

10 steps to excellent NDIS therapy reports



Step 1

Understand that the NDIS is different



The NDIS is different to disability supports we have had in the past. The NDIS works hard to support people to learn new things and be able to do more things for themselves.



The NDIS needs to work out

- what support people need
- how much money is needed for these supports
- what should be in the NDIS plan.



They use reports from therapists to help them with this.



Therapists are trained to help people with things like:

- **doctors** help with your health and medical problems
- **physiotherapists** help you to move around easier
- **occupational therapists** look at where you work or live to help you be more independent
- **counsellors** can help you feel better if you are feeling sad or bad about things



The reports the NDIS needs may be different to what therapists have written in the past.

Step 2

Start with plain language



Many people have different ways of understanding information



Plain language takes away big words that a lot of people don't understand.

Reports and plans should be given to the person in a way they can understand, this might be:



- written
- in a video
- another way

Step 3

Provide Evidence with everything



The NDIS wants to make sure that people with disability get the right support that they need.



To make sure this happens the NDIS needs to know that the support they will pay for will work and help to reach their goals.

This is called evidence.



Evidence is important for the NDIS.

Step 4

Making clear and strong recommendations



Recommendations are an important part of reports. They tell the NDIS what supports the person will need in their plan.



Recommendations should be easy to find in the report, like at the start, or with headings.



Recommendations need to be about what the person needs to reach their goals



Recommendations need to say what is just right for the person, like:

- what kind of wheelchair the person needs
- how many hours of therapy the person needs

Step 5

Understand 'reasonable and necessary'



Reports help the NDIS work out what supports are reasonable and necessary for the person.

Reasonable means what is fair and just right for the person



Necessary means that they really need to have it because of their disability

Support means something they need to help them.

Step 6

Explicitly respond to the reasonable and necessary criteria



Therapy reports must have information about all these areas to show that they are reasonable and necessary.

1. Supports must be about your goals

A good report will:

- show how supports/things will help the person to reach their NDIS goals.
- Show how therapy has helped or worked in the last 12 months.





2. Supports must help the person be part of their community

A good report shows how the recommendations will help the person to be part of their community.



This could be things like:



- Work



- voluntary work

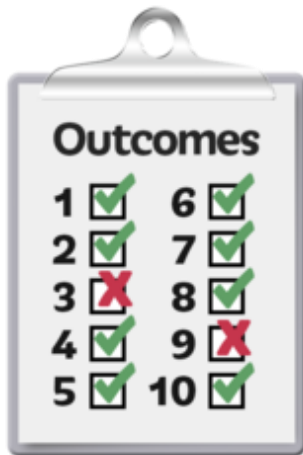


- social groups
- sporting groups



3. Supports must be value for money

A good report has information on how the therapy is value for money – like how the supports/items will help the person be more independent, which means they might not need as much paid support in the future.



Strong reports give reasons to show why this therapy is the best way to reach the person's goals, even though there are other ways that might be faster or cheaper.



4. Supports must work and be good for the person

A good report will show why the supports/items are the best choice for the person.



- 5. It is not possible or reasonable for all the supports to be given by family, friends or people in the community**

A good report will talk about why paid support is needed for the person to reach their goals.



- 6. It is not possible or reasonable for the support to be given by other services (like health, justice, education)**

A good report talks about why mainstream services like health, justice, and education cannot give the right supports/items.



Step 7

Therapies must achieve outcomes



Focus on NDIS participant outcomes

The NDIS wants the person to be part of their community. Therapy reports must talk about how the therapy will work to make this happen.



State the risk of no support

Reports should talk about what can happen to the person if the support is not given.

Identify measures of success



Good reports will have a ‘success statement’ for each therapy goal that is in plain language. Write a list of what good things will happen if the therapy supports are used.



Write down how we will know that the therapy goals are working and how often they will be looked at.

Document restrictive practices



Any restrictive practices should be written down.



Reports should talk about how therapy might help restrictive practices to be used less in the future.

Step 8

Stay within scope



Keep to your area of expertise

Therapists should talk about what they know and not talk about things that they don't.



Therapists should read (after asking if it is OK) any reports other therapists have written about the person.



Provide best practice evidence

Make sure that all recommendations have been tested and show that they work.

Therapy report process



The therapist writes down what they have done before the therapy report, like:

- Who they have talked to
- How they know the NDIS participant
- How long they talked to them for
- Other reports they have read



The therapist can also talk about things that don't work for the person

Step 9

Focus on readability

Use a structured template

Many therapists have their own way of writing reports.



At the moment there is no form to make sure reports are written in the same way.



This can make it hard for the NDIS.

Write to the purpose of the report

The NDIS needs to be able to find the important information in the report fast.



Reports that help the NDIS make the best choices are the most helpful to the NDIS participant.

Helpful headings

Company name

Therapist name

Therapist qualifications

Type of report

Date of report

Name of client

Client DOB

Client address

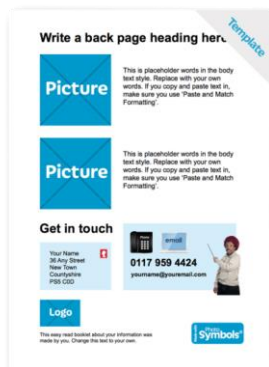
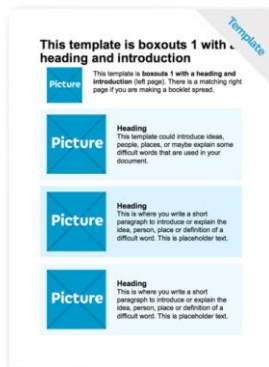
Client contact details

Client contact details

NDIS participant number

Date of assessment

Client context – Information about the person, like their job; what they like and do not like; who they live with; important relationships; life goals; NDIS plan goals; Reason for referral



Step 10

Be appeal ready

Plan reviews and appeals



Therapy reports give important information to the NDIS to help them choose the right supports or therapy for the person.



If the NDIS participant is not happy with the supports they get in their plan, they can ask the NDIS to look at their plan again.



This is called a plan review.



If the person is still not happy, they can ask for their plan to be reviewed (looked at) by the Administrative Appeals Tribunal (AAT)



Therapy reports may be given to the NDIS or the AAT to help them when they review the persons plan.

AAT processes



If the Administrative Appeal Tribunal (AAT) needs more information when they are looking at a person's plan, the therapist may need to answer questions at the Tribunal or in court.



So, when the therapist writes their report, they need to know that they might have to answer questions about it in court.



It would be good for NDIS participants to talk about this with their therapist.