



When to request a Support Plan Review from an assessor – Service Provider

Purpose

This fact sheet is for service providers. It outlines the circumstances where a Support Plan Review (SPR) is requested by the service provider via the [My Aged Care Service and Support Portal](#).

Review by a service provider

A service provider is expected to deliver services for the client consistent with the service recommendations in the client's support plan and in line with relevant program guidelines. Providers may develop a care plan or equivalent for recording these service delivery details.

The service provider is responsible for monitoring and reviewing a client's services and should have review processes in place. Where the support plan recommends short term or time-limited services, these factors should be reflected by incorporating suitable review points in the client's service provider's care plan.

Reviews are important to ensure the client's requirements and goals are met. This is particularly imperative when the client's goals are centred solely on reablement or where a client's needs or service provisions are likely to change.

Where there is no recommended review date included in the support plan, service providers are expected to undertake a review of the services they are delivering, at least every 12 months.

Clients receiving aged care services, including through the Commonwealth Home Support Program (CHSP) or the Support at Home (SaH) Program may request a review of their support plan to accommodate changes in their circumstances. A predetermined review date may be set by the aged care needs assessor (assessor), or a review may be requested by a client or their service provider at any time where a change in circumstances is evident to them.

The assessor is best placed to determine whether a reassessment is required and will review the SPR request to decide whether there has been a significant change in the client's needs or circumstances.

Where there has been a significant change in a client's needs or circumstances, a reassessment must be undertaken, which can be the outcome of an SPR. Examples of this are as follows:

- Client has multiple new needs or significantly increased needs
- Client needs to move to a different service group (i.e. CHSP to Support at Home) or a higher level (i.e. from Support at Home level 4 to level 5)
- SPR request for one of the following:
 - Transition care
 - Residential care
 - Residential respite care
 - new End of Life pathway, services post End of life Pathway
 - new Restorative Care Pathway, services post Restorative Care Pathway
 - new Assistive Technology or Home Modifications
 - needs different SaH Classification
 - older person has relocated

When to request a Support Plan Review by an assessor

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

- There is a change to the client's needs or goals and as a result additional, more frequent services or an extension to services is needed
- Informal care arrangements have changed/ceased
- Services are required to be set up prior to a client moving to a new location

Below are examples for clients receiving CHSP that may require an SPR:

- A client has received restorative care interventions under CHSP and has made a functional gain or improvement to remain independent
- The short-term or time limited support/coordination using a wellness and reablement approach has been completed
- The aged care assessor sets a review date in the support plan for a short-term service (e.g. the client is referred for time-limited support under CHSP whilst waiting for access to Support at Home).

Note: The service provider is able to check the support plan and the My Aged Care client record to see if an assessor has set a scheduled review date before requesting a SPR through the My Aged Care Service and Support Portal. Where a review is already scheduled, it may not be necessary for the provider to request the review through the portal. The provider is able to add notes to the client record to support the next SPRs. If the provider has concerns regarding the timing of the scheduled review, they should contact the assessment organisation to discuss the review. Assessor contact details can be accessed through the client record.

Information to include in a Support Plan Review request

The SPR request to the assessment organisation can be facilitated from the My Aged Care Service and Support Portal. Service providers can also call My Aged Care (1800 200 422) to request a SPR.

When requesting a SPR through the My Aged Care Service and Support 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 by the assessor and a notification will be sent to the referrer.

A SPR request should include:

- the primary reason for the SPR that outlines the circumstances that have changed for the client
- the services the client is currently receiving and 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).
- For participants with assistive technology repairs and maintenance needs, providers will be required to submit, along with the Support Plan Review request, information that details the following for the aged care assessor to review:
 - specific item(s), their service types and service sub-categories
 - condition details of each item
 - repair/maintenance quote for each item
 - include a declaration statement.

Note: if you believe a review of the client's support plan is required urgently, you must include a reason to support this request and mark the SPR request as urgent. Examples of urgent SPRs include the following:

- End-of-Life SPRs should be completed as soon as possible. These will be automatically marked urgent in the system
- Requests for a second unit of restorative care, particularly those where there is a need for continuity of services
- An older person who is experiencing a rapidly deteriorating condition, which will likely result in a reassessment.

In the SPR request, service providers should include information confirming their review of the client's current care plan must provide details to indicate the client's changed care needs can no longer fit within the existing quarterly budget.

This information will assist aged care assessors with managing high volumes of review requests, reduce the risk of the aged care assessor cancelling the request or the need for them to follow up individual requests with the client's provider.

For further guidance on requesting a Support Plan Review, see:

- [My Aged Care – Service and Support Portal user guide – Part 2: Team leader and staff member](#)
- [Support at Home program manual – A guide for registered providers](#)
- [Commonwealth Home Support Program \(CHSP\) 2025–27 Manual](#)

Outcome of Support Plan Review

A review by an assessor will look at the following aspects:

- the reason a review has been requested and its impact on the client's existing assessment information and support plan
- the appropriateness of the services in meeting the client's goals
- any new goals for the client, and associated referral(s) for service
- the appropriateness of setting another review date or an end date for service delivery.

The outcome of a review by an assessor may be:

- no changes to the support plan are required
- additional services or a new service recommendation
- an extension to an existing service
- a reassessment if the client's circumstances have changed significantly (for example, a client's change in needs requires moving from CHSP to a Support at Home level)
- review request cancelled and SPR not undertaken. In the case of a cancellation, a notification is sent to the referrer.

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

After a client's support plan has been reviewed by an assessor, the service provider will be able to view the outcome in the My Aged Care Service and Support Portal. Depending on the outcome of the review, the provider may need to make changes to the way they deliver services to the client.

Related Documents

For further detail on scenarios that may require an SPR versus a reassessment by program, see Chapter 10 of the [Aged Care Assessment Manual](#).

Other useful resources include:

- [My Aged Care – Service and Support Portal user guide – Part 2: Team leader and staff member](#)
- [Commonwealth Home Support Program \(CHSP\) 2025 – 27 Manual](#)
- [Support at Home program Manual – A guide for registered providers](#)

For further information

Call the My Aged Care assessor and provider helpline on **1800 836 799** for support and technical assistance. The helpline is available 8am to 8pm Monday to Friday and 10am to 2pm Saturdays, local time across Australia.