



Disability Services Commission

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

Ongoing Engagement and Plan Monitoring

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1. Key words

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

2. Policy statement

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

3. Compliance

Compliance with this policy is mandatory.

4. Principles

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

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

The best interests of the person are paramount.

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

5. Introduction

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

Following the completion of the WA NDIS Individual Plan, the Local Coordinator will continue to be available to communicate with the person about the progress of the strategies and supports and the achievement of the person's goals. This engagement provides an opportunity for the person with disability to share and discuss outcomes and problem solve any barriers arising. The Local Coordinator may also support people with disability, families and carers to gain the skills, confidence and expertise required to plan for the future. This usually includes how to utilise personal and local community networks to develop practical solutions to meet their goals and needs.

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

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

6. Definitions

Plan monitoring

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

7. Implementation

This operational policy will be implemented in WA NDIS areas.

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

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

Where funding in a plan is self-managed, the Local Coordinator and the WA NDIS team will explain to the person, and/or their representative, the communication arrangements



that will be required. This will include contact with the person or their representative as required and monitoring of payment and acquittal arrangements.

During this contact, a Local Coordinator may learn of a change in the person's circumstances or goals which lead to minor plan changes or a review of the person's plan (see WA NDIS Operational Policies – Plan Management and Plan Changes, and Prioritisation of Plans).

8. Communication

This document will be published on the Disability Services Commission's website and intranet, and relevant employees and other stakeholders advised of its existence.

9. Evaluation and review

This policy will be reviewed in 24 months or whenever required by a significant change to relevant policy, people, process, technology and/or information. Evaluation of the policy will take into account operational learning, feedback from stakeholders and relevant data.

10. Related documents

WA NDIS Planning Framework

WA NDIS Operational Policies:

- Plan Development and Plan Changes
- Review of Plans
- Prioritisation of Plans

Self-management of Funded Supports Policy