

Information sheet for DSOs – Reporting on individual plans

This document outlines how disability service organisations (DSOs) should report and document individual plans for the current reporting period. 'Individual plan' in this document refers to the 'current plan' the individual is using to work towards their broader long term plan and life goals.

Section One - Introduction

The nature of disability services is changing. To support the transition we need new approaches to the way we record and report information about individuals, service use and funding.

The Commission defines contemporary services as services which enable people with disability to exercise choice about service delivery and use of funding so they have control over their lives and the services that support them to the extent they choose. At the heart of contemporary service provision is individualised planning. By working with an individual to establish their goals and assess achievement of those goals, we emphasise their control and choice.

During this period of change there are a number of ways in which people with disability can connect with the WA disability service system including WA NDIS My Way, My Way, Local Area Coordination (LAC) or directly with a disability service organisation. Regardless of how the person with disability connects with the system the fundamentals of individual planning are the same, however, there are some differences in how plans are documented and reported. The Commission's reporting requirements need to accommodate these differences while making sure the information collected is comparable. (Note: this reporting information does not apply to services delivered in the NDIS NDIA Hills trial site.)

The Commission reports to Parliament on individual plans in two ways: timeliness and effectiveness. DSOs are currently required to report on timeliness only while LACs are required to report on timeliness and effectiveness.

Timeliness of individual plans

Diagram one (below) illustrates how the timely development of individual plans is measured.

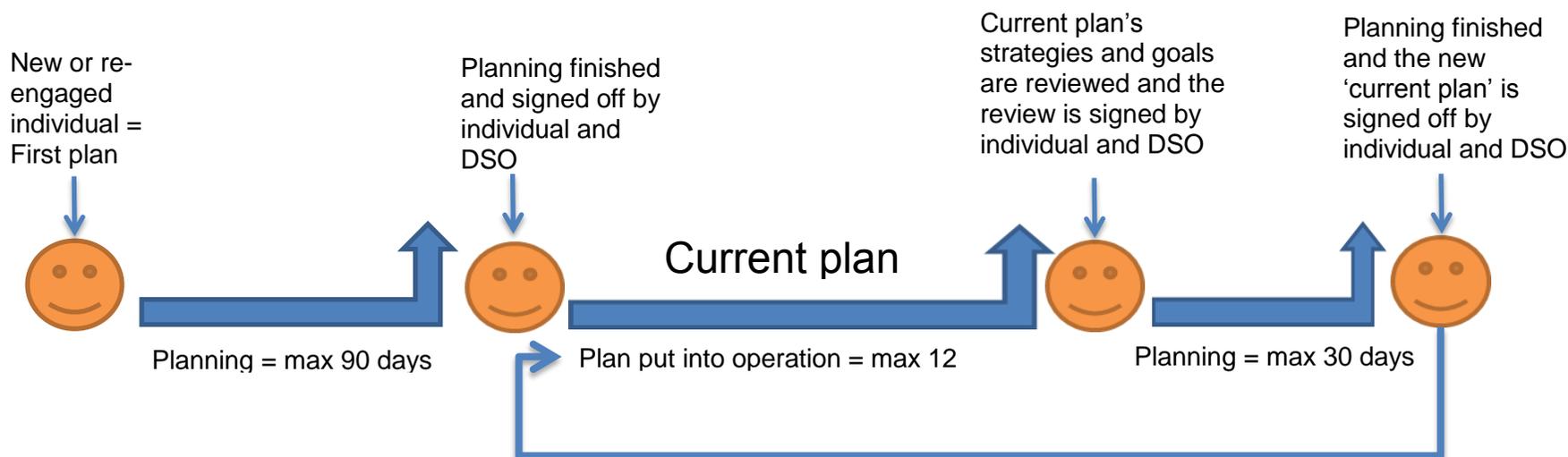


Table one (below) explains the timeliness measurements in more detail.

Table one

Timeframe	Maximum time
For a new or re-engaged individual with a first plan (see definition below) the maximum time between the planning start date and the date planning is finished and signed off by the individual and the organisation.	Three months (90 days)
Maximum time between when the planning is finished and signed off by the individual and the organisation and the review of the plan is signed off by the individual and the organisation.	12 months (365 days)
Maximum time between when the review of an individual's plan is completed and planning for the next 12 months is finished and signed off by the individual and the organisation.	One month (30 days)

First plan = the first plan that is developed for a person with disability who has come in contact with the disability service organisation for the first time or re-engaged with an organisation after a period of absence.

These timeframes are measured using the following dates:

- The date planning starts
- The date planning is finished and signed off by the individual and the organisation
- The date the plan review is completed and signed off by the individual and the organisation.

The definitions for these dates and how the information is gathered, in the context of a disability service organisation, are outlined in Section two – Evidence and guidelines.

Effectiveness of individual plans

Reporting on the effectiveness of an individual plan is measured by the achievement of each goal within the plan. Goal achievement is based on the person with disability's perception when the plan is reviewed. Reporting on individual plan effectiveness is a current requirement of LACs but not of DSOs. While DSOs are not currently required to report on the effectiveness of individual plans, it is an expectation that individual outcomes are monitored at the review.

Exceptions to reporting on individual plans

Whilst it is expected that disability service organisations will develop individual plans with the people with disability who use their service and report to the Commission as outlined above, there are exceptions to this requirement.

Organisations do not need to report on individual plans when:

- there is a Local Area Coordinator or My Way Coordinator undertaking planning with the individual (refer to detailed description below)
- the person with disability has transitioned to the NDIA Perth Hills trial
- the service is a one-off service occurrence, such as the purchase of a piece of equipment
- the service is provided through funding other than individual funding (block funding).

Determining if a person with disability has an individual plan with a Local Area or My Way Coordinator

- All people with disability in the WA NDIS My Way trial sites will have a My Way Coordinator.
- If a person with disability approaches a disability service organisation requesting services to match a strategy this means they have undertaken planning with a Local Area or My Way Coordinator.
- If the organisation is in doubt, check with the person with disability or person responsible for them to see if they have already signed an individual plan with a Local Area or My Way Coordinator.

It is still considered good practice for an organisation to undertake planning with a person with disability when they are using their service, even if the person with disability has a plan with a Local Area or My Way Coordinator. An organisation's planning process will still be reviewed by quality

evaluators even where a Local Area or My Way Coordinator is involved. (Note: The detail and structure of service planning with an individual by an organisation will vary greatly depending on the service type and the organisation.)

Section two - Evidence and guidelines for Disability Service Organisations

Individual plan definition

Individual plans are person-centred and record the goals of the person with disability and strategies to achieve them. They provide clarity and direction for the person with disability, their family and carers and service providers, documenting what they would like their life to be like now and into the future.

Individual plan elements

It is acknowledged that many disability service organisations have sophisticated planning processes which go beyond what is required in an individual plan for reporting purposes. As long as the required information can be obtained easily and without ambiguity from the organisation's existing system or process then there is no need to change. The Commission is also aware that some organisations may be one of several that provides services to an individual and may have more simplified approaches to planning. Either way, to meet reporting requirements about individual plans and ensure appropriate evidence can be given to the Office of the Auditor General, the following items should be included in the individual plan document:

- The date planning started
- Plan goals
- Strategies to achieve goals
- The date planning is finished and signed off by the individual and the organisation
- The date the review is completed and signed off by the individual and the organisation.

The Commission has developed a simple plan template that captures the minimum reporting requirements. The template is available at www.disability.wa.gov.au > Disability Service Providers > Reporting requirements.

Timeliness of individual plans

As described in Section one, the timeliness of an individual plan is measured using the following dates:

- The date planning starts
- The date planning is finished and signed off by the individual and the organisation

- The date the review is completed and signed off by the individual and the organisation.

Disability service organisations are responsible for ensuring these dates are correct when uploaded into ACDC and have appropriate evidence to support the dates that have been recorded.

The following table provides a definition for each date, what should be recorded in ACDC and the appropriate evidence needed to support the dates recorded.

Definitions, reporting and evidence for timely reporting of plans

	Definition	Date reported through ACDC	Evidence for auditors ¹
The date planning starts	<p>New or re-engaged individual: The date the individual and the organisation begin to document the individual's plan</p>	The date that is documented on the individual's plan as the starting date of planning.	<ul style="list-style-type: none"> • A hard copy or electronic copy of the individual's plan with the planning start date clearly identified. • Internal policies, guidelines or instructions documenting the organisation's planning processes.
	<p>Existing individual: The date the review of the 'current plan' was completed and signed by the individual and the organisation.</p> <p>This means that the plan start date is the same as the plan review date.</p>	The date that is documented as the date the review of the existing plan was completed and signed off by the organisation and the individual.	<ul style="list-style-type: none"> • A review document that has been signed by the individual (or the person responsible for that individual) and the organisation. • The signed copy should be filed in the organisation's recording system (either electronically or paper copy) • This evidence will support the planning start date for existing individuals and will demonstrate to quality evaluators that the individual was involved in the review process.

¹ Note: Auditors from the Office of the Auditor General may ask to review the evidence held by organisations to verify the Disability Services Commission performance indicators.

	Definition	Date reported through ACDC	Evidence for auditors ¹
The date planning is finished and signed off by the individual and the organisation	<p>The date the organisation and the individual sign the plan as complete.</p> <p>New plan: maximum 90 days from planning start date.</p> <p>Post plan review 30 days from the plan review date.</p>	<ul style="list-style-type: none"> • The date that appears next to the individual's signature on the hard copy of the individual's plan. • This date must correspond with the date the individual signed the plan. 	<ul style="list-style-type: none"> • A hard copy of the individual plan, developed through the planning process, is to be printed and signed by the organisation and the individual (or the person responsible for that individual). • The signed copy of the plan should be filed in the organisation's recording system (either electronically or paper copy).
Plan review date	<p>The date the plan review is completed and signed off by the individual and the organisation.</p>	<ul style="list-style-type: none"> • The date that is recorded on the individual's plan as the review date. 	<p>As per the evidence provided to demonstrate the date the planning is finished and signed off by the individual.</p>

Section three - Other important reporting information for disability service organisations

The above guidelines only refer to the reporting requirements for the timeliness of individual plans. Disability service organisations are still required to meet their other reporting obligations identified in their Service Agreement. The table below summarises the information required from service providers to enable the Commission to meet its national and State reporting requirements.

Information from service provider	Reporting requirements
Service user profiles (and associated demographics)	✓
Service type	✓
Service type outlet profiles	✓
Service delivery profiles	✓
Annual hours	Only required for service agreements prior to 1 October 2013
Plans	Only for individuals without an LAC or My Way Coordinator