

Appendix B - Indicators for Different Types of Review

Face to Face Review	Desk Top Review
<ul style="list-style-type: none"> ◆ Person is unable to communicate effectively by telephone or in writing for example due to sensory / cognitive impairment or language and there is no one else appropriate to support or undertake this task such as family, advocate, carer. ◆ Personal Care Managed case (where care manager identifies this level of review is required and / or there is no one else appropriate to support or undertake this task such as family, advocate, carer). ◆ The person and / or carer is, or appears to be, at serious risk. 	<ul style="list-style-type: none"> ◆ Person is able to communicate effectively by telephone or in writing or there is some one else appropriate to support or undertake this task such as family, advocate, carer. ◆ Needs are within the context of a stable or predictable situation, for example, Care Co-ordination. ◆ No legal order or policy requiring named, allocated worker. ◆ Desk Top review does not identify major changes in circumstances / health. ◆ Where there is no outstanding disagreement about the outcome of the Desk Top review. ◆ Where FACS eligibility can be determined through Desk Top Process