Enacting a planning review decision

The contents of this document are OFFICIAL.

This article provides guidance for a review officer to make an internal review decision.

Recent updates

20 October 2025

Hyperlinks to other knowledge articles updated.

Before you start

You have completed the steps in the article Contact the participant or applicant.

You need to understand if setting aside or varying the plan, the case will generate with or without funding periods based on the following:

S33 – Decision to approve Statement of Participant Supports:

- Before 9 October 2024: PA/PBU will generate without funding periods.
- On or after 9 October 2024: PA/PBU will generate with funding periods.

S47a – Decision to vary or not vary a plan:

- Before 9 October 2024: PA/PBU will generate without funding periods.
- On or after 9 October 2024: PA/PBU will generate with funding periods.

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FOI 25/26-2476

S48 – Decision not to reassess a plan:

- Before 9 October 2024: PA is the only option, and it will generate with funding periods because the outcome here will be a new s33 decision.

Making a planning internal review decision

From the **Internal Review Case**:

1. Select the **Decision** tab.
2. From the **Decision** tab, select the **Pending Decision** from **Request for PACE Decisions**.

   Note: If a **RORD Request** is missing, or a needs to be added, refer to the heading **Adding a RORD Request to an internal review** in the article Conduct a desktop review.
3. Select **Make a Decision**.
4. From the **Decision** view, complete the mandatory fields.
   - For the **Decision Name**, reflect the request (for example, Increased funding for 24 hours per year for Occupational Therapy).
   - Do not enter any text into the **Additional Information** field.
5. Select **Next – Justification**.
6. From the **Justification** view, select the relevant justification.
7. Select relevant **Sub-Justification**. Add any further **Justifications** or **Sub-Justification** by selecting **Add**.
8. Select **Next – Evidence**.
9. From the **Evidence** view, complete mandatory fields for evidence.
10. Select **Next**.
11. From the **Confirmation** view, select **Done**.

    The decision has now been drafted.

    For non-delegates, progress to the heading **Non-delegate decisions** below to send a drafted decision for approval.

    Note: If you need to modify this drafted decision, select **Modify Decision**.

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12. Return to the **Internal Review Case**.
13. From the **Decisions** tab select, **Submit Decisions**.
14. From the **Confirmation** view, select **Next**.
15. From the **Summary** view, select **Done**.
16. From the **Decision** tab, select **Confirm manual letter has been sent**.
17. From the **Confirmation** view, select the appropriate option.
18. Select **Next**.
19. From the **Decision Letter Sent** view, select **Next**.

If an outcome phone call has been completed with the participant, record the conversation. Refer to the article Log an activity or internal note for guidance on how to create case activities.

You will now be returned to the **Internal Review Case**.

For confirmed decisions, you have now completed the process and may send the decision outcome letter. Refer to the heading **Decision letter** below.

For set aside and vary decisions, continue the process:

Before proceeding, determine the appropriate case type (**Budget Update Case** or **Plan Approval Case**) based on the points below. If unsure, consult your team leader before proceeding.

The **Budget Update Case** can be used to:

- Add funding to past, current and future funding periods
- Add new support categories
- Reduce funding for future funding periods.

Note: this action will result in funds remaining in the past and present funding periods being funded again if the plan was to be auto extended.

- Reduce the total budget amount
- Change Fund Management at the funding component level
- Change the length of a future funding period

Regardless of the request type, the **Budget Update Case** with Funding Periods **cannot** be used to:

- Reduce funding in a previous or current funding period

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FOI 25/26-2476

- Change the plan Reassessment date
- Change the length of a past or current funding period
- Change the budget type of a support category (eg. flexible to stated or vice versa)
- Change instalment type of a support category (eg. from one-off to regular or vice versa)
- Remove a support category from a plan
- Remove funding for Choice and Control (as this would require the removal of a support category
- Change the fund management of one core support if it's grouped with other core supports in a funding component
- Change the funding period length of one core support of any component (all must be changed).

When the **Participant Budget Update case** cannot be used to give effect to your decision, use the **Plan Approval case**.

From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Both options will appear.

A child case will now be created.

Refer to the topics below to continue the process for a review of a:

- Statement of supports/s47A outcome
- Decision not to reassess a plan (s48).

Statement of supports/s47A outcome

To complete the plan approval case, refer to article Change the draft budget.

To complete the budget update case with funding periods, refer to article Action a budget update with funding periods.

To complete the budget update case without funding periods, refer to article Action a budget update.

To understand funding periods use article: Understand funding periods.

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You can make use of the Plan Conversation Support Tool (PCST) to assist with calculating the new budget. Use article: Understand and update the plan conversation support tool.

You may choose to apply either default, or custom distribution of funds in a funding period. Use articles:

- Apply default distribution of funds in a budget update.
- Apply custom distribution of funds in a budget update.

Once the plan has been updated, or a new plan is approved, you may now send the decision outcome letter. Refer to the heading **Decision letter** below.

Decision to set aside a decision not to reassess a plan (s48)

For decisions setting aside a decision not to reassess a plan (s48), the **plan approval case** must be manually routed to the **Plan Approval Routing Queue** for Service Delivery to complete a plan reassessment. The internal review does not consider what reasonable and necessary disability supports should be included in the new plan, only that a reassessment is warranted. Once the **plan approval case** has been routed, send the decision outcome letter. Refer to the heading **Decision letter** below.

Non-delegate decisions

The non-delegate may now draft the decision outcome letter.

Return to the **Internal Review Case** and from the **Decisions** tab:

1. Select **Submit for Approval**. The **Internal Review Case** will now route automatically to the **Internal Review Decision Queue** ready for delegate approval.

   Once the decision is approved by a delegate, they will change the case owner back to the non-delegate.

   For set aside and vary decisions, non-delegates will create a child case and complete all budget updates or create a **plan approval case**.

2. From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Only one option will appear.

   A child case will now be created and will open automatically.

3. From the **Budget Updates** tab, select **Submit for Approval**.

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FOI 25/26-2476

The **Budget Update Case** will now route automatically to the Internal Review Decision Queue ready for delegate approval.

When the decision is approved by the delegate, they will change the case owner back to the non-delegate.

The non-delegate may now send the decision outcome letter. Refer to the heading **Decision letter** below.

Decision letter

Refer to article Sending a manual letter for guidance on how to send the decision outcome letter.

Next steps

1. Refer to article Communicate an outcome.

Version Control

Version	Amended by	Brief Description of Change	Status	Date
1.0	UFGCM	New resource – transitioned article from PACE.	Approved	2026-03-19

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Knowledge Article

For Internal Use Only

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IRT - Conduct a desktop review

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a review officer, business support officer, or participant support officer to determine what information and documents need to be reviewed as part of the desktop review.

Recent updates

February 2025

- Validate the request lodgement date and type section updated
- Instruction added when viewing alerts

Before you start

You have completed the steps in the article IRT - Self-allocate an internal review case.

Conduct a desktop review

An initial assessment of the internal review should be completed using the information available on the participant or applicant's record in **PACE**

Validate consent

1. Navigate to the **Person Account**.
2. Select the **Relationships** tab.
3. From the **Authorised Reps** tab, in **Roles & Relationships**, confirm the person who requested the review is listed as an **Authorised Person** with a **Status** of **Active**.
4. Select **Check Authorities**.
5. Make sure the **Submit request to review a decision made by the NDIA (S100)** box is selected. If a person has the correct roles and authorities, you can continue to the heading **Validate the request lodgement date**. If the person does not have the correct authorities, continue to **step 6**.

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6. Make one attempt to contact the participant, applicant, or their authorised representative to seek consent for the internal review to proceed. This attempt requires an SMS and either a phone call or email. If contact is successful and consent is not provided, or contact is unsuccessful, and you are unable to obtain consent, proceed to **step 7**.
7. Send the **Internal Review Unauthorised Request Letter**. Refer to the article IRT – Sending a manual letter.
8. Withdraw the **Internal Review Case**. Refer to the heading **Withdraw an internal review case** in the article IRT - Withdraw an internal review. A withdrawal letter is not required to be sent.

Validate the request lodgement date and type

1. Check the request date was entered correctly by comparing the date the NDIA received any written communication or recorded contact requesting the internal review.
2. If the request was entered incorrectly, but still within 3 months of the original decision, you must withdraw the **Internal Review Case**. Refer to the heading **Withdraw an internal review case** in the article IRT - Withdraw an internal review and proceed to **step 3**.

If the request was entered incorrectly, and the timeframe to request an internal review has expired, refer to article IRT – Miscategorised requests.

3. Re-create the Internal Review Case with the valid request date. Refer to the article Create an internal review (s100) case.
4. To confirm the request type created is correct. Refer to article IRT – Miscategorised requests.

Scheme integrity

When completing the desktop review, make sure you review and check all documents for integrity issues. Refer to article IRT – Checking for integrity.

If there is Scheme Integrity information, such as an **Internal Note** or an **Alert**, review the information and contact your team leader if guidance is required.

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Note: If there are integrity issues, or you are seeking clarification from your team leader or the Scheme Integrity Team, do not proceed with completion of an internal review decision until a response is received.

Review the internal review case

To review details of the **Internal Review Case**, navigate to the **Person Account** and:

1. Take note of any alerts and follow any instructions detailed within the alert.
2. Review the reasons for the review request, including details such as the the participant or applicant's current circumstances or changes, any identified risks, complaints, or previous escalations.
3. Check for any previous decisions and reviews.
4. Check for any open or closed cases that may impact the review. For planning internal reviews check for any requested or open other plan change requests. A variation or reassessment of a plan may also be requested after an internal review request. As part of the internal review the review officer has to take into consideration the facts and circumstances at the time of the review outcome.
5. Review evidence and information to support the review request, for example assessments, reports, quotes and activity history such as phone conversations.
6. Link any relevant documents related to the review to the **Internal Review Case**. Refer to article IRT – Adding and linking evidence to an internal review case.
7. Consider if additional evidence is required, and if so, refer to articles IRT – Requests for further information and IRT – Identify if further information is required (access and revocation).
8. Determine if Technical Advice and Practice Improvement Branch (TAPIB) input is required, and if so, refer to article Create a technical advice case.

Note: If you need to create a **Technical Advice Case** or **Housing Application Case** you must create these from the **Internal Review Case**.

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9. Determine if a home and living support is part of the review, as you must create a **Housing Application Case**. Refer to article Create and submit a home and living application.

Note: If the review relates to another open request type, for example an s47A variation or s48 reassessment plan change request, seek advice from your line manager for next steps.

10. Confirm the risk level determined at creation of the internal review request is correct. Refer to the Escalation Prioritisation Matrix. For access internal reviews, refer to Our Guidelines – When do we make priority eligibility decisions? (External).

Adding a RORD Request to an internal review

Based on the information gathered during the desktop review, the **Requests for PACE Decisions** (RORD) must be entered for each of the requested supports. If a **RORD Request** is missing, or is requested at any point during the internal review process, follow these steps:

1. From the **Internal Review Case**, select the **Decision** tab.
2. Select **New Request Line**.
3. From the **Choose Decision Type** view, select **Existing Decision**.
4. Select **Next**.
5. From the **Statement of Support Requests** view, use the dropdown to select the type of statement of support request to add from the following options:
    - Funded Support
    - Funded Management
    - Plan Duration
6. Once you have selected one of the above options, a field to enter further information will appear. Once this information is entered, select **Add**.

In the **Capture Reasons for Review Request** free text box, note what is being funded. If an item was not requested as part of the review however it is being funded, insert the reason (for example, Behaviour support plan required due to restrictive practice).

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Note: If selecting **Funded Supports**, you will be prompted to input the support category that needs to be added. Selecting **Specific Support Category** will make a picklist appear to select from.

Selecting **General on plan** will add a new RORD where the information be added later.

The new **RORD Request** will now be created.

Next steps

1. Refer to article IRT - Contact the participant or applicant.

Article labels

PACE user role names

Add: User role name label

Delete: User role name label

No change.

Topics

Add: Topic label

Delete: Topic label

No change.

Case names

Add: Case name label

Delete: Case name label

No change.

Ownership

Add: Ownership label

Delete: Ownership label

No change.

Version control

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Knowledge Article

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Version	Amended by	Brief Description of Change	Status	Date
12.0	KMM575 UFGCM RMO411	Validate request lodgemente date updated. Instruction added when viewing alerts. Approved by RMO411	APPROVED	2025-02-06

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Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

IRT - Conduct a desktop review

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a **review officer** to:

- determine what information and documents need to be reviewed as part of the desktop review.

Recent updates

March 2024

User role name updated. Understanding an internal review article added to before you start section. Updated link to verify identity. Throughout article, content added for:

- determine if a home and living support is part of the review, creating a Housing Application Case and linked to article Create and submit a home and living application
- checking for any open or closed cases that may impact the review
- additional details for confirming consent
- creating a technical advice case or housing application case from within the internal review case.

Before you start

You have:

- been allocated an internal review case
- referred to article IRT – Miscategorised requests
- referred to article Understanding an internal review
- referred to Our Guidelines (NDIS).

Conduct a desktop review

An initial assessment of the internal review should be completed using the information available on the participant or applicant's **Internal Review Case** and CRM record (if applicable).

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When conducting a desktop review, it is important that review officers:

- review **Internal Notes**
- take note of any alerts
- check for any recent decision letters (for example s47A variation, s48 reassessment or previous s100 reviews).
- check for any open or closed cases that may impact the review.

Note: Decision letters, evidence, and **Internal Notes** are key pieces of information to assist review officers when completing a desktop review.

For planning internal reviews, a variation of a plan may also be requested after an internal review. As part of the internal review process, the review officer can complete the variation request. The outcome letter will provide information relating to both the variation decision and the internal review decision. Refer to Our Guidelines (NDIS) for more information about types of plan variations.

Scheme integrity

If there is Scheme Integrity information, check internal notes for details that an email has been sent to the Scheme Integrity Team notifying them of an internal review request for a plan change or access internal review.

If an email has not been sent to the Scheme Integrity Team, send the following email to them at s47E(d) - certain operations of agencies

- A request for an internal review plan change has been received for <participant's NDIS number, their full name, and date request received>.

Add the below template to the internal notes:

- As per alert, an email has been sent to s47E(d) - certain operations of agencies advising an internal review <review type> was received. <Copy the email details into the internal notes>.

Refer to articles Log an activity or internal note and IRT – Sending an email.

Do not proceed with completion of an internal review decision until a response is received back from the Scheme Integrity Team. If you have not received a response from the Scheme Integrity Team prior to the internal review being at risk of lapsing, speak with your Line Manager for direction.

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Knowledge Article

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Review internal review case and available evidence

To review details of the **Internal Review Case**, navigate to the **Person Account**:

1. Validate the review request details by checking:

- Consent and authority to request the review. To add consent for a new contact or authorised representative pre access, refer to the article Understand how to verify identity documents. If this is occurring post access, refer to article Record consent to share information or for a third party to act.
- The request type created is correct.
- The request lodgement date of the review.

Note: Refer to Reviewing our decisions, articles IRT – Miscategorised requests and Understanding an internal review.

2. Refer to other relevant information including:

- reason for the review request
- any previous decisions and reviews
- if applicable, the approved plan including funding and management of plan
- evidence and information to support the review request, for example assessments, reports, quotes and activity history such as phone conversations
- other details that might need to be considered including the participant's impairment, current circumstances or changes (including any open cases, reassessment request or plan variation request/s that have been initiated after the internal review request date that may impact the s100 decision) and any identified risk, complaints or previous escalations.

You should review the evidence and:

1. Make sure relevant documents contained in CRM are downloaded, saved, and uploaded to the **Internal Review Case**. Refer to article IRT – Adding and linking evidence to an internal review case.

2. Check all case information and link any relevant documents related to the review to the **Internal Review Case**. Refer to article IRT – Adding and linking evidence to an internal review case.

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3. Review and check all documents for integrity issues. Refer to article IRT – Checking for integrity.
4. Confirm the risk level determined at creation of the internal review request is correct. Refer to the Escalation Prioritisation Matrix. For access internal reviews, refer to Our Guidelines – When do we make priority eligibility decisions?.
5. Consider if additional evidence is required, and if so, refer to article IRT – Requests for further information.
6. Determine if Technical Advice and Practice Improvement Branch (TAPIB) input is required, and if so, refer to article Create a technical advice case.
7. Determine if a home and living support is part of the review, as you must create a **Housing Application Case**. Refer article Create and submit a home and living application.

Note: If the review relates to another open request type for example an s47A variation request or s48 reassessment, seek advice from your line manager for next steps.

Note: If you need to create a **Technical Advice Case** or **Housing Application Case** you must create these from the **Internal Review Case**.

Next steps

1. Refer to article IRT - Contact the participant or applicant.
2. Refer to relevant information to the internal review and type - Our Guidelines.

Article labels – internal use only

PACE user role names

Add:

User role name label

Delete:

User role name label

Topics

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Add:

Topic label

Delete:

Topic label

Case names

Add:

Case name label

Delete:

Case name label

Ownership

Add:

Ownership label

Delete:

Ownership label

Version control

Version	Amended by	Brief Description of Change	Status	Date
6.0	MWN756 KMM575	Update to user role name. Technical Advisory Branch name updated to Technical Advice and Practice Improvement Branch. Added information regarding creating a Housing Application Case if a home and living support is part of the review. Feedback provided by DHS603 and MJF611. Linked to article Create and submit a home and living application. Check for any open or closed cases that may impact the review.	APPROVED	2024-03-22

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		Added additional details for confirming consent. Determine if a home and living support is part of the review. Updated link to verify identity. Approved by KH0021		

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Knowledge Article

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IRT - Conduct a desktop review

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This article provides guidance for a **review officer**, **business support officer**, or **participant support officer** to determine what information and documents need to be reviewed as part of the desktop review.

Recent updates

June 2024

- updated Before you start and Next steps sections
- included steps for validating the review
- included steps for adding RORD Requests
- restructured article process steps.

Before you start

You have:

- completed the steps in the article IRT - Self-allocate an internal review case.

Conduct a desktop review

An initial assessment of the internal review should be completed using the information available on the participant or applicant's record in **PACE**

Validate consent

1. Navigate to the **Person Account**.
2. Select the **Relationships** tab.
3. From the **Authorised Reps** tab, in **Roles & Relationships**, confirm the person who requested the review is listed as an **Authorised Person** with a **Status** of **Active**.
4. Select **Check Authorities**.
5. Make sure the **Submit request to review a decision made by the NDIA (S100)** box is selected. If a person has the correct roles and authorities, you can continue to the

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heading **Validate the request lodgement date**. If the person does not have the correct authorities, continue to **step 6**.

6. Make one attempt to contact the particpant, applicant, or their authorised representative to seek consent for the internal review to proceed. This attempt requires an SMS and either a phone call or email. If contact is successful and consent is not provided, or contact is unsuccessful, and you are unable to obtain consent, proceed to **step 7**.
7. Send the **Internal Review Unauthorised Request Letter**. Refer to the article IRT – Sending a manual letter.
8. Withdraw the **Internal Review Case**. Refer to the heading **Withdraw an internal review case** in the article IRT - Withdraw an internal review. A withdrawal letter is not required to be sent.

Validate the request lodgement date and type

1. Check the request date was entered correctly by comparing the date the NDIA received any written communication or recorded contact requesting the internal review.
2. If the request was entered incorrectly, but still within 90 days of the original decision, you must withdraw the **Internal Review Case**. Refer to the heading **Withdraw an internal review case** in the article IRT - Withdraw an internal review and proceed to **step 3**.

   If the request was entered incorrectly, and the timeframe to request an internal review has expired, refer to article IRT – Miscategorised requests.
3. Re-create the Internal Review Case with the valid request date. Refer to the article Create an internal review (s100) case.
4. To confirm the request type created is correct. Refer to article IRT – Miscategorised requests.

Scheme integrity

When completing the desktop review, make sure you review and check all documents for integrity issues. Refer to article IRT – Checking for integrity.

If there is Scheme Integrity information, such as an **Internal Note** or an **Alert**, review the information and contact your team leader if guidance is required.

Note: If there are integrity issues, or you are seeking clarification from your team leader or the Scheme Integrity Team, do not proceed with completion of an internal review decision until a response is received.

Review the internal review case

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Knowledge Article

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To review details of the **Internal Review Case**, navigate to the **Person Account** and:

1. Take note of any alerts.
2. Review the reasons for the review request, including details such as the the participant or applicant's current circumstances or changes, any identified risks, complains, or previous escalations.
3. Check for any previous decisions and reviews.
4. Check for any open or closed cases that may impact the review. For planning internal reviews check for any requested or open other plan change requests.A variation or reassessment of a plan may also be requested after an internal review request. As part of the internal review the review officer has to take into consideration the facts and circumstances at the time of the review outcome.
5. Review evidence and information to support the review request, for example assessments, reports, quotes and activity history such as phone conversations.
6. Link any relevant documents related to the review to the **Internal Review Case**. Refer to article IRT – Adding and linking evidence to an internal review case.
7. Consider if additional evidence is required, and if so, refer to articles IRT – Requests for further information and IRT – Identify if further information is required (access and revocation).
8. Determine if Technical Advice and Practice Improvement Branch (TAPIB) input is required, and if so, refer to article Create a technical advice case.

   Note: If you need to create a **Technical Advice Case** or **Housing Application Case** you must create these from the **Internal Review Case**.
9. Determine if a home and living support is part of the review, as you must create a **Housing Application Case**. Refer to article Create and submit a home and living application.

   Note: If the review relates to another open request type, for example an s47A variation or s48 reassessment plan change reqest, seek advice from your line manager for next steps.
10. Confirm the risk level determined at creation of the internal review request is correct. Refer to the Escalation Prioritisation Matrix. For access internal reviews, refer to Our Guidelines – When do we make priority eligibility decisions? (External)

Adding a RORD Request to an internal review

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Based on the information gathered during the desktop review, the **Requests for PACE Decisions** (RORD) must be entered for each of the requested supports. If a **RORD Request** is missing, or is requested at any point during the internal review process, follow these steps:

1. From the **Internal Review Case**, select the **Decision** tab.
2. Select **New Request Line**.
3. From the **Choose Decision Type** view, select **Existing Decision**.
4. Select **Next**.
5. From the **Statement of Support Requests** view, use the dropdown to select the type of statement of support request to add from the following options:
   - Funded Support
   - Funded Management
   - Plan Duration
6. Once you have selected one of the above options, a field to enter further information will appear. Once this information is entered, select **Add**.

   In the **Capture Reasons for Review Request** free text box, note what is being funded. If an item was not requested as part of the review however it is being funded, insert the reason (for example, Behaviour support plan required due to restrictive practice).

Note: If selecting **Funded Supports**, you will be prompted to input the support category that needs to be added. Selecting **Specific Support Category** will make a picklist appear to select from. Selecting **General on plan** will add a new RORD where the information be added later.

The new **RORD Request** will now be created.

Next steps

1. Refer to article IRT - Contact the participant or applicant.

Article labels – internal use only

PACE user role names

Add:

User role name label

Delete:

User role name label

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Knowledge Article

For Internal Use Only

Topics

Add:

Topic label

Delete:

Topic label

Case names

Add:

Case name label

Delete:

Case name label

Ownership

Add:

Ownership label

Delete:

Ownership label

Version control

Version	Amended by	Brief Description of Change	Status	Date
7.0	TWL527 KMM575 YTT RMO411	Updated the Before you start and Next steps sections. Restructured article and rewritten processes. User roles of business support officer or participant support officer added to “this article provides guidance for” section. Added section ‘Adding a RORD Request to an internal review’	APPROVED	2024-06-21

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		Quality check. Approved by RMO411.		

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SGP Knowledge Article Template

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IRT – Enacting a planning review decision

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This article provides guidance for a **review officer** to make an internal review decision.

Recent updates

June 2024

- updated the Before you start section
- updated the Next steps section.

Before you start

You have:

- completed the steps in the article IRT – Contact the participant or applicant.

Making a planning internal review decision

From the **Internal Review Case**:

1. Select the **Decision** tab.
2. From the **Decision** tab, select the **Pending Decision** from **Request for PACE Decisions**.

   Note: If a **RORD Request** is missing, or a needs to be added, refer to the heading **Adding a RORD Request to an internal review** in the article IRT – Conduct a desktop review.
3. Select **Make a Decision**.
4. From the **Decision** view, complete the mandatory fields.
   - For the **Decision Name**, reflect the request (for example, Increased funding for 24 hours per year for Occupational Therapy).
   - Do not enter any text into the **Additional Information** field.
5. Select **Next – Justification**.
6. From the **Justification** view, select the relevant justification.

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SGP Knowledge Article Template

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7. Select relevant **Sub-Justification**. Add any further **Justifications** or **Sub-Justification** by selecting **Add**.
8. Select **Next – Evidence**.
9. From the **Evidence** view, complete mandatory fields for evidence.
10. Select **Next**.
11. From the Confirmation view, select **Done**.

The decision has now been drafted.

For non-delegates, progress to the heading **Non-delegate decisions** below to send a drafted decision for approval.

Note: If you need to modify this drafted decision, select **Modify Decision**.

12. Return to the **Internal Review Case** and
13. From the **Decisions** tab select, **Submit Decisions**.
14. From the **Confirmation** view, select **Next**.
15. From the **Summary** view, select **Done**.
16. From the **Decision** tab, select **Confirm manual letter has been sent**.
17. From the **Confirmation** view, select the appropriate option.
18. Select **Next**.
19. From the **Decision Letter Sent** view, select **Next**.

If an outcome phone call has been completed with the participant, record the conversation. Refer to the article Log an activity or internal note for guidance on how to create case activities.

You will now be returned to the **Internal Review Case**.

For confirmed decisions, you have now completed the process and may send the decision outcome letter. Refer to the heading **Decision letter** below.

For set aside and vary decisions, continue the process:

From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Only one option will appear.

A child case will now be created.

Refer to the topics below to continue the process for a review of a:

- Statement of supports/s47A outcome
- Decision not to reassess a plan (s48).

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SGP Knowledge Article Template

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Statement of supports/s47A outcome

To complete the budget update case, refer to article Action a participant budget update.

Once the plan has been updated, or a new plan is approved, you may now send the decision outcome letter. Refer to the heading **Decision letter** below.

Decision to set aside a decision not to reassess a plan (s48)

For decisions setting aside a decision not to reassess a plan (s48), the plan approval case must be manually routed to the **Plan Approval Routing Queue** for Service Delivery to complete a plan reassessment. The internal review does not consider what reasonable and necessary disability supports should be included in the new plan, only that a reassessment is warranted. Once the plan approval case has been routed, send the decision outcome letter. Refer to the heading **Decision letter** below.

Non-delegate decisions

The non-delegate may now draft the decision outcome letter.

Return to the **Internal Review Case** and from the **Decisions** tab:

1. Select **Submit for Approval**

The **Internal Review Case** will now route automatically to the **Internal Review Decision Queue** ready for delegate approval.

Once the decision is approved by a delegate, they will change the case owner back to the non-delegate.

For set aside and vary decisions, non-delegates will create a child case and complete all budget updates or create a plan approval case.

2. From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Only one option will appear.

A child case will now be created and will open automatically.

3. From the **Budget Updates** tab, select **Submit for Approval**.

The **Budget Update Case** will now route automatically to the **Internal Review Decision Queue** ready for delegate approval.

When the decision is approved by the delegate, they will change the case owner back to the non-delegate.

The non-delegate may now send the decision outcome letter. Refer to the heading **Decision letter** below.

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SGP Knowledge Article Template

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Decision letter

Refer to article IRT – Sending a manual letter for guidance on how to send the decision outcome letter.

Next steps

1. Refer to article IRT – Communicate an outcome.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- Add topic
- You can list one or many.

Case names

You can use this guidance for the:

- Add case name
- You can list one or many.

Version control

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SGP Knowledge Article Template

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Version	Amended by	Brief Description of Change	Status	Date
5.0	TWL527 KMM575 RMO411	Updated Before you start and Next steps sections. Formatting of PACE steps updated to allow for continuous numbering. Heading: Decision not to reassess a plan (s48) updated to Decision to set aside a decision not to reassess a plan (s48). Article updates based on feedback and quality check. Comments in document addressed. Note added to Step 2 under heading Making a planning internal review decision. Approved by RMO411.	APPROVED	2024-06-21

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Knowledge Article

For Internal Use Only

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IRT - Enacting a planning review decision

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a review officer to make an internal review decision.

Recent updates

20 October 2025

Hyperlinks to other knowledge articles updated.

Before you start

You have completed the steps in the article IRT – Contact the participant or applicant.

You need to understand if setting aside or varying the plan, the case will generate with or without funding periods based on the following;

S33 – Decision to approve Statement of Participant Supports:

- Before 9 October 2024: PA/PBU will generate without funding periods.
- On or after 9 October 2024: PA/PBU will generate with funding periods.

S47a – Decision to vary or not vary a plan:

- Before 9 October 2024: PA/PBU will generate without funding periods.
- On or after 9 October 2024: PA/PBU will generate with funding periods.

S48 – Decision not to reassess a plan:

- Before 9 October 2024: PA is the only option, and it will generate with funding periods because the outcome here will be a new s33 decision.

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Knowledge Article

For Internal Use Only

Making a planning internal review decision

From the **Internal Review Case**:

1. Select the **Decision** tab.
2. From the **Decision** tab, select the **Pending Decision** from **Request for PACE Decisions**.

Note: If a **RORD Request** is missing, or a needs to be added, refer to the heading **Adding a RORD Request to an internal review** in the article IRT – Conduct a desktop review.

3. Select **Make a Decision**.
4. From the **Decision** view, complete the mandatory fields.
    - For the **Decision Name**, reflect the request (for example, Increased funding for 24 hours per year for Occupational Therapy).
    - Do not enter any text into the **Additional Information** field.
5. Select **Next – Justification**.
6. From the **Justification** view, select the relevant justification.
7. Select relevant **Sub-Justification**. Add any further **Justifications** or **Sub-Justification** by selecting **Add**.
8. Select **Next – Evidence**.
9. From the **Evidence** view, complete mandatory fields for evidence.
10. Select **Next**.
11. From the Confirmation view, select **Done**.

The decision has now been drafted.

For non-delegates, progress to the heading **Non-delegate decisions** below to send a drafted decision for approval.

Note: If you need to modify this drafted decision, select **Modify Decision**.

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12. Return to the **Internal Review Case**
13. From the **Decisions** tab select, **Submit Decisions**.
14. From the **Confirmation** view, select **Next**.
15. From the **Summary** view, select **Done**.
16. From the **Decision** tab, select **Confirm manual letter has been sent**.
17. From the **Confirmation** view, select the appropriate option.
18. Select **Next**.
19. From the **Decision Letter Sent** view, select **Next**.

If an outcome phone call has been completed with the participant, record the conversation. Refer to the article Log an activity or internal note for guidance on how to create case activities.

You will now be returned to the **Internal Review Case**.

For confirmed decisions, you have now completed the process and may send the decision outcome letter. Refer to the heading **Decision letter** below.

For set aside and vary decisions, continue the process:

Before proceeding, determine the appropriate case type (**Budget Update Case** or **Plan Approval Case**) based on the points below. If unsure, consult your team leader before proceeding.

The Budget Update Case can be used to:

- Add funding to past, current and future funding periods
- Add new support categories
- Reduce funding for future funding periods

Note: this action will result in funds remaining in the past and present funding periods being funded again if the plan was to be auto extended.

- Reduce the total budget amount
- Change Fund Management at the funding component level
- Change the length of a future funding period

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Regardless of the request type, the Budget Update Case with Funding Periods **cannot** be used to:

- Reduce funding in a previous or current funding period
- Change the plan Reassessment date
- Change the length of a past or current funding period
- Change the budget type of a support category (eg. flexible to stated or vice versa)
- Change instalment type of a support category (eg. from one-off to regular or vice versa)
- Remove a support category from a plan
- Remove funding for Choice and Control (as this would require the removal of a support category
- Change the fund management of one core support if it's grouped with other core supports in a funding component
- Change the funding period length of one core support of any component (all must be changed)

When the Participant Budget Update case cannot be used to give effect to your decision, use the **Plan Approval case**.

From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Both options will appear.

A child case will now be created.

Refer to the topics below to continue the process for a review of a:

- Statement of supports/s47A outcome
- Decision not to reassess a plan (s48).

Statement of supports/s47A outcome

To complete the plan approval case, refer to article Change the draft budget.

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To complete the budget update case with funding periods, refer to article Action a budget update with funding periods.

To complete the budget update case without funding periods, refer to article Action a budget update.

To understand funding periods use article: Understand funding periods.

You can make use of the Plan Conversation Support Tool (PCST) to assist with calculating the new budget. Use article: Understand and update the plan conversation support tool

You may choice to apply either default, or custom distribution of funds in a funding period. Use articles:

- Apply default distribution of funds in a budget update
- Apply custom distribution of funds in a budget update

Once the plan has been updated, or a new plan is approved, you may now send the decision outcome letter. Refer to the heading **Decision letter** below.

Decision to set aside a decision not to reassess a plan (s48)

For decisions setting aside a decision not to reassess a plan (s48), the plan approval case must be manually routed to the **Plan Approval Routing Queue** for Service Delivery to complete a plan reassessment. The internal review does not consider what reasonable and necessary disability supports should be included in the new plan, only that a reassessment is warranted. Once the plan approval case has been routed, send the decision outcome letter. Refer to the heading **Decision letter** below.

Non-delegate decisions

The non-delegate may now draft the decision outcome letter.

Return to the **Internal Review Case** and from the **Decisions** tab:

1. Select **Submit for Approval.** The **Internal Review Case** will now route automatically to the **Internal Review Decision Queue** ready for delegate approval.

   Once the decision is approved by a delegate, they will change the case owner back to the non-delegate.

   For set aside and vary decisions, non-delegates will create a child case and complete all budget updates or create a plan approval case.

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2. From the **Decision** tab, select **Create Budget Update Case** or **Create a Plan Approval Case**. Only one option will appear.

   A child case will now be created and will open automatically.

3. From the **Budget Updates** tab, select **Submit for Approval**.

The **Budget Update Case** will now route automatically to the **Internal Review Decision Queue** ready for delegate approval.

When the decision is approved by the delegate, they will change the case owner back to the non-delegate.

The non-delegate may now send the decision outcome letter. Refer to the heading **Decision letter** below.

Decision letter

Refer to article IRT – Sending a manual letter for guidance on how to send the decision outcome letter.

Next steps

1. Refer to article IRT – Communicate an outcome.

Article labels

PACE user role names

Add: User role name label

Delete: User role name label

No change.

Topics

Add: Topic label

Delete: Topic label

No change.

Case names

Add: Case name label

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Delete: Case name label

No change.

Ownership

Add: Ownership label

Delete: Ownership label

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
9.1	KIS123	Draft updates to include hyperlinks to PA/PBU process once case selection made.	DRAFT	2025-10-13
10	JS0123	Approved	Approved	2025-10-13

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Guidance

For Internal Use Only

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Principles of s100 Planning Review

This guidance is to support an understanding of what is considered for an internal review of a decision for Review Officers (ROs) and Business Support Officers (BSOs).

The NDIA has more than one way to change a plan. Sometimes it is hard to understand which pathway is the right one to address a participant's request for a review/reassessment or variation. This document can be used in conjunction with the Choose the Right Request Tool and Knowledge Articles (KAs) on PACE.

With new legislation effective from 3 October 2024 it is important to always refer to the most up to date Agency and Reviews Branch communications. This Reviews Branch intranet page is the source of truth for our communications alongside Our Operational Guidelines and Agency wide information.

Note: All references to participant in this document also refers to authorised representatives/nominees/child representatives.

1. Recent updates

Date	What's changed
March 2025	We review the statement of participants supports in its entirety giving full effect to s10 and s34 throughout the internal review. Minor additions to add section 74 alongside section 44.
November 2024	**Added Content:** Summary of legislation changes and impacts, Section 5 What will be considered as part of an internal review, functional impact information, amended legislation and transitional rules, replacement support guidance, Section 6.2 Update information about me. Cased aged > 90 days – deemed decisions. Deceased participants, Call guidance for reviews > 90 days, Appendix A s10, Plan change request guidance, Case study examples **Removed content:** Update the severity indicator, confirmed decisions, vary set aside decision, collecting and updating bank details, making a request

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Date	What's changed
	for service for a support coordinator as part of the s100, links to SOPs. **Amended Content:** Referral of participant that may have received a compensation amount, to be completed by an APS 6, PCI guidance, gathering further evidence. Links updated.

2. Summary of legislation changes and impacts

Section	What's changed for Reviews Branch
S10	• Transitional Rules apply. • Can only fund a support if it is an NDIS support on the 'in' list. • Do not remove a support on the 'out' list for inflight reviews for pre-3 October 2024 plans where it is explicitly stated within the plan that it has been approved or when the plan is a result of an AAT/ART determination. • Non-NDIS Supports not explicitly stated in pre-3 October 2024 plans can be removed when an internal review outcome of the requested supports is a vary or set aside decision. • Decline a support that is not an NDIS support via ordinary BAU R&N decision making. Reasons for decision templates have been updated to include Transitional Rules. The new Letter template will include general information about the replacement request process. • Replacement support decisions are made by TAPIB and are not reviewable.
S33	• Funding periods are generally 12-month plans. We will fund longer plan durations of inflight plans pre-3 October 2024. We do not need to reduce plan duration unless risks factors require as per standard practice.

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Section	What's changed for Reviews Branch
	• S33 is only enlivened on new plans completed (original decisions) by Service Delivery from 3 October 2024.
s44/s74	• Consider if the participant, their nominee or child representative or registered plan manager: – spent funding on NDIS supports – spent funding in line with the participant's plan – presents an unreasonable risk to the participant by managing their funding. • If risks are identified, the NDIA may not support a participant's request to self-manage or use a registered plan manager. • Do not ask participants any questions about convictions relating to capacity to self-manage.
S34	• Inclusion of 34(1)AA will not result in any changed practice until impairment notice pathways are established next year. Continue with BAU processes. • 34(1)aa means the Agency can only fund a support that relates to an impairment that meets the disability or early intervention requirements. These are 'supportable impairments'. • Wording to 34(f) criteria has been updated in letter templates.

3. Index

- 4. What can be reviewed as part of the statement of supports
- 5. What will be considered as part of an internal review
- 6. Additional Guidance for s100 planning review
- 6.1 Update to Participant statement of goals and aspirations (section 47)
- 6.2 Update information in About Me
- 6.3 Update Participant Streaming

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- 6.4 Updating Listed Primary Disability
- 6.5 Referral for Complex Support Needs (CSN)
- 6.6 Refer Participant for Eligibility Reassessment (ER)
- 6.7 Referral of Participant that may have received a Compensation amount
- 6.8 Appointing a Plan Nominee
- 6.9 Participant Critical Incidents (PCI) Fraud and Integrity issues
- 6.10 Internal Review face to face meeting requests
- 6.11 Gathering further evidence
- 6.12 Formal requests through further information request letter
- 6.12.1 Timeframes for return of requested evidence
- 6.12.2 Requests for extensions for provision of evidence for an internal review
- 6.12.3 Examples of exceptional circumstances for supported extensions for further information requests
- 6.13 Deceased Participants
- 6.14 Call guidance scripts
- Appendix A - Principles for s100 Decision Making
- Appendix B – Case study examples

4. What can be reviewed as part of the statement of supports

The statement of supports includes:

- What NDIS funded supports are included in a participant's plan
- How those supports are described
- How long the plan goes for
- How the funding in the plan is managed.

5. What will be considered as part of an internal review

When reviewing a decision about a participant's plan, Our Guidelines (external) state we will make our decision based on the facts and circumstances at the time of our internal review decision.

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The internal review will consider:

- Any evidence from the original decision.
- Reasons for the original decision.
- Additional information that has been provided for the internal review.
- The facts and circumstances of the participant at the time of making the internal review decision (this means we can consider any changes since the original decision was made, which may impact their statement of supports, such as, a change to the participant's capacity to do things for themselves or an ongoing change to their living situation, which may mean they need more or less supports).
- The functional impact of the impairment arising from assessed disability or condition for which they met access.
- The NDIS Act, including 2024 amended legislation and Transitional Rules effective 3 October 2024.
- Our Guidelines and internal guidance material.

ROs will seek to review the request based on the support/s in dispute, and to those disputes the participant wishes to raise or is dissatisfied with as part of their internal review request as well as any dependencies or related supports.

The exception is a request for a replacement support. These form no part of the review process or RO's responsibility and decisions declining a replacement support are not reviewable. Unless the requested support on the outlist is explicitly asked to be considered as a replacement support, proceed to make a decline decision. The participant can elect to have this considered as per the replacement support pathway and this information is included in the general information section of our decision letters. For other requests that are not NDIS supports in accordance with S10, proceed to consider and decline/confirm via ordinary R&N decision making practice.

During a planning meeting the participant does not have to specifically identify the supports they wish to be included in their plan. It is the planner's and RO's responsibility to gather and review all information before making a decision about what funded supports are included in the participant's plan. The Multiple case decision tree may assist with discussions to understand participant's options.

Similarly, if new quotes, reports or assessments requested by the original delegate are submitted as part of the internal review process these can be considered if that is the preferred pathway for the participant. This could include a functional capacity assessment,

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assistive technology or home modifications quote or reports provided between the original decision and the internal review request. It is important the participant understands the intent of a plan change verses an internal review and the impact of their decision to their review rights.

With respect to legislation amendments effective 3 October 2024 ROs are not required to remove a support on the 'out list' Section 10 for plans approved before 3 October where it is explicitly stated in the plan as an approved support.

6. Additional Guidance for s100 planning review

The following information applies to s100 regarding a participant statement of support and only applies only if there are supports in dispute.

6.1 Update to Participant statement of goals and aspirations (section 47)

The statement of goals and aspirations is not a reviewable decision. Where a participant wants to add or change a goal but no changes are required to the supports funded, they do not need to have a plan reassessment. Changes to the participant statement can be made at any time and can be sent to enquiries@ndis.gov.au. If the requested change also requires a reassessment of their support needs, then a plan reassessment (section 48) is the correct pathway.

When an update to the Participant statement of goals and aspirations is requested or provided information as part of the s100 process, the RO can update this for the Participant. Refer to article Complete a s47 request to update a participant's goals, About me and informal, community and mainstream supports.

6.2 Update information in About Me

Plan Approval (PA) cases and Plan Budget (PBU) cases cannot be approved without appropriate mandatory information, for example. Daily Life, and My Strengths. Ordinarily this information is gathered early on at pre-access and planning stages. Clarifying calls will attempt to gather this information where any sections are blank. ROs and BSOs can refer to the Communique -Update information in about me. As an interim solution for in-flight reviews with a resulting PBU (or PA for plans new to PACE) that has a blank My Strengths RO's can add the comment **Please contact the Agency if you wish to update these details** to this section in 'About me.'

6.3 Update Participant Streaming

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If the RO identifies streaming factors from information provided during the internal review then the RO should review and update the participants streaming. Refer to the article Complete a streaming case (Streaming and Restreaming).

6.4 Updating listed Primary Disability

If the RO identifies evidence or information provided during the internal review or the participant has advised their disability is recorded incorrectly, the RO should review and change the listed disability information on the record.

Where the funding included within the Participant's Statement of Supports is being disputed the supports being requested are reviewable under s100 of the NDIS Act (2013). The review should consider the information available regarding the disability the participant has met access to the NDIS for and resulting impairments. Any other additional impairments can also be considered and a decision made under s34 of the NDIS Act (2013). Whilst a request to change or update the list of disabilities with supports in dispute can be part of the internal review the pending changes to impairment notices will provide more guidance. It is best practice to discuss the reasons as to why a new disability has or has not been included with the participant. We do not include this information within our correspondence.

Note: If ROs require assistance in determining if a participant secondary impairment/s would meet the access requirements refer to your Line Manager and/or seek ECS/TAPIB advice.

For more information on updating or changing disability types refer article Request a participant disability change.

6.5 Referral for Complex Support Needs (CSN)

If ROs determine the participant's circumstances meet the requirement for referral to the CSN pathway, complete a CSN Referral Form which will assist the CSN Operations Triage Team to quickly determine suitability. Refer to article Submit a referral to the Complex Support Needs (CSN) Branch.

6.6 Refer Participant for Eligibility Reassessment (ER)

If the RO identifies the participant may not meet the access requirements for the NDIS, the RO can provide a brief summary of this information within the plan implementation interaction.

6.7 Referral of Participant that may have received a Compensation amount

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No plan with compensation identified should be rolled over, reviewed, or approved without first contacting the Compensation Recoveries Branch for advice.

All s100 internal review requests relating to Compensation will be allocated to and completed by an APS 6 Review Officer including Access Review Officers.

6.8 Appointing a Plan Nominee

If the RO identifies the participant has requested or may benefit from the appointment of a nominee, the RO can refer to the National Planning Support Team.

6.9 Participant Critical Incidents (PCI) Fraud and Integrity issues and/or Privacy Breaches

Follow all of agency guidance in relation to any one of these particular issues identified in the internal review process.

The Agency acknowledges these issues can be triggering. Please seek support when you need to.

You can find out more about supports for Agency staff and leaders on our Well+ Hub.

Find out more on the Participant critical incidents intranet page.

6.10 Internal Review face-to-face meeting requests

At times, a participant or their authorised representative may request a face-to-face meeting. As Reviews Branch is a virtual team with a limited footprint, Reviews Branch does not include face-to-face meetings as part of the standard service offering. ROs can use telephone calls, email, and SMS to discuss the review with those who request them.

If a face-to-face meeting is requested, and after discussing and exploring other options, such as engaging with Advocates/Authorised Representatives, Interpreting Supports, and organising specific times to call, it is determined that a face-to-face meeting may be necessary, seek assistance from your Line Manager to identify a pathway forward.

6.11 Gathering further evidence

An RO may determine further evidence is needed in addition to what is on the Business Systems to reach the correct and preferable decision. This can be determined by reviewing evidence provided and information gathered during the initial contact process, refer to article IRT – Contact the participant or applicant.

Where the participant has indicated that they do not intend to provide further information and the RO finds that further information will not materially change the decision, further

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information should not be requested. Further information should also not be requested when a review case is aged 60 days or above. Proceed to make a decision based on the information at hand.

Note: The participant has opportunities to provide additional evidence to support the internal review at the time of lodging the internal review request. Providing additional information is included in the RoRD form and acknowledgement letter which allows for 14 days from the acknowledgement letter date to provide additional evidence.

During the initial contact, information can be gathered to determine next steps, including whether or not seeking additional information is required.

6.12 Formal Requests for Further Information Letter

An RO may request information or evidence from a participant to support consideration of legislative criteria being met. The participant may also wish to provide more information, for example providing a report or an assessment which is nearing completion.

A formal request will be issued via preferred method of correspondence by emailing or mailing a completed Internal Review Request for Information Letter or the Internal Review Unable to Contact Letter (if contact has not been made) to the participant. A request for further information letter is to be sent irrespective of whether the RO is requesting the information or the participant wishes to provide more information for the internal review.

The Internal Review Request for Information Letter and the Internal Review Unable to Contact Letter (when applicable) will detail the evidence required and will include the timeframe for return of evidence (usually up to 28 days allowed). The provision of this information remains voluntary.

For further information on what to take into consideration when determining the due date timeframe for further information requests, refer to Section 6.12.1 Timeframes for return of requested evidence.

6.12.1 Timeframes for return of requested evidence

The standard timeframe is usually between 14 and 28 days for the return of further evidence or information. This is not a legislative timeframe but is considered a reasonable timeframe for procedural fairness in administrative review.

The timeframe for return of additional evidence may be adjusted if considered reasonable – for example if the person advises the evidence will be emailed within a few business days, it may be reasonable to agree on an earlier timeframe for provision of evidence and follow up (for example, 7 calendar days).

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If the participant will need to see their health professional to obtain copies of documents and send them via mail, 28 calendar days for return of this evidence may be a reasonable timeframe.

When determining the length of time for return of evidence for an internal review, consideration should take into account:

- Whether or not the original 14 days from the acknowledgement letter date has lapsed.
- The timeframe for return of additional evidence should take into account the 60 day PSG target and have the earliest practicable due date. The timeframe should allow for a participant to return the evidence and for the RO to review the additional information and complete the internal review. If an additional evidence request will cause the internal review to go over the 60 day PSG timeframe, please discuss with your Line Manager.
- Length of time between original decision and internal review requested.
- If the participant has had previous opportunities to provide further information.

An Internal Review outcome decision must not proceed unless either the further information timeframe has passed, the person has provided further information, or the unable to contact timeframe has passed.

If information is provided prior to the timeframe expiring, ROs would need to make contact to confirm all documents have been received,(unless it is clear that all information requested has been supplied) and that there is no further documents to be provided. If there are no further documents to provide, the RO can then progress with the review. Otherwise, if there are documents still to be received, the RO would need to wait the full timeframe.

6.12.2 Requests for extensions for provision of evidence for an Internal Review

When a participant asks for extra time to provide further evidence there must be a clear reason for the RO to agree. Some examples are included in section 6.12.3.

A fair extension would be an additional 7-14 days (a total of 36-43 days since the evidence was requested). This is not a legislative requirement but allows a reasonable timeframe for evidence to be returned and a decision to be made.

If an extended timeframe for further information will lead the internal review to becoming older than 60 days, consult with your line manager for endorsement of the timeframe extension.

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If the line manager approves an extension, it must be recorded as an internal note detailing the agreed timeframe extension and the reasons, refer to article IRT – Requests for further information.

6.12.3 Example of exceptional circumstances for supported extensions for further information requests

There are a range of exceptional circumstances listed below which may result in an extension of time to provide evidence. Consideration is given for other matters that may require an extension.

- Specialist appointment or Allied Health Professional appointment has been booked but has not yet occurred.
- Local or State Emergencies or severe weather events impacting on gathering of evidence.
- Rural or Remote geographical impacts (visiting specialists).
- Changes to caring arrangements, including informal supports, due to death, serious illness or injury of informal supports, or significant and unexpected deterioration of disability-related functional capacity.
- Risk to self, others, community or agency reputation.
- A participant is living in an emergency declared region which has been affected by a recent emergency.
- A participant requires a specialist appointment and there is a long wait for appointments; a participant is hospitalised and has no advocate/support coordinator, which can assist with gathering additional evidence.
- Unstable or fragile arrangements can also be considered (for example risk of relinquishment of a child).
- Participants who do not have any disability specific supports in place and are re-entering the community after a long-term residential stay (for example prison release, mental health treatment release, newly acquired significant disability, spinal cord injury).
- Recent or upcoming hospital admission or discharge.
- Impacts of COVID related self-isolation or other health related impacts preventing the gathering and/or provision of additional information.

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Refer to Call guidance scripts.

6.13 Deceased Participants

If a RO is the first to be alerted to the death of a participant they must create a deceased participant leaving case, refer to article Complete deceased participant leaving case.

If the deceased participant did not have a Plan Nominee or Child Representative, the RO is able to withdraw the case without progressing to a decision.

A person who is directly affected by a reviewable decision may request a review under s100 of the NDIS Act. Meaning that if there is a listed Plan Nominee or Child Representative on the Participant's record we must seek consent to withdraw the review. If the Plan Nominee or Child Representative does not agree to withdraw, please seek the support of your line manager for next steps.

6.14 Call guidance scripts

6.14.1 initial call guidance and scripting example

Note: This is an example for both ROs and BSOs and can be tailored for the specific situation based on your role.

Good morning/afternoon

My name is < name>, I am from the NDIA and I am calling you in regard to <participant's name/your> s100 internal review request.

Before we begin can I please complete proof of identity with you to ensure your privacy?

Refer to article Check consent, nominee, child representative or self-representation authorities.

My role is to consider the current plan you have and the parts that you are not happy with and why you are requesting a review. We can also check if what you are wanting to achieve can be met with your current plan budget.

<I am/the review officer is> a decision maker that is separate to your original <planner or Local Area Coordinator or EC partner>. Once I have confirmed with you today the requests relating to your review and any other information I will be able to make a timely decision for you based on the information that we have.

I can confirm that we have the following evidence available including <state briefly list of evidence provided for the internal review for example Functional Capacity Assessment report, Physiotherapy report, quote>, I will use this to assist with coming to a decision about your request.

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Would you be able to provide me with details of the supports that you are requesting that differs from your current plan, and the reasons why you require this support?

Take information on the supports being requested and why, and document as part of your internal note along with key discussion points. Finalise this in detail after the call.

Other points to cover during phone call contact:

- Confirm the preferred plan management type.
- Confirm preference for plan duration and any relevant issues.
- If applicable, confirm any assistive technology supports that may have been claimed already and advise if decision is set-aside funding will be removed from the new plan.
- Make sure any supports specifically withdrawn by the participant is included in the interaction note.
- Allow time to explain or discuss keeping it to the point or relevant peripheral issues.
- Prompt with information from the current plan – for example, number of supports already provided and number they require, AT. “I can see here you have 2 hours per day for core self-care, how many hours did you require?”
- Acknowledge any challenges or difficulties they have experienced (for example, I’m sorry you experienced that, or I’m sorry that occurred)
- Where you need to gain an understanding from lived experience you should ask questions that help you to create a picture of the person/need. For example:

So that I can get a clear understanding of the requested supports, what will they will help you to do differently than what your current plan can support you with?

What does a typical day/evening/morning routine look like for you?

Choose which is most relevant. You are looking for information that describes if a support need is a verbal or physical prompt, task set up, full physical assistance and if needs fluctuate then when and why?

Thank you for confirming the supports you require. I can now proceed to review the available information and come to a decision about your supports.

There may also be occasions where you can discuss the likelihood of the supports being funded or not.

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I cannot give you a specific timeframe but will aim to complete internal reviews within a 60 day timeframe from the request date.

Once I have completed the decision you will receive an outcome and decision letter in line with the NDIS Act and Rules.

If the original decision does not change there will be no change to the plan and you will receive a decision letter which explains the decision.

If I approve any supports requested, I will make this change to your plan, and you will receive a copy with the decision letter.

Confirm the contact details and preferred method of contact method are correct to receive the decision letter for the internal review.

Check all relevant information in the 'About Me' section and obtain any mandatory information from the participant for blank sections, such as, My strengths, Daily Life. You must gather this information to complete the 'About Me' fields via the case action bar.

Further information regarding NDIS supports can also be found on the NDIS webpage.

Thank you and I appreciate your time today to discuss your review.

6.14.2 Call guidance for additional evidence or reports

In the event the participant wishes to provide additional reports or information and you can see that it would most likely materially change the decision.

Avoid asking open ended questions such as, when can you get me the information? Instead ask something like:

So I can make a timely decision would you be able to provide the information in the next < number of days>?

Where further information will not change the decision, advise this to the participant.

In your conversation use your skills to set a time frame that is as soon as possible and takes into consideration the 60 PSG. Negotiate in the first instance how soon the participant or nominee can return documents and confirm this reasonable timeframe taking into account the points of consideration outlined in section 6.12.1.

If they can't provide the information in a timeframe to be able to make a decision within 60 days, advise them you have a requirement to make a decision within a certain timeframe and if you don't have the information by <date> you will need to make your decision based on the information you have. If in the future they obtain further information they may be able to ask for a plan change such as a reassessment or variation depending on their circumstances and they can discuss this with their NDIS contact.

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6.14.3 Call guidance for reviews > 90 days

We will automatically confirm the original decision in the first two scenarios.

- Scenario 1 - Where there is an active ART matter identified by a current alert on the record relating to the internal review request that is > 90 days.
- Scenario 2 - Where a participant expresses a clear preference / intention to go to directly to the ART.

Proceed to clearly record the conversation, action and close the case as a confirmed decision and issue the deemed decision outcome letter.

- Scenario 3 – No active ART matter and the participant expresses a clear preference we complete a fulsome internal review. The participant will continue to have external review rights to the ART following the outcome. Proceed to make the decision based on the information at hand without seeking any further information.

Scenario 1 – Because you have an external review already underway with the Administrative Review Tribunal and your internal review which is greater than 90 days I am unable to continue to consider your review request because the decision is automatically taken to be confirmed. I will update the request in our business system to reflect this and provide you with a confirmed letter today. The Case Manager from the ARTCM Branch will support you through the external review process.

Scenario 2 or 3 – We aim to make a decision within 60 days and the law requires us to make a decision within 90 days. Your request is < xx days>, and I am very sorry you have been waiting this long for an outcome. Because it is over 90 days, you have the option to go directly to the Administrative Reviews Tribunal (ART) to request an external review. If you want to do this, this means, we are taken to have confirmed the original decision and we will stop considering your request. I can then provide you with information about the ART and external review process. It's important you know what your rights are and that there are extensive delays with the ART so I cannot give you any guidance on how long an external review may take. If in our conversation today you choose to go directly to the ART I will proceed to confirm your review meaning the decision is confirmed and no changes are made and I will provide you with an outcome letter. This then closes your internal review.

Alternatively, I can proceed to make an internal review decision for you as quickly as possible with the information available to me and you will still have review rights with the ART.

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Which option would you prefer?

Confirm the contact details and preferred method of contact method are correct to receive the confirmed decision letter for the internal review. Update the record with the participant's preferred way forward.

7. Appendix A – Principles for s100 Decision Making

The following questions aim to support ROs decision making and what needs to be considered.

Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Is this a support that cannot be funded in accordance with the definition of NDIS supports and Transitional Rule? I.e. is it a support on the out list? Is it a support more appropriately provided by another service system? Would we fund it (external), Our Guideline - Reasonable and Necessary Supports (external).	Yes	s10 Transitional Rule S34f
Does the requested support provide the same benefit as another support already funded in the current plan? • Have you provided education on plan flexibility? (Early resolution, duplicated supports). • Have you considered plan utilisation - current and historical? • Have you considered the support within and across the budget categories? That is, the interface between core and capacity building budgets and/or ATHM (previously funded or requested). • Is there alternate funding such as Local Area Coordination/ECEI? (This is alternate funding as per Rule 5.1(c).	Yes	Rule 5.1(c) S34(c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Our Guideline - Reasonable and Necessary Supports (external). Each support that is funded in a plan must be a reasonable and necessary support, however we also consider how supports will work together as a package to address disability support needs, or to achieve an outcome. The supports the NDIA fund must be reasonable and necessary individually, but they must also be reasonable and necessary as a package of supports. Would we fund it? (external) information		
Does the requested support relate to the participant's disability/eligible functional impairments? Our Guideline - Reasonable and Necessary Supports (external). Sometimes, the participant might ask for supports to help with impairments that were not part the Access eligibility assessment. When this happens, the RO needs to make sure the support will help address needs that arise from an impairment that meets the same eligibility criteria we consider at Our Guideline Applying to the NDIS (external). Our Guideline - Disability Health Supports (external) practice guidance if the support is not directly related to the participant's ongoing functional impairment.	No	Rule 5.1 (b) S10
Is the requested support most appropriately funded by the NDIS? • Health • Mental Health and Psychosocial Disability • Child Protection and Family Support • Early Childhood Development • School Education	No	s34 (f) S10

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
• Higher Education, Vocational Education and Training • Employment • Housing and Community Infrastructure • Transport • Justice • Aged Care Our Guideline Who is responsible for the supports you need? (external). Would we fund it? (external) information Mainstream supports are other government services such as employment, education, health and family support services. They are available to everyone including people without disability.		
Is the requested support linked to a goal? Our Guideline - Reasonable and Necessary Supports (external) The supports the NDIA fund need to help the participant increase their independence and pursue their goals. This means the supports should help overcome any disability-specific barriers which may be stopping the participant in pursuing their goals. This doesn't mean the NDIA will fund all support costs associated with pursuing participant goals. • Setting more goals or bigger goals doesn't mean we'll provide more funding or fund more supports. • Setting a goal doesn't mean we have an obligation to fund supports that help you pursue that goal. • Seeking to include a new goal cannot be considered as part of an s100 review (this is s47) that is, a	No	s34 (a) s34 (c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
participant can change their goals at any time but cannot have new supports to meet those new goals. s47 (2) If a participant gives a changed version of the participant's statement of goals and aspirations to the CEO, the plan is taken to be replaced by a new plan comprising. a) The changed version of the participant's statement of goals and aspirations; and b) The statement of participant supports in the existing plan.		
Does the requested support duplicate other supports available to the participant? Has the participant explored family, friends or the community to provide the extra help needed to pursue the goal? Our Guideline - Reasonable and Necessary Supports (external) The extent of risks and suitability of family, friends and others to provide support as per Rule 3.4. Community services offer a wide range of supports that may help with your disability support needs. Community supports are things open to everyone in the community, like sporting clubs, community colleges, activity groups, libraries or community gardens. They are often a great way to get involved in your local community, meet new people and learn new skills. For children under 18, the RO will consider: if their needs are 'substantially greater' because of their disability, compared to other children the same age.	Yes	s34 (e)
Is the request an increase to the core daily activity budget where the outcome can be met within the overall plan budget?	Yes	s34 (c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
• Is the request more than standard or typical support required for the context (age, disability, life stage) of the participant? • Have you understood what the participant's routine looks like across the day/week? (does the evidence specify length of time and what tasks are required to be completed with partial or complete assistance?) • Have you understood how the participant is currently utilising their budget? Would we fund it? (external)		
Is the request an increase to the core social, community and civic participation budget where the outcome can be met within the overall plan budget? • Is the request more than standard or typical support required for the context (age, disability) of the participant? • Consider if the support will complement (not duplicate) other supports available and that will maximise the participant's inclusion and independence and to help you fulfil an ordinary life. Our Guideline - Social and Recreation Support (external) The participant may need short term support to help them get started with a social and/or recreation activity. This short-term support may build their skills so the participant can participate independently. Or it could connect them with someone else who can regularly assist or help them to participate.	Yes	s34 (c) and (d)
Is the request for an increase to the capacity building budget for therapy supports, where progress toward the	Yes	s34 (c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
goals/outcome was evident and can continue to be met within the overall plan budget? • If the request is for more than one type of allied health practitioner consider which is the most appropriate to deliver the support in order to make progress toward a goal/outcome (for example, not duplicating the support). • If request is for alternate therapy (art, music) or intensive therapy (such as, Applied Behaviour Analysis - ABA) consider if there is evidence for specific likely outcomes that will meet the criteria of effective and beneficial as per Rule 3.2 and Our Guideline Reasonable and Necessary support? • Does the participant or their other supports (informal, mainstream, funded - core) have the capacity to implement the allied health strategies or programs? • Does the evidence provide the expected level of detail to support a decision? Refer to Plan reassessment reports (external) for information. Our Guideline - Reasonable and Necessary Supports The primary source of evidence the RO will rely on, and give the greatest weight to, is evidence from sources that are reliable and widely recognised. This includes published and refereed literature, and any consensus of expert opinions. How do we weigh evidence of disability? (external) Evidence - based best practice (external) Practice Guide - Understanding Therapy Supports (external)		

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
This means that the therapist can train family or staff to provide support to the participant to implement strategies on a more regular basis.		
Is the request for the cost of activities that everyone would be expected to pay? Or the support is typically something a parent would do for their child? Our Guideline - Social and Recreation Support (external) The participant will need to pay for the costs of the activity that everyone would pay for such as membership or entrance costs. The NDIA may then be able to fund the support the participant needs to take part in the activity because of their disability.	Yes	Rule 5.1 (b) and (d) S10
Is the requested support related to an acute health condition (short term illness/injury) and/or rehabilitation requiring clinical care? Psychosocial disability (external) - The NDIS is designed to work alongside existing government service systems, including health, education, housing and mental health specific treatment services. People with mental health and psychosocial disability issues often require support from a range of sources such as community, family, friends, local or private mental health services and other mainstream systems. The NDIS works closely and in partnership with these other support systems and does not replace them. Our Guideline - who is responsible for the supports you need? (external) for where it is a time limited intervention to improve functioning following an acute event, medical treatment or accident (for example. to improve functioning immediately following a stroke or acquired brain injury).	Yes	s34 (f) s10
Is the request for coordination of supports for a participant streamed general or supported?	Yes	Rule 5.1 (c)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
• Is the participant linked to service providers (mainstream, community and funded) • Consider referring the participant to the Booklets 1-3 for developing and using your plan. Local area coordination partners (external) - The Local Area Coordinator role is to help you to understand the NDIS, and link you with service provides, and mainstream or community supports, that will assist you to work toward your goals. *Unless risk factors exist refer to line manager.		
Is the request to change the plan duration where there are no major life transitions expected prior to plan end date? Consider if there are any risks identified in the risk assessment? Consider the factors relating to length of the plan noting no request to lengthen the plan duration beyond 12 months will be supported. Our Guidelines - How long will your plan go for? (external) The decision determining plan duration reasonably considered the participant's individual circumstances, support needs and choice. The term 'Plan Duration' refers to the period before which a scheduled reassessment will occur.	Yes	s34 (d)
Is the request to change plan management where there are unreasonable risks to self-manage? • Are there safeguards in place such as financial management capacity building supports? • Is there evidence to support that there is an unreasonable risk to self-management? • Consider if the participant, plan nominee or child representative is bankrupt or insolvent under	Yes	s44/s74

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
administration and/or there are unreasonable risks to self-management. • Complete relevant risk assessment related to plan management type. Our Guideline What are your options for managing your funding? (external)		
Plan change request internal reviews For a plan change decision to be a valid internal review the original decision must have been completed within 21 days. If the decision was made outside of 21 days from the request date (such as not the PCC creation date) then the decision was an s100 and is only reviewable at ART (and a miscat IR case). The plan change strategy focuses on required evidence to warrant a reassessment. A request to review a plan reassessment (s48) decision is a review of a declined decision, that is a decision not to reassess a plan. The only possible outcome of the internal review is to confirm or set aside. The RO does not make a decision on what may or not be R&N, only that there is sufficient information to warrant a reassessment. An SD planner completes the reassessment and Plan Approval (PA) case. A request to review a plan variation (s47a) decision could either be the variation outcome or a decline to vary the plan. When we set aside a decline to vary we are saying, it meets the criteria for a variation ***and*** the funded support requested meets R&N criteria. So we do all the end to end work to close the Plan Budget Update (PBU) case.		S48 S47a S34

8. Appendix B – Case study examples – not NDIS supports (s10)

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The following case studies were provided by PWPQ in consult with TAPIB (October 2024) as examples to be used by tech leads supporting the understanding of S10.

8.1 Case example – Education

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

8.2 Case examples – Psychology

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

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s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

8.3 Case example – Employment

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

9. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Reviews Branch Quality and Continuous Improvement Form and email it to the s47E(d) - certain operations of ag In your email, remember to include the title of the product you are referring to and describe your suggestion or issue concisely.

10. Version Control

Version	Amended by	Brief Description of Change	Status	Date
1.0	DII394	Class1 approval	APPROVED	2021-02-03
2.0	CAP525	Class 1 approval	APPROVED DLL320	2021-07-23

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Version	Amended by	Brief Description of Change	Status	Date
			SWO065	
3.0	KMM575	Removed out of scope change of preference example. Move to new template. Class 1 approval.	APPROVED	2021-11-23
4.0	LW0022	Review of flow of document. Feedback provided from SW0065. Deleted section about additional information. Updated information about what is part of internal review and added in OG link. Updated conversation to contact and communication. Updated based on feedback SW0065. Inclusion of appendix information - guidance information for progression of s100 planning decision tasks. Additional guidance information added. Removed withdrawn section and conversation prompts. Minor updates to index and example wording based on feedback provided SW0065.	APPROVED BC0038	2022-08-17
5.0	LW0022	Updated content in section 5.1 Minor update to wording in 5.2 for consistency.	APPROVED RMO411	2022-09-06
6.0	KMM575	Principles for s100 Decision Making table added.	APPROVED	2022-12-02
7.0	KMM575 TWL527	Face-to-face meeting request guidance added.	APPROVED	2023-01-05

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Version	Amended by	Brief Description of Change	Status	Date
8.0	KMM575	Continuous improvement updates for face-to-face meeting requests.	APPROVED	2023-02-10
9.0	LW0022	New sections added 5.13 and 5.14. Includes guidance information about further information requests, points to consider when making a due date for return of evidence/reports and scripting guidance for initial calls.	APPROVED	2023-04-12
10.0	KMM575	Section 5.14.4, wording updates for continuing with decision making if information cannot be provided in an appropriate timeframe.	APPROVED	2023-09-15
11.0	KMM575	Updates made by RB directors to bring in line with legislation amendments	APPROVED	2024-11-20
12.0	TWL527	Changes to statement of participant supports information. Addition of section 74 with section 44 information. APPROVED BY: KHH0021	APPROVED	2024-03-27

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Guidance

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Principles of s100 Planning Review

This guidance is to support an understanding of what is considered for an internal review of a decision for Review Officers (ROs) and Business Support Officers (BSOs).

The NDIA has more than one way to change a plan. Sometimes it is hard to understand which pathway is the right one to address a participant's request for a review/reassessment or variation. This document can be used in conjunction with the Choose the Right Request Tool and Knowledge Articles (KAs) on PACE.

With new legislation effective from 3 October 2024 it is important to always refer to the most up to date Agency and Reviews Branch communications. This Reviews Branch intranet page is the source of truth for our communications alongside Our Operational Guidelines and Agency wide information.

Note: All references to participant in this document also refers to authorised representatives/nominees/child representatives.

1. Recent updates

Date	What's changed
November 2024	**Added Content:** Summary of legislation changes and impacts, Section 5 What will be considered as part of an internal review, functional impact information, amended legislation and transitional rules, replacement support guidance, Section 6.2 Update information about me. Cased aged > 90 days – deemed decisions. Deceased participants, Call guidance for reviews > 90 days, Appendix A s10, Plan change request guidance, Case study examples **Removed content:** Update the severity indicator, confirmed decisions, vary set aside decision, collecting and updating bank details, making a request for service for a support coordinator as part of the s100, links to SOPs. **Amended Content:**

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Date	What's changed
	Referral of participant that may have received a compensation amount, to be completed by an APS 6, PCI guidance, gathering further evidence. Links updated.

2. Summary of legislation changes and impacts

Section	What's changed for Reviews Branch
S10	• Transitional Rules apply. • Can only fund a support if it is an NDIS support on the 'in' list. • Do not remove a support on the 'out' list for inflight reviews for pre 3 October 2024 plans where it is explicitly stated within the plan that it has been approved or when the plan is a result of an AAT/ART determination. • Decline a support that is not an NDIS support via ordinary BAU R&N decision making. Reasons for decision templates have been updated to include Transitional Rules. The new Letter template will include general information about the replacement request process. • Replacement support decisions are made by TAPIB and are not reviewable.
S33	• Funding periods are generally 12 month plans. We will fund longer plan durations of inflight plans pre 3 October 2024. We do not need to reduce plan duration unless risks factors require as per standard practice. • S33 is only enlivened on new plans completed (original decisions) by Service Delivery from 3 October 2024.
S44	• Consider if the participant, their nominee or child representative or registered plan manager: – spent funding on NDIS supports

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Section	What's changed for Reviews Branch
	– spent funding in line with the participant's plan – presents an unreasonable risk to the participant by managing their funding. • If risks are identified, the NDIA may not support a participant's request to self-manage or use a registered plan manager. • Do not ask participants any questions about convictions relating to capacity to self-manage.
S34	• Inclusion of 34(1)AA will not result in any changed practice until impairment notice pathways are established next year. Continue with BAU processes. • Wording to 34(f) criteria has been updated in letter templates.

3. Index

- 4. What can be reviewed as part of the statement of supports
- 5. What will be considered as part of an internal review
- 6. Additional Guidance for s100 planning review
- 6.1 Update to Participant statement of goals and aspirations (section 47)
- 6.2 Update information in About Me
- 6.3 Update Participant Streaming
- 6.4 Updating Listed Primary Disability
- 6.5 Referral for Complex Support Needs (CSN)
- 6.6 Refer Participant for Eligibility Reassessment (ER)
- 6.7 Referral of Participant that may have received a Compensation amount
- 6.8 Appointing a Plan Nominee
- 6.9 Participant Critical Incidents (PCI) Fraud and Integrity issues
- 6.10 Internal Review face to face meeting requests
- 6.11 Gathering further evidence
- 6.12 Formal requests through further information request letter

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- 6.12.1 Timeframes for return of requested evidence
- 6.12.2 Requests for extensions for provision of evidence for an internal review
- 6.12.3 Examples of exceptional circumstances for supported extensions for further information requests
- 6.13 Deceased Participants
- 6.14 Call guidance scripts
- Appendix A - Principles for s100 Decision Making
- Appendix B – Case study examples

4. What can be reviewed as part of the statement of supports

The statement of supports includes:

- What NDIS funded supports are included in a participant's plan
- How those supports are described
- How long the plan goes for
- How the funding in the plan is managed.

5. What will be considered as part of an internal review

When reviewing a decision about a participant's plan, Our Guidelines (external) state we will make our decision based on the facts and circumstances at the time of our internal review decision.

The internal review will consider:

- Any evidence from the original decision.
- Reasons for the original decision.
- Additional information that has been provided for the internal review.
- The facts and circumstances of the participant at the time of making the internal review decision (this means we can consider any changes since the original decision was made, which may impact their statement of supports, such as, a change to the participant's capacity to do things for themselves or an ongoing change to their living situation, which may mean they need more or less supports).

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- The functional impact of the impairment arising from assessed disability or condition for which they met access.
- The NDIS Act, including 2024 amended legislation and Transitional Rules effective 3 October 2024.
- Our Guidelines and internal guidance material.

ROs will seek to review the request based on the support/s in dispute, and to those disputes the participant wishes to raise or is dissatisfied with as part of their internal review request as well as any dependencies or related supports.

The exception is a request for a replacement support. These form no part of the review process or RO's responsibility and decisions declining a replacement support are not reviewable. Unless the requested support on the outlist is explicitly asked to be considered as a replacement support, proceed to make a decline decision. The participant can elect to have this considered as per the replacement support pathway and this information is included in the general information section of our decision letters. For other requests that are not NDIS supports in accordance with S10, proceed to consider and decline/confirm via ordinary R&N decision making practice.

During a planning meeting the participant does not have to specifically identify the supports they wish to be included in their plan. It is the planner's and RO's responsibility to gather and review all information before making a decision about what funded supports are included in the participant's plan. The Multiple case decision tree may assist with discussions to understand participant's options.

Similarly, if new quotes, reports or assessments requested by the original delegate are submitted as part of the internal review process these can be considered if that is the preferred pathway for the participant. This could include a functional capacity assessment, assistive technology or home modifications quote or reports provided between the original decision and the internal review request. It is important the participant understands the intent of a plan change verses an internal review and the impact of their decision to their review rights.

With respect to legislation amendments effective 3 October 2024 ROs are not required to remove a support on the 'out list' Section 10 for plans approved before 3 October where it is explicitly stated in the plan as an approved support.

6. Additional Guidance for s100 planning review

The following information applies to s100 regarding a participant statement of support and only applies only if there are supports in dispute.

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6.1 Update to Participant statement of goals and aspirations (section 47)

The statement of goals and aspirations is not a reviewable decision. Where a participant wants to add or change a goal but no changes are required to the supports funded, they do not need to have a plan reassessment. Changes to the participant statement can be made at any time and can be sent to enquiries@ndis.gov.au. If the requested change also requires a reassessment of their support needs, then a plan reassessment (section 48) is the correct pathway.

When an update to the Participant statement of goals and aspirations is requested or provided information as part of the s100 process, the RO can update this for the Participant. Refer to article Complete a s47 request to update a participant's goals, About me and informal, community and mainstream supports.

6.2 Update information in About Me

Plan Approval (PA) cases and Plan Budget (PBU) cases cannot be approved without appropriate mandatory information, for example. Daily Life, and My Strengths. Ordinarily this information is gathered early on at pre-access and planning stages. Clarifying calls will attempt to gather this information where any sections are blank. ROs and BSOs can refer to the Communique -Update information in about me. As an interim solution for in-flight reviews with a resulting PBU (or PA for plans new to PACE) that has a blank My Strengths RO's can add the comment **Please contact the Agency if you wish to update these details** to this section in 'About me.'

6.3 Update Participant Streaming

If the RO identifies streaming factors from information provided during the internal review then the RO should review and update the participants streaming. Refer to the article Complete a streaming case (Streaming and Restreaming).

6.4 Updating listed Primary Disability

If the RO identifies evidence or information provided during the internal review or the participant has advised their disability is recorded incorrectly, the RO should review and change the listed disability information on the record.

Where the funding included within the Participant's Statement of Supports is being disputed the supports being requested are reviewable under s100 of the NDIS Act (2013). The review should consider the information available regarding the disability the participant has met access to the NDIS for and resulting impairments. Any other additional impairments can also be considered and a decision made under s34 of the NDIS Act (2013). Whilst a request to change or update the list of disabilities with supports in dispute can be part of the internal

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review the pending changes to impairment notices will provide more guidance. It is best practice to discuss the reasons as to why a new disability has or has not been included with the participant. We do not include this information within our correspondence.

Note: If ROs require assistance in determining if a participant secondary impairment/s would meet the access requirements refer to your Line Manager and/or seek ECS/TAPIB advice.

For more information on updating or changing disability types refer article Request a participant disability change.

6.5 Referral for Complex Support Needs (CSN)

If ROs determine the participant's circumstances meet the requirement for referral to the CSN pathway, complete a CSN Referral Form which will assist the CSN Operations Triage Team to quickly determine suitability. Refer to article Submit a referral to the Complex Support Needs (CSN) Branch.

6.6 Refer Participant for Eligibility Reassessment (ER)

If the RO identifies the participant may not meet the access requirements for the NDIS, the RO can provide a brief summary of this information within the plan implementation interaction.

6.7 Referral of Participant that may have received a Compensation amount

No plan with compensation identified should be rolled over, reviewed, or approved without first contacting the Compensation Recoveries Branch for advice.

All s100 internal review requests relating to Compensation will be allocated to and completed by an APS 6 Review Officer including Access Review Officers.

6.8 Appointing a Plan Nominee

If the RO identifies the participant has requested or may benefit from the appointment of a nominee, the RO can refer to the National Planning Support Team.

6.9 Participant Critical Incidents (PCI) Fraud and Integrity issues and/or Privacy Breaches

Follow all of agency guidance in relation to any one of these particular issues identified in the internal review process.

The Agency acknowledges these issues can be triggering. Please seek support when you need to.

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You can find out more about supports for Agency staff and leaders on our Well+ Hub.

Find out more on the Participant critical incidents intranet page.

6.10 Internal Review face-to-face meeting requests

At times, a participant or their authorised representative may request a face-to-face meeting. As Reviews Branch is a virtual team with a limited footprint, Reviews Branch does not include face-to-face meetings as part of the standard service offering. ROs can use telephone calls, email, and SMS to discuss the review with those who request them.

If a face-to-face meeting is requested, and after discussing and exploring other options, such as engaging with Advocates/Authorised Representatives, Interpreting Supports, and organising specific times to call, it is determined that a face-to-face meeting may be necessary, seek assistance from your Line Manager to identify a pathway forward.

6.11 Gathering further evidence

An RO may determine further evidence is needed in addition to what is on the Business Systems to reach the correct and preferable decision. This can be determined by reviewing evidence provided and information gathered during the initial contact process, refer to article IRT – Contact the participant or applicant.

Where the participant has indicated that they do not intend to provide further information and the RO finds that further information will not materially change the decision, further information should not be requested. Further information should also not be requested when a review case is aged 60 days or above. Proceed to make a decision based on the information at hand.

Note: The participant has opportunities to provide additional evidence to support the internal review at the time of lodging the internal review request. Providing additional information is included in the RoRD form and acknowledgement letter which allows for 14 days from the acknowledgement letter date to provide additional evidence.

During the initial contact, information can be gathered to determine next steps, including whether or not seeking additional information is required.

6.12 Formal Requests for Further Information Letter

An RO may request information or evidence from a participant to support consideration of legislative criteria being met. The participant may also wish to provide more information, for example providing a report or an assessment which is nearing completion.

A formal request will be issued via preferred method of correspondence by emailing or mailing a completed Internal Review Request for Information Letter or the Internal Review

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Unable to Contact Letter (if contact has not been made) to the participant. A request for further information letter is to be sent irrespective of whether the RO is requesting the information or the participant wishes to provide more information for the internal review.

The Internal Review Request for Information Letter and the Internal Review Unable to Contact Letter (when applicable) will detail the evidence required and will include the timeframe for return of evidence (usually up to 28 days allowed). The provision of this information remains voluntary.

For further information on what to take into consideration when determining the due date timeframe for further information requests, refer to Section 6.12.1 Timeframes for return of requested evidence.

6.12.1 Timeframes for return of requested evidence

The standard timeframe is usually between 14 and 28 days for the return of further evidence or information. This is not a legislative timeframe but is considered a reasonable timeframe for procedural fairness in administrative review.

The timeframe for return of additional evidence may be adjusted if considered reasonable – for example if the person advises the evidence will be emailed within a few business days, it may be reasonable to agree on an earlier timeframe for provision of evidence and follow up (for example, 7 calendar days).

If the participant will need to see their health professional to obtain copies of documents and send them via mail, 28 calendar days for return of this evidence may be a reasonable timeframe.

When determining the length of time for return of evidence for an internal review, consideration should take into account:

- Whether or not the original 14 days from the acknowledgement letter date has lapsed.
- The timeframe for return of additional evidence should take into account the 60 day PSG target and have the earliest practicable due date. The timeframe should allow for a participant to return the evidence and for the RO to review the additional information and complete the internal review. If an additional evidence request will cause the internal review to go over the 60 day PSG timeframe, please discuss with your Line Manager.
- Length of time between original decision and internal review requested.
- If the participant has had previous opportunities to provide further information.

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An Internal Review outcome decision must not proceed unless either the further information timeframe has passed, the person has provided further information, or the unable to contact timeframe has passed.

If information is provided prior to the timeframe expiring, ROs would need to make contact to confirm all documents have been received,(unless it is clear that all information requested has been supplied) and that there is no further documents to be provided. If there are no further documents to provide, the RO can then progress with the review. Otherwise, if there are documents still to be received, the RO would need to wait the full timeframe.

6.12.2 Requests for extensions for provision of evidence for an Internal Review

When a participant asks for extra time to provide further evidence there must be a clear reason for the RO to agree. Some examples are included in section 6.12.3.

A fair extension would be an additional 7-14 days (a total of 36-43 days since the evidence was requested). This is not a legislative requirement but allows a reasonable timeframe for evidence to be returned and a decision to be made.

If an extended timeframe for further information will lead the internal review to becoming older than 60 days, consult with your line manager for endorsement of the timeframe extension.

If the line manager approves an extension, it must be recorded as an internal note detailing the agreed timeframe extension and the reasons, refer to article IRT – Requests for further information.

6.12.3 Example of exceptional circumstances for supported extensions for further information requests

There are a range of exceptional circumstances listed below which may result in an extension of time to provide evidence. Consideration is given for other matters that may require an extension.

- Specialist appointment or Allied Health Professional appointment has been booked but has not yet occurred.
- Local or State Emergencies or severe weather events impacting on gathering of evidence.
- Rural or Remote geographical impacts (visiting specialists).
- Changes to caring arrangements, including informal supports, due to death, serious illness or injury of informal supports, or significant and unexpected deterioration of disability-related functional capacity.

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- Risk to self, others, community or agency reputation.
- A participant is living in an emergency declared region which has been affected by a recent emergency.
- A participant requires a specialist appointment and there is a long wait for appointments; a participant is hospitalised and has no advocate/support coordinator, which can assist with gathering additional evidence.
- Unstable or fragile arrangements can also be considered (for example risk of relinquishment of a child).
- Participants who do not have any disability specific supports in place and are re-entering the community after a long-term residential stay (for example prison release, mental health treatment release, newly acquired significant disability, spinal cord injury).
- Recent or upcoming hospital admission or discharge.
- Impacts of COVID related self-isolation or other health related impacts preventing the gathering and/or provision of additional information.

Refer to Call guidance scripts.

6.13 Deceased Participants

If a RO is the first to be alerted to the death of a participant they must create a deceased participant leaving case, refer to article Complete deceased participant leaving case.

If the deceased participant did not have a Plan Nominee or Child Representative, the RO is able to withdraw the case without progressing to a decision.

A person who is directly affected by a reviewable decision may request a review under s100 of the NDIS Act. Meaning that if there is a listed Plan Nominee or Child Representative on the Participant's record we must seek consent to withdraw the review. If the Plan Nominee or Child Representative does not agree to withdraw, please seek the support of your line manager for next steps.

6.14 Call guidance scripts

6.14.1 initial call guidance and scripting example

Note: This is an example for both ROs and BSOs and can be tailored for the specific situation based on your role.

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Guidance

For Internal Use Only

Good morning/afternoon

My name is < name>, I am from the NDIA and I am calling you in regard to <participant's name/your> s100 internal review request.

Before we begin can I please complete proof of identity with you to ensure your privacy?

Refer to article Check consent, nominee, child representative or self-representation authorities.

My role is to consider the current plan you have and the parts that you are not happy with and why you are requesting a review. We can also check if what you are wanting to achieve can be met with your current plan budget.

<I am/the review officer is> a decision maker that is separate to your original <planner or Local Area Coordinator or EC partner>. Once I have confirmed with you today the requests relating to your review and any other information I will be able to make a timely decision for you based on the information that we have.

I can confirm that we have the following evidence available including <state briefly list of evidence provided for the internal review for example Functional Capacity Assessment report, Physiotherapy report, quote>, I will use this to assist with coming to a decision about your request.

Would you be able to provide me with details of the supports that you are requesting that differs from your current plan, and the reasons why you require this support?

Take information on the supports being requested and why, and document as part of your internal note along with key discussion points. Finalise this in detail after the call.

Other points to cover during phone call contact:

- Confirm the preferred plan management type.
- Confirm preference for plan duration and any relevant issues.
- If applicable, confirm any assistive technology supports that may have been claimed already and advise if decision is set-aside funding will be removed from the new plan.
- Make sure any supports specifically withdrawn by the participant is included in the interaction note.
- Allow time to explain or discuss keeping it to the point or relevant peripheral issues.

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- Prompt with information from the current plan – for example, number of supports already provided and number they require, AT. “I can see here you have 2 hours per day for core self-care, how many hours did you require?”
- Acknowledge any challenges or difficulties they have experienced (for example, I’m sorry you experienced that, or I’m sorry that occurred)
- Where you need to gain an understanding from lived experience you should ask questions that help you to create a picture of the person/need. For example:

So that I can get a clear understanding of the requested supports, what will they will help you to do differently than what your current plan can support you with?

What does a typical day/evening/morning routine look like for you?

Choose which is most relevant. You are looking for information that describes if a support need is a verbal or physical prompt, task set up, full physical assistance and if needs fluctuate then when and why?

Thank you for confirming the supports you require. I can now proceed to review the available information and come to a decision about your supports.

There may also be occasions where you can discuss the likelihood of the supports being funded or not.

I cannot give you a specific timeframe but will aim to complete internal reviews within a 60 day timeframe from the request date.

Once I have completed the decision you will receive an outcome and decision letter in line with the NDIS Act and Rules.

If the original decision does not change there will be no change to the plan and you will receive a decision letter which explains the decision.

If I approve any supports requested, I will make this change to your plan, and you will receive a copy with the decision letter.

Confirm the contact details and preferred method of contact method are correct to receive the decision letter for the internal review.

Check all relevant information in the ‘About Me’ section and obtain any mandatory information from the participant for blank sections, such as, My strengths, Daily Life. You must gather this information to complete the ‘About Me’ fields via the case action bar.

Further information regarding NDIS supports can also be found on the NDIS webpage.

Thank you and I appreciate your time today to discuss your review.

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6.14.2 Call guidance for additional evidence or reports

In the event the participant wishes to provide additional reports or information and you can see that it would most likely materially change the decision.

Avoid asking open ended questions such as, when can you get me the information? Instead ask something like:

So I can make a timely decision would you be able to provide the information in the next < number of days>?

Where further information will not change the decision, advise this to the participant.

In your conversation use your skills to set a time frame that is as soon as possible and takes into consideration the 60 PSG. Negotiate in the first instance how soon the participant or nominee can return documents and confirm this reasonable timeframe taking into account the points of consideration outlined in section 6.12.1.

If they can't provide the information in a timeframe to be able to make a decision within 60 days, advise them you have a requirement to make a decision within a certain timeframe and if you don't have the information by <date> you will need to make your decision based on the information you have. If in the future they obtain further information they may be able to ask for a plan change such as a reassessment or variation depending on their circumstances and they can discuss this with their NDIS contact.

6.14.3 Call guidance for reviews > 90 days

We will automatically confirm the original decision in the first two scenarios.

- Scenario 1 - Where there is an active ART matter identified by a current alert on the record relating to the internal review request that is > 90 days.
- Scenario 2 - Where a participant expresses a clear preference / intention to go to directly to the ART.

Proceed to clearly record the conversation, action and close the case as a confirmed decision and issue the deemed decision outcome letter.

- Scenario 3 – No active ART matter and the participant expresses a clear preference we complete a fulsome internal review. The participant will continue to have external review rights to the ART following the outcome. Proceed to make the decision based on the information at hand without seeking any further information.

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Scenario 1 – Because you have an external review already underway with the Administrative Review Tribunal and your internal review which is greater than 90 days I am unable to continue to consider your review request because the decision is automatically taken to be confirmed. I will update the request in our business system to reflect this and provide you with a confirmed letter today. The Case Manager from the ARTCM Branch will support you through the external review process.

Scenario 2 or 3 – We aim to make a decision within 60 days and the law requires us to make a decision within 90 days. Your request is < xx days>, and I am very sorry you have been waiting this long for an outcome. Because it is over 90 days, you have the option to go directly to the Administrative Reviews Tribunal (ART) to request an external review. If you want to do this, this means, we are taken to have confirmed the original decision and we will stop considering your request. I can then provide you with information about the ART and external review process. It's important you know what your rights are and that there are extensive delays with the ART so I cannot give you any guidance on how long an external review may take. If in our conversation today you choose to go directly to the ART I will proceed to confirm your review meaning the decision is confirmed and no changes are made and I will provide you with an outcome letter. This then closes your internal review.

Alternatively, I can proceed to make an internal review decision for you as quickly as possible with the information available to me and you will still have review rights with the ART.

Which option would you prefer?

Confirm the contact details and preferred method of contact method are correct to receive the confirmed decision letter for the internal review. Update the record with the participant's preferred way forward.

7. Appendix A – Principles for s100 Decision Making

The following questions aim to support ROs decision making and what needs to be considered.

Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Is this a support that cannot be funded in accordance with the definition of NDIS supports and Transitional Rule? I.e. is it a support on the out list?	Yes	s10 Transitional Rule S34f

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Is it a support more appropriately provided by another service system? Would we fund it (external), Our Guideline - Reasonable and Necessary Supports (external).		
Does the requested support provide the same benefit as another support already funded in the current plan? • Have you provided education on plan flexibility? (Early resolution, duplicated supports). • Have you considered plan utilisation - current and historical? • Have you considered the support within and across the budget categories? That is, the interface between core and capacity building budgets and/or ATHM (previously funded or requested). • Is there alternate funding such as Local Area Coordination/ECEI? (This is alternate funding as per Rule 5.1(c). Our Guideline - Reasonable and Necessary Supports (external). Each support that is funded in a plan must be a reasonable and necessary support, however we also consider how supports will work together as a package to address disability support needs, or to achieve an outcome. The supports the NDIA fund must be reasonable and necessary individually, but they must also be reasonable and necessary as a package of supports. Would we fund it? (external) information	Yes	Rule 5.1(c) S34(c) and (d)
Does the requested support relate to the participant's disability/eligible functional impairments?	No	Rule 5.1 (b) S10

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Our Guideline - Reasonable and Necessary Supports (external). Sometimes, the participant might ask for supports to help with impairments that were not part the Access eligibility assessment. When this happens, the RO needs to make sure the support will help address needs that arise from an impairment that meets the same eligibility criteria we consider at Our Guideline Applying to the NDIS (external). Our Guideline - Disability Health Supports (external) practice guidance if the support is not directly related to the participant's ongoing functional impairment.		
Is the requested support most appropriately funded by the NDIS? • Health • Mental Health and Psychosocial Disability • Child Protection and Family Support • Early Childhood Development • School Education • Higher Education, Vocational Education and Training • Employment • Housing and Community Infrastructure • Transport • Justice • Aged Care Our Guideline Who is responsible for the supports you need? (external). Would we fund it? (external) information Mainstream supports are other government services such as employment, education, health and family support services.	No	s34 (f) S10

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
They are available to everyone including people without disability.		
Is the requested support linked to a goal? Our Guideline - Reasonable and Necessary Supports (external) The supports the NDIA fund need to help the participant increase their independence and pursue their goals. This means the supports should help overcome any disability-specific barriers which may be stopping the participant in pursuing their goals. This doesn't mean the NDIA will fund all support costs associated with pursuing participant goals. • Setting more goals or bigger goals doesn't mean we'll provide more funding or fund more supports. • Setting a goal doesn't mean we have an obligation to fund supports that help you pursue that goal. • Seeking to include a new goal cannot be considered as part of an s100 review (this is s47) that is, a participant can change their goals at any time but cannot have new supports to meet those new goals. s47 (2) If a participant gives a changed version of the participant's statement of goals and aspirations to the CEO, the plan is taken to be replaced by a new plan comprising. a) The changed version of the participant's statement of goals and aspirations; and b) The statement of participant supports in the existing plan.	No	s34 (a) s34 (c) and (d)
Does the requested support duplicate other supports available to the participant?	Yes	s34 (e)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Has the participant explored family, friends or the community to provide the extra help needed to pursue the goal? Our Guideline - Reasonable and Necessary Supports (external) The extent of risks and suitability of family, friends and others to provide support as per Rule 3.4. Community services offer a wide range of supports that may help with your disability support needs. Community supports are things open to everyone in the community, like sporting clubs, community colleges, activity groups, libraries or community gardens. They are often a great way to get involved in your local community, meet new people and learn new skills. For children under 18, the RO will consider: if their needs are 'substantially greater' because of their disability, compared to other children the same age.		
Is the request an increase to the core daily activity budget where the outcome can be met within the overall plan budget? • Is the request more than standard or typical support required for the context (age, disability, life stage) of the participant? • Have you understood what the participant's routine looks like across the day/week? (does the evidence specify length of time and what tasks are required to be completed with partial or complete assistance?) • Have you understood how the participant is currently utilising their budget? Would we fund it? (external)	Yes	s34 (c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Is the request an increase to the core social, community and civic participation budget where the outcome can be met within the overall plan budget? • Is the request more than standard or typical support required for the context (age, disability) of the participant? • Consider if the support will complement (not duplicate) other supports available and that will maximise the participant's inclusion and independence and to help you fulfil an ordinary life. Our Guideline - Social and Recreation Support (external) The participant may need short term support to help them get started with a social and/or recreation activity. This short-term support may build their skills so the participant can participate independently. Or it could connect them with someone else who can regularly assist or help them to participate.	Yes	s34 (c) and (d)
Is the request for an increase to the capacity building budget for therapy supports, where progress toward the goals/outcome was evident and can continue to be met within the overall plan budget? • If the request is for more than one type of allied health practitioner consider which is the most appropriate to deliver the support in order to make progress toward a goal/outcome (for example, not duplicating the support). • If request is for alternate therapy (art, music) or intensive therapy (such as, Applied Behaviour Analysis - ABA) consider if there is evidence for specific likely outcomes that will meet the criteria of	Yes	s34 (c) and (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
effective and beneficial as per Rule 3.2 and Our Guideline Reasonable and Necessary support? • Does the participant or their other supports (informal, mainstream, funded - core) have the capacity to implement the allied health strategies or programs? • Does the evidence provide the expected level of detail to support a decision? Refer to Plan reassessment reports (external) for information. Our Guideline - Reasonable and Necessary Supports The primary source of evidence the RO will rely on, and give the greatest weight to, is evidence from sources that are reliable and widely recognised. This includes published and refereed literature, and any consensus of expert opinions. How do we weigh evidence of disability? (external) Evidence - based best practice (external) Practice Guide - Understanding Therapy Supports (external) This means that the therapist can train family or staff to provide support to the participant to implement strategies on a more regular basis.		
Is the request for the cost of activities that everyone would be expected to pay? Or the support is typically something a parent would do for their child? Our Guideline - Social and Recreation Support (external) The participant will need to pay for the costs of the activity that everyone would pay for such as membership or entrance costs. The NDIA may then be able to fund the support the participant needs to take part in the activity because of their disability.	Yes	Rule 5.1 (b) and (d) S10

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Is the requested support related to an acute health condition (short term illness/injury) and/or rehabilitation requiring clinical care? Psychosocial disability (external) - The NDIS is designed to work alongside existing government service systems, including health, education, housing and mental health specific treatment services. People with mental health and psychosocial disability issues often require support from a range of sources such as community, family, friends, local or private mental health services and other mainstream systems. The NDIS works closely and in partnership with these other support systems and does not replace them. Our Guideline - who is responsible for the supports you need? (external) for where it is a time limited intervention to improve functioning following an acute event, medical treatment or accident (for example. to improve functioning immediately following a stroke or acquired brain injury).	Yes	s34 (f) s10
Is the request for coordination of supports for a participant streamed general or supported? • Is the participant linked to service providers (mainstream, community and funded) • Consider referring the participant to the Booklets 1-3 for developing and using your plan. Local area coordination partners (external) - The Local Area Coordinator role is to help you to understand the NDIS, and link you with service provides, and mainstream or community supports, that will assist you to work toward your goals. *Unless risk factors exist refer to line manager.	Yes	Rule 5.1 (c)
Is the request to change the plan duration where there are no major life transitions expected prior to plan end date?	Yes	s34 (d)

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
Consider if there are any risks identified in the risk assessment? Consider the factors relating to length of the plan noting no request to lengthen the plan duration beyond 12 months will be supported. Our Guidelines - How long will your plan go for? (external) The decision determining plan duration reasonably considered the participant's individual circumstances, support needs and choice. The term 'Plan Duration' refers to the period before which a scheduled reassessment will occur.		
Is the request to change plan management where there are unreasonable risks to self-manage? • Are there safeguards in place such as financial management capacity building supports? • Is there evidence to support that there is an unreasonable risk to self-management? • Consider if the participant, plan nominee or child representative is bankrupt or insolvent under administration and/or there are unreasonable risks to self-management. • Complete relevant risk assessment related to plan management type. Our Guideline What are your options for managing your funding? (external)	Yes	s44
Plan change request internal reviews For a plan change decision to be a valid internal review the original decision must have been completed within 21 days. If the decision was made outside of 21 days from the request		S48

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Principles for s100 decision making (Questions to guide your internal review).	Yes or No	Relevant part of Act or Rule
date (such as not the PCC creation date) then the decision was an s100 and is only reviewable at ART (and a miscat IR case). The plan change strategy focuses on required evidence to warrant a reassessment. A request to review a plan reassessment (s48) decision is a review of a declined decision, that is a decision not to reassess a plan. The only possible outcome of the internal review is to confirm or set aside. The RO does not make a decision on what may or not be R&N, only that there is sufficient information to warrant a reassessment. An SD planner completes the reassessment and Plan Approval (PA) case. A request to review a plan variation (s47a) decision could either be the variation outcome or a decline to vary the plan. When we set aside a decline to vary we are saying, it meets the criteria for a variation ***and*** the funded support requested meets R&N criteria. So we do all the end to end work to close the Plan Budget Update (PBU) case.		S47a S34

8. Appendix B – Case study examples – not NDIS supports (s10)

The following case studies were provided by PWPQ in consult with TAPIB (October 2024) as examples to be used by tech leads supporting the understanding of S10.

8.1 Case example – Education

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

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s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

8.2 Case examples – Psychology

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

8.2.2 Example 2:

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

8.3 Case example – Employment

s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

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s47E(d) - certain operations of agencies, s22(1)(a)(ii) - irrelevant material

9. Feedback

If you have any feedback about this Standard Operating Procedure, please complete our Reviews Branch Quality and Continuous Improvement Form and email it to the s47E(d) - certain operations of ag In your email, remember to include the title of the product you are referring to and describe your suggestion or issue concisely.

10. Version Control

Version	Amended by	Brief Description of Change	Status	Date
1.0	DII394	Class1 approval	APPROVED	2021-02-03
2.0	CAP525	Class 1 approval	APPROVED DLL320 SWO065	2021-07-23
3.0	KMM575	Removed out of scope change of preference example. Move to new template. Class 1 approval.	APPROVED	2021-11-23
4.0	LW0022	Review of flow of document. Feedback provided from SW0065. Deleted section about additional information. Updated information about what is part of internal review and added in OG link. Updated conversation to contact and	APPROVED BC0038	2022-08-17

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Version	Amended by	Brief Description of Change	Status	Date
		communication. Updated based on feedback SW0065. Inclusion of appendix information - guidance information for progression of s100 planning decision tasks. Additional guidance information added. Removed withdrawn section and conversation prompts. Minor updates to index and example wording based on feedback provided SW0065.		
5.0	LW0022	Updated content in section 5.1 Minor update to wording in 5.2 for consistency.	APPROVED RMO411	2022-09-06
6.0	KMM575	Principles for s100 Decision Making table added.	APPROVED	2022-12-02
7.0	KMM575 TWL527	Face-to-face meeting request guidance added.	APPROVED	2023-01-05
8.0	KMM575	Continuous improvement updates for face-to-face meeting requests.	APPROVED	2023-02-10
9.0	LW0022	New sections added 5.13 and 5.14. Includes guidance information about further information requests, points to consider when making a due date for return of evidence/reports and scripting guidance for initial calls.	APPROVED	2023-04-12
10.0	KMM575	Section 5.14.4, wording updates for continuing with decision making if information cannot be provided in an appropriate timeframe.	APPROVED	2023-09-15

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Guidance

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Version	Amended by	Brief Description of Change	Status	Date
11.0	KMM575	Updates made by RB directors to bring in line with legislation amendments	APPROVED	2024-11-20

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