

# Requesting Advice

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## 1. Mandatory Advice Requests

Before a delegate decision is made, it is mandatory to obtain and follow TAB advice in relation to requests for the specific supports listed below. TAB Advice is informed by clinical application and understanding of the impact of providing the support including compulsory protocols agreed with the NDIS Quality & Safety Commission. TAB mandatory technical advice is considered internal specialist advice, as per the CEO Direction dated 1 February 2021.

### **Mandatory Advice Requests - Funded Supports**

All supports that require mandatory TAB advice and recommended requests are listed in the related Practice Guides and on the following pages:

- [Assistive Technology](#)
- [Home Modifications](#)
- [Vehicle modifications](#)
- [Disability Related Health Supports](#)
- [Core, Capacity Building and Mainstream Interface Supports](#)

### **Mandatory Advice Requests - Access Decisions**

TAB advice should be requested when an access met decision is being considered for a prospective participant with a Chronic Health Condition.

## 2. Before obtaining TAB Advice

### **Before contacting TAB with your request:**

Review all available information related to the request including:

- Evidence and/or NDIA Assessment templates
- Agency guidance
- Refer to TAB resources including [Published TAB Digest Advice relevant to your request](#).
- Discuss the request with a Team Leader.

### **Non-Mandatory Requests**

Before contacting TAB, attempts should be made to resolve the query through discussion with a Team Leader, Senior LAC or Senior EC Coordinator, using existing

agency resources. If the request cannot be resolved a Team Leader, Senior LAC or Senior EC Coordinator only, can contact TAB for advice.

### **Mandatory Requests**

For supports that require mandatory advice, you must obtain TAB advice before making a delegate decision.

### **Plan Reassessment Requests**

TAB requires the date the Participant Initiated the request and the date the National Reassessment Team (NARB) approved the Plan Reassessment Request. This must be included in the TAB Service Desk Ticket or the request will be returned to the sender. This information can be found under the ATHM section of the participants CRM record.

TAB will prioritise PRR advice requests where identified by the requestor. This is achieved by selecting "Plan Review Request" from the TAB identifier field within the TAB Service Desk Ticket and adding the 2 required dates.

The current EL2 escalation process remains available if there is are specific participant risk factors that require a shorter advice timeframe.

## **3. Obtaining TAB Advice**

### **TAB Service Desk (ALERT NEW PROCESS)**

Requests for TAB Advice can now be submitted through the Service Desk.

[Click here to submit a TAB Advice Request](#)

### **TAB Service Desk User Guide**

TAB have created a confluence page [Using TAB Service Desk](#) with all the information you need to know on how to submit a TAB Service Desk Ticket. There is also a Video to help take you through the process.

If you need further assistance submitting a request please email [TAB enquiries](#) for help.

### **Receiving your TAB Advice**

In most cases, a TAB advisor will contact you via a phone call to confirm the question raised is correct and check that all evidence is available to action the request. They will create a specialised interaction in the participant's CRM record and document their advice and the next steps the requestor needs to take. This may include:

- Advising the requestor to proceed with a delegate decision.