

During your planning conversation you can request a copy of your plan printed in a variety of accessible formats. Your plan can be given to you in one of these formats:

- Braille
- Electronic text (on cd)
- Large print
- Audio (on CD or USB)

You can expect to receive your accessible plan via email or post within seven (7) working days of having your plan approved. The NDIA will continue to provide a standard hard copy as well.

If you recently had your plan approved and would like to request it in another format, please speak with your planner, LAC or call the National Contact Centre on 1800 800 110.

## **Update your communication preferences in the myplace participant portal**

To receive your future NDIS plans in your preferred format, you can update your communication preferences in the myplace participant portal.

To update your preferences:

1. Log into the myplace participant portal
2. Click 'My contact details'
3. Select 'How can NDIA contact me?' and press the edit button
4. Select your preferred format type under the heading 'format type'.

You can also call the National Contact Centre on 1800 800 110 to update your communication preferences.

## **How do I organise other NDIS documents in an alternate accessible format?**

If you receive correspondence, for example a letter from the NDIS about your plan or a plan reassessment, you can contact your planner, LAC or phone the NDIA to request the letter be converted into your preferred accessible alternate format.

## **Will it cost me anything?**

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No, we are responsible for the cost of converting your NDIS plan or NDIS correspondence into your chosen accessible format. The cost will not come out of your reasonable and necessary funded supports.

## **How long will it take to receive a copy of my NDIS plan in my chosen accessible format?**

You can expect to receive your accessible plan via email or post within seven (7) working days of having your plan approved.

The timeframe to receive other documents converted to alternate accessible format will depend on what the document is, but you will generally receive the converted copy within 7 days from your request.

## **Privacy obligations**

In accordance with the *Privacy Act 1988* and the *National Disability Insurance Scheme Act 2013*, any emails sent from the NDIA containing sensitive and personal information, are classified as 'Sensitive-Personal' to protect your personal information.

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