



The role of the OOHC caseworker

Monitoring and Reviewing an NDIS Plan, Appeals and Reviews of Decisions



Provider Portal

The portal allows registered service providers to communicate with the NDIA online.



A participant may choose for their plan to be available to all of their registered providers on the Provider Portal.

NDIA managed plans are automatically available to their service providers. It provides a list of the funded supports they are registered to provide to the participant.

OOHC staff will have access to the portal on behalf of the child/young person they are working with.

Monitoring and reviewing a plan

A review of a participant's plan can be triggered in 3 different ways:

1 as a normal part of the planning cycle

2 a participant requests a review

3 the NDIA initiates a review.



The planning cycle

Each plan has an agreed review date.

The planning cycle lasts between six and twelve months, depending on individual circumstances.

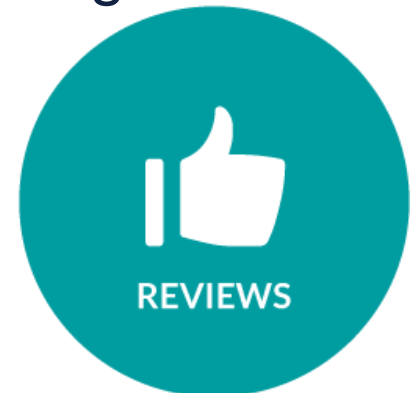
As part of the review the child/young person, OOHC casework staff, carer and NDIS planner will consider what is working and what isn't.

Goals and objectives are amended and supports adjusted as required.



Participants can request a review

- Due to change in circumstances or new information that warrants change in supports.
- Approval is required from the NDIA for a review to take place.
- Participants will be advised a review is approved/not approved within 14 days of the request being lodged.
- Reviews are not generally approved within 6 months of the plan being developed.



The NDIA conducts a review

An NDIS representative can request a review of a plan at any time.



The NDIA can decide to review a plan for a number of reasons:

- a change in circumstances which might mean a participant needs different supports
- feedback from internal monitoring activities – for example, funds have not been spent that were allocated for certain supports
- a change in relation to participant supports and whether they continue to be reasonable and necessary.

Appeals and review of decision

The majority of decisions made by the NDIA under the *NDIS Act* are reviewable decisions, including:

- the right to access the NDIS
- supports included in the plan
- decisions in relation to children
- decisions in relation to registered providers, and
- most other decisions associated with a participant's NDIS plan.



Who can decide to request a review?

If a carer isn't happy with a decision?

The carer should discuss their concerns with their caseworker

If you're not happy with a decision?

Discuss with your manager to decide whether to submit a request for review of decision



Questions? Further Information?

Send your questions to

safeforlifereform@facs.nsw.gov.au

Guidelines available at

www.facs.nsw.gov.au/ndis

