



Australian Government



When to request a Support Plan Review

Purpose

This fact sheet outlines the circumstances where a Support Plan Review (SPR) should be requested and what to expect in the outcome of a request.

When to request a Support Plan Review

Clients receiving aged care services through the Commonwealth Home Support Programme (CHSP) or the Home Care Packages Program may require a review of their Support Plan to accommodate changes in their circumstances. A predetermined review date may be set by the assessor, or a review may be requested by a client or their service provider at any time.

Review and monitoring can occur at regular intervals where a client's goals are centered solely on reablement or where a client's needs change and service provision needs to shift to meet the client's requirements and goals.

Assessors from the My Aged Care Regional Assessment Service (RAS) and Aged Care Assessment Teams (ACAT) are best placed to make the decision on whether to undertake a SPR or new assessment.

Please note that where there is no recommended review date included in the support plan, it is expected that service providers will undertake a review of services they are delivering, at least every 12 months.

Is a Support Plan Review request required?

To prevent unnecessary requests for SPR's, and to encourage a consistent and timely experience for the client, a SPR should only be requested in the following instances:

- client's informal care arrangements have changed/ceased
- client's needs have not changed, but a specialist health professional has indicated there is need for additional service
- services are required prior to a client moving to a new location

Where there is a significant change in a client's needs or circumstances, an assessor will determine whether a new assessment is required.

Please note, CHSP clients that require a new service type or a significant increase in their level of service must be referred to My Aged Care for review before any additional services can be provided.



For *Aged Care Act 1997* (the Act) based aged care services you do not need to request a SPR if any additional services or a change in frequency of existing services can be accommodated by adjustments to the client's care plan using their existing budget.

This is a discussion a provider should have with their client and supports the principles of Consumer Directed Care.

Information to include in a Support Plan review request

When requesting a SPR through the provider portal, providers are required to capture as much detailed information as possible to justify the review. If an assessor deems the information provided does not support the need for a review, the request may be cancelled.

A Support Plan review request should include:

- the circumstances that have changed for the client
- how the change has affected the client's need for services
- contact details of the staff making the request
- an attachment to support the request (optional)

Note: if you believe a review of the client's support plan is required urgently, you must include a reason to support this request.

Outcome of Support Plan Review

After a client's SPR by an assessor, the service provider will be able to view the outcome in the My Aged Care provider portal. Depending on the outcome of the review, the service provider may need to make changes to the way they deliver services to the client.

The outcome of a review by an assessor may be:

- no change
- a recommended increase or decrease in services within the scope of the client's current approvals
- a referral for a new assessment (either RAS or ACAT) where the client's needs or circumstances have significantly changed.

Noting that for *Act* based aged care services, a comprehensive assessment must be undertaken and recommendations will be made based on an assessors clinical and independent judgement.

Where the review outcome affects the current delivery of services to the client, the assessor may contact the service provider and discuss the results of the review and the recommendations that apply to that provider's services.

Related Documents

- [Assigning priority level for service](#)
- [Video - How to request a support plan review](#)
- [Fact Sheet – Actioning changes to a client's support plan](#)

