability Services Commission

# Western Australian National Disability Insurance Scheme (WA NDIS) Operational Policy

## Review of Plans

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### 1. Key words

Plan, review, goals, strategies, achieved, supports, change, eligibility.

### 2. Policy statement

This operational policy outlines the approach to the review of WA NDIS plans.

### 3. Principles

The person with a disability is central to the planning process. The planning process includes people who are known and trusted by the person in accordance with the person's preferences.

The review process will provide an opportunity for all those involved to share and discuss outcomes, creative new ideas, strategies and approaches for the future.

Planning will incorporate individualised strategies that encourage, support and prioritise the use of informal supports and local community connection.

Planning may identify a requirement for formal supports and services, however these are most effective when they are complementary to, and strengthening of, informal natural relationships and connections in the person's life.

### 4. Introduction

Individual plans developed in WA NDIS are reviewed at least once every 12 months to determine whether the plan supports assisted the person to achieve their plan goals. The review is undertaken with the person with disability and any other people they wish to include, or otherwise identified persons, who may have relevant information. This will also include any formally appointed substitute decision makers such as guardian or administrator.

## 5. Implementation

This operational policy will be implemented in WA NDIS.

Other than the initial plan, a new plan can be created only following the review of the existing plan.

A plan review is triggered by one of the following:

1. in accordance with the review date as indicated in the individual's plan being:
  - no longer than 12 months from the plan's endorsement date
  - a period less than 12 months from the plan's endorsement date nominated at that time, as coinciding with anticipated life event points or a set of identified circumstances.
2. as requested by the person or their representative or initiated by the Local Coordinator in response to:
  - change of goals which necessitate a change of plan strategies
  - change of life situation
  - change in funding request
  - change of disability service provider which results in a change of goals, change of strategies or change of funding
  - as a result of plan monitoring activities
  - the funding being used for a completely different purpose or goal than for which it was originally allocated
  - change in status related to eligibility requirements.

### Areas for plan review

The plan review seeks to determine how well the strategies have assisted the person to achieve their goals and their satisfaction with these supports. The person, with the Local Coordinator and relevant others will consider the plan in relation to achievement of goals by identifying:

- what he or she has achieved
- what has worked well and what can be built on for the future
- what has not worked, why and what can be learned as a result
- what should be changed for the future.

This will inform the development of the new plan.

### Plan changes

In some circumstances the plan may need changing to address:

- an unexpected short term change of need
- the addition of in-kind supports to the plan
- a change in service provider (without change in funding or goals).



A change to the current plan does not necessarily require a plan review and development of a new plan. However, a full review and development of a new plan should be considered if the change is likely to be significant and ongoing.

Sometimes there is a need to progress a plan so that the person with disability can commence receiving some of the supports and services in a timely manner while the other strategies continue to be developed, or negotiations (regarding approval, or funding or service model for example) continue. This may also be necessary in order to allow for formal Review and Appeal processes.

### **Eligibility status review**

Where there is a change in a person's circumstances which results in the eligibility requirements no longer being met, the person is no longer able to participate in WA NDIS (for example, people eligible on the basis of meeting the early intervention requirements). This change, identified either by the person or the Local Coordinator, initiates a plan review and potentially cessation of support.

### **Reviewable and appealable decisions**

WA NDIS decisions in relation to plan review requests are reviewable and appealable decisions. At the time of the decision, the individual will be advised in writing that the decision can be reviewed and appealed, and the review and appeal process will be explained.

## **6. Compliance**

Compliance with this policy is mandatory.

## **7. Communication**

This document will be published on the Disability Services Commission's website and intranet, and relevant employees and other stakeholders advised of its existence.

## **8. Evaluation and review**

This policy will be reviewed in 24 months or whenever required by a significant change to relevant policy, people, process, technology and/or information. Evaluation of the policy will take into account operational learning, feedback from stakeholders and relevant data.

## **9. Related documents**

WA NDIS Planning Framework

WA NDIS Operational Policies:

- Plan Development and Plan Changes
- Reviewing and Appealing WA NDIS Decisions