



Disability Services Commission

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

Ongoing Engagement and Plan Monitoring

1. Keywords

Engagement, plan, goals, strategies, monitoring, progress, plan implementation, outcomes, communicate, change, review.

2. Policy statement

This operational policy outlines the role of Local Coordinators in engaging with individuals in WA NDIS and monitoring the implementation of approved plans.

3. Principles

The person with disability is central to the planning process. The planning process may also include people who are known and trusted by the individual.

The planning process is a dynamic process which focusses on building skills and capacity, and changes and developments in the person's life over time.

The best interests of the individual within WA NDIS are paramount.

Funding is used appropriately to achieve goals as outlined in the plan.

4. Introduction

Local Coordinators can provide ongoing support to people with disability, their families and/or carers to help them access information, plan for the future, participate in their community and navigate the disability support system.

Following the completion of the WA NDIS Individualised Plan, the Local Coordinator will continue to be available to communicate with the person about the progress of the strategies and supports and the achievement of the person's goals. This engagement provides an opportunity for the person with disability to share and discuss outcomes and problem solve any barriers arising. The Local Coordinator may also support individuals, families and carers to gain the skills, confidence and expertise required to plan for the

future. This usually includes how to utilise personal and local community networks to develop practical solutions to meet their goals and needs.

A person may have an informal decision maker selected such as a parent or formally appointed such as a guardian or administrator. In some circumstances this might include substitute decision makers or other people the person with disability considers to be appropriate. Refer to WA NDIS Operational Policy – Supporting Decision-Making.

Discussion during the period of the plan monitoring also allows for creation of new ideas, strategies, and approaches for the future.

5. Definition

Plan monitoring

Plan monitoring includes activities undertaken to review plan implementation and achievement of goals, through communication between the individual, their Local Coordinator and involved parties, as appropriate.

6. Implementation

This operational policy will be implemented in WA NDIS trial sites.

During the planning process, the person with a WA NDIS plan and their Local Coordinator will discuss how they will communicate during the period of the plan. This includes the method and frequency of communication that the person feels is suitable for them and their circumstances. Some people may require little ongoing communication, due to the nature of their supports or needs, and their contact with a Local Coordinator may be minimal. In other instances, a person or their representative may prefer the Local Coordinator to be closely involved in supporting the progress of the person's plan.

Regardless of the communication arrangements made, the person and their family are not restricted to these and may contact their Local Coordinator when they require assistance. Similarly, if information becomes known to the Local Coordinator which suggests that the person may require additional support or that the plan is not being implemented as agreed, this will also prompt contact with the individual.

Where funding in a plan is self-managed, the Local Coordinator and the WA NDIS team will explain to the person, and/or their representative, the communication arrangements that will be required. This will include contact with the person or their representative as required and monitoring of payment and acquittal arrangements.

During this contact, a Local Coordinator may learn of a change in the person's circumstances or goals which leads to minor plan changes or a review of the person's



plan. Refer to WA NDIS Operational Policy – Plan Management and Plan Changes and WA NDIS Operational Policy – Prioritisation of Plans.

7. Related documentation

WA NDIS Planning Framework, October 2012

WA NDIS Operational Policy – Plan Development and Plan Changes

WA NDIS Operational Policy – Plan Management Decisions

WA NDIS Operational Policy – Review of Plans

WA NDIS Operational Policy – Prioritisation of Plans

8. Evaluation and review date

30 June 2017 or earlier if required.

For further information contact

Scheme Policy & Program Transition Manager

Policy and Planning Directorate

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