

New approach to changing your NDIS plan



The NDIA has made some changes to the language that is used for making changes to your plan. This is in response to feedback that participants found the way the NDIS talked about 'reviews' was confusing.

Changes to language

- Review date and end date of a plan is now called a **reassessment date** of your plan
- Plan reviews are now called **plan reassessments**
- 'Light touch' plan reviews, plan extensions, and new plans with minor changes are now called a **plan variation**
- S100 reviews and Review of Reviewable Decision (RORD) are now called **Internal review of decision**.

Participant check-ins

Check-ins were introduced by the NDIA during the COVID-19 pandemic to make sure you could continue to get the supports you needed.

- Check-ins will continue
- The NDIA will check in with you before your plan reassessment date
- If you are contacted by the NDIA for a check-in, please advise your Customer Partner
- If you do not have the information that you need for your check in, you can ask the NDIA to call you back at a different time.

Plan reassessments

Plan reassessments were previously called plan reviews, and are generally done 12 months after your plan started. The NDIA should contact you 3 months before a plan reassessment to arrange it and discuss what it will cover. Plan reassessments can happen face-to-face, over the phone, or via video call. You can contact the NDIA at any time to ask about making changes to your plan.

Plan variations

In certain situations, you can ask the NDIA to vary your plan without a full plan reassessment. This might be because there is a minor variation needed to increase the funding of supports, if you require emergency support, or to correct a minor error.

For more information on changing your plan, and changes to NDIS Plan language, visit the [NDIS website](https://www.ndis.gov.au/participants/changing-your-plan). (ndis.gov.au/participants/changing-your-plan)