**Reviewing a plan**

Coronavirus is affecting many people around Australia.

We need to change what we do to protect you, support workers and people in the community.

This video will answer questions about reviewing your plan.

**What happens if I've booked to get my plan reviewed?**

We're still doing plan reviews.

If you've booked a plan review, we will do it over the phone or using email.

We'll let you know if anything else changes.

**What do I do if I'm waiting for a new plan?**

Your old plan might end while you're waiting for a new plan.

If this happens, you don't need to do anything.

We'll make your old plan last one more year.

Then when your new plan is ready, you can start using it.

We will send you a copy of your new plan in the mail.

You don't need to contact us if you've had your planning meeting or you haven't got

your new plan in the mail yet.

**What happens if I'm waiting to get my first plan?**

If we have sent you a letter to say that you're eligible to take part in the NDIS, we'll call you soon.

Your first planning meeting will be over the phone or using email.

**What if I need to quickly make important changes to my plan?**

You can call us on the number provided - 1800 800 110

We can help you if you need to make important changes to the supports in your plan or if you need to make a change quickly.

If your plan doesn't include the support you need,

we can assist you with that change.

You'll still get funding for your supports until your new plan is ready.

You can send us an email to explain why you require different supports and give us proof

that you need these supports.

**Will my plan review be different to the last time?**

Yes, this time we'll have your plan review over the phone or via email.

We'll contact you so you can tell us how you'd like to do your plan review.

During the review, you can tell us about any changes to your support needs or your goals.

You can send us an email to explain why you need different supports and give us proof that you need these supports.

**I asked for a plan review, but I still haven’t heard anything. What should I do?**

We'll contact you to tell you about your plan review.

You can keep using your old plan until we do a review or until your new plan is ready.