

# **Plan Reviews**

**Information for Providers and Support  
Coordinators**

**September 2017**

## Why are plan reviews important?

Plan reviews are a normal part of the National Disability Insurance Scheme (NDIS). A participant will have a plan review to measure their progress against their personal goals, explore new goals and identify any changes in their life.

Setting goals to increase a participant's skills and independence to engage in the community and employment will continue to be a key focus of the NDIS. The plan review process is an opportunity for participants to review their progress and to discuss their achievements from the last plan. It is also important to ensure that their supports are continuing to improve outcomes, and they are setting new goals.

The National Disability Insurance Agency (NDIA) recognises that policies, procedures, systems and structure continue to evolve. The NDIA has implemented a nationally consistent plan review process to ensure participant's experience with the NDIS is consistent.

For some participants who joined the Scheme during trial, we may no longer fund some of the activities which we were able to fund during trial as we move to this nationally consistent process. By working together we will ensure that all participants have a consistent experience with plan reviews and are supported to achieve their goals.

## How long is a plan in place for?

Towards the end of an NDIS participant's first year with the Scheme they will be contacted to prepare for a review of their plan.

In each plan review participants will discuss the length of their plan. There is flexibility within NDIS individual plans to have them longer or shorter depending on needs and circumstances of the individual.

If a participant is aged 0 to 14 years they will have their plan reviewed every 12 months.

For participants who are aged 15 to 65 years, and whose situation and needs are constant, their plan length could be up to two years. If a participant's situation changes in the near future, such as living arrangements or a planned transition from school to work, then the plan length could be up to 12 months. Sometimes, if the anticipated change is much closer, the plan may be for six months.

Participants will need to talk to providers about their plan length to make sure that the Service Agreement and Service Bookings between the participant and the provider are in place and up-to-date.

## Who conducts plan reviews?

Plan reviews will be conducted by an NDIS representative. Participants are welcome to bring a family member or support person to their plan review.

The NDIA is partnering with suitably experienced and qualified organisations across the country, organisations with strong local knowledge and understanding of the needs of people with disability or developmental delay, to deliver Early Childhood Early Intervention (ECEI) and Local Area Coordination (LAC) services on behalf of the NDIA.

It is expected that a majority of NDIS participants will work with an ECEI Partner or LAC. This includes accessing the NDIS, and developing, starting and reviewing their individualised plan.

For children aged 0 to 6 years, most plan reviews will be conducted by the ECEI Partner in person with the family.

For children and people aged 7 to 65 years, depending on your situation, plan reviews will be conducted by a LAC or an NDIA planner. Plan reviews will be conducted in a number of ways including a face to face meeting or over the phone, depending on your preference.

Everyone will have the same access to supports and services regardless of how their plan review takes place.

For providers that delivered services in an area that was a Trial Site, a majority of participants will transition to work directly with LACs to review their plan. LACs will provide a single point of contact for NDIS participants and help them to develop and get the most out of their plan.

## What role do Support Coordinators have in the plan review process?

For some participants, Support Coordinators will continue to play a vital role in preparing them for a plan review. They will continue to work with participants by discussing and reporting the outcomes of the current plan and if the participant received value for money in the services provided. They will also support the development of new goals for the participants reviewed plan.

For the NDIS to be effective in helping people with disability live ordinary lives, mainstream and community supports need to be in place and maximised. The NDIS does not operate in isolation of other systems. It is one component of the National Disability Strategy which brings community, government and industry together to address the challenges faced by people with disability.

Support Coordinators should therefore assist and encourage participants to explore options to get involved in their local community through activities like sports clubs and community groups.

## **Will funding for Support Coordination always be included in a participant's plan?**

Support Coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports. Support Coordination is included in a participant's plan if it is reasonable and necessary for the individual and it is expected to reduce as the capacity of the participant increases.

As the NDIS is rolled out, the majority of participants will work with a Local Area Coordinator (LAC) who will provide support to implement and review all supports in a participant's plan.

For children aged 0 to 6 years and their families, Early Childhood Early Intervention (ECEI) Partners provide assistance with plan implementation.

Where either a LAC or an ECEI partner is assisting with plan implementation, Support Coordination is not funded in the participant's plan.

Where there is no NDIS LAC or ECEI Partner in place, the NDIA may fund additional supports such as Support Coordination in your plan until LAC services come on board in your region. When the ECEI or LAC services are in place, a majority of participants will transition to work directly with the ECEI or LAC partner to connect to supports and review their plan.

## **How do the plan review conversations take place?**

Depending on the needs and circumstances of the participant, the plan review conversation may be conducted face to face or over the phone.

Participants might talk to a LAC at their office or over the phone, visit an NDIS office or meet with an ECEI partner in their own homes or at partner's office. A participant may ask their provider to support them during a plan review.

## **Will there be an impact on service delivery for current providers?**

Participants should inform providers about their plan length and goals. As a current provider it is important you talk to the participants you support about the length of their plan. Participants may also want to make changes to the way services are being delivered or may wish to change providers. Participants and providers will need to ensure that the Service Agreement and any Service Bookings are adjusted. Supports in a participants plan will remain the same during the plan review period.