SGB Knowledge Article Template

For Internal Use Only

The contents of this document are OFFICIAL.

Complete a s47 request to change the participant's goals, About Me and informal, community and mainstream supports

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for an access delegate, complaints officer, early childhood partner, liaison officers (HLO/JLO), local area coordinator, National Contact Centre, participant support officer, planner (non-partnered area), planner delegate, review officer or technical advisors to:

- complete a s47 change request.

Recent updates

29 July 2024

New guidance to help you complete a s47 request to update the participant's:

- About Me details. This includes living arrangements, relationships and supports, daily life and strengths.
- goals, aspirations and progress
- informal, community and mainstream supports.

Before you start

You have:

- received a request to change a participant's goals and aspirations, About Me details or informal community and mainstream supports information
- checked any requested changes don't impact on a participant's plan funding or how plan funding is managed to require a plan variation or plan reassessment
- checked the identity of the participant or the person contacting the NDIS on behalf of the participant. To do this, go to article Consider a request for personal information

- checked if the participant's authorised representative has the right consent and authority. To do this, go to article Check consent, nominee, child representative or self-representation authorities.

You have read and understood:

- article Understand and choose the right plan change request
- Our Guideline – Changing your plan (external)
- Our Guideline – Mainstream and community supports (external).

Complete a s47 change request

You can complete a s47 change request when the participant only wants to change their goals and aspirations, About Me details or informal community and mainstream supports information with no other changes. For example, the participant doesn't want to change the supports funded in their plan or how their funding is managed. You **don't** need to create a plan change request for this update. To learn more about choosing the right request, go to article Understand and choose the right plan change request.

A s47 change request is a plan variation. The NDIA Business System (System) will automatically send the participant a copy of their varied plan within 7 days of updating their goals and aspirations.

You can make s47 changes to the participant's goals and aspirations, About Me details or informal community and mainstream supports information using the **Plan Profile Update** from the **Case Action Bar** on the participant's **Person Account**.

Plan Profile Update

1. From the **Person Account**, on the far right-hand side, select **Case Action Bar**.
2. Select **Plan Profile Update**.
3. From **Update Profile**, **Select which section(s) of the profile require updates**:
    - **About Me**
    - **Goals**
    - **Informal**, **community and mainstream supports**.

    Note: Make sure you select all the sections of the profile that the participant wants to update. This means that multiple changes can be made in one Update Profile case.

When an Update Profile case is completed, the System will send the participant a copy of their varied plan.

Update About Me

The participant's **About Me** statement contains information about the participant's life.

You **must** record any changes to the participant's situation in their own words.

To record changes to the participant's **About Me** statement:

1. Select **About Me**.
2. Select **Next**.
3. The **Update Request Info** screen will display.
4. At **Update Requested By**, select the relevant option.
5. At **Update Reason**, select **Participant details update**.
6. Select **Next**. The **About Me** screen will display.
7. Add or edit the information in **Living Arrangements, Relationships and Supports** free text field. The participant might describe changes in their life. For example, who they live with, their access to community and mainstream supports or the type of home they live in.
8. Add or edit the information in **Daily life – Describe your day to day life** free text field. The participant might describe changes to what their typical day looks like or the sorts of things they like to do.
9. Add or edit information in **My Strengths** free text field. The participant might describe changes to what they can do independently.
10. At **Provided by**, select the relevant option.
11. Select **Save**. This will update the details in **About Me** in **My Profile** on the participant's **Person Account**.

Update Goals

Goals are things the participant wants to pursue. They can be short, medium or long-term. Goals help us create a plan with the right supports for the participant.

You **must** record any changes to the participant's goals in their own words.

To record changes to the participant's **Goals**:

1. Select **Goals**.

2. Select **Next**.
3. The **Update Request Info** screen will display.
4. At **Update Requested By**, select the relevant option.
5. In **Update Reason,** select **Participant details update**.
6. Select **Next**.
7. The **Goals** screen will display:
    - To edit **Current Goals**, select **Edit** using the down arrow at each goal you want to change. **Note**: You **can't** edit the free text information for a current goal. To update a current goal, you must close the goal and add updated information in a new goal.
    - To add a new goal, select **New**.
8. The **Current Goals** screen will display.
9. Complete the **Goal** free text field. Record any outcomes the participant has achieved against their current goals or any new goals they might have.
10. Complete the **How will I work towards this goal?** free text field. Record how the participant will pursue their goals.
11. Complete the mandatory field **This goal relates to**.
12. If relevant, select the checkbox next to **Measure Goal** to display the **Goal Outcome** section. Select the relevant option at **What are the next steps for this goal?**
13. Select **Save**. This will update the details in **Goals** in **My Profile** on the participant's **Person Account**.
14. If the participant has more goals to update or add, repeat steps 1-13.

Update Informal, community and mainstream supports

The participant can get informal, community and mainstream supports outside of the NDIS. These types of supports are available to everyone:

- informal supports are supports the participant can get from family, friends and others in the community
- community supports are available to everyone in the community, for example sporting clubs and libraries

- mainstream supports are government services we use in our everyday lives. These supports can encourage living as independently as possible and may include housing and community infrastructure and employment.

To learn more, go to article Discuss informal, community and mainstream supports.

You **must** record any changes to the participant's informal, community and mainstream supports in their own words.

To record changes to the participant's **Informal, community and mainstream supports**:

1. Select **Informal, community and mainstream supports**.
2. Select **Next**.
3. The **Update Request Info** screen will display.
4. In **Update Requested By**, select the relevant option.
5. In **Update Reason**, select **Participant details update**.
6. Select **Next**.
7. The **Update Informal, Community and Mainstream Supports** screen will display:
   - To edit existing **Supports**, select **Edit Detail** using the down arrow at each support you want to change. **Note**: to edit a current informal, community and mainstream support you must first make the support **Inactive**. The updated information can then be added in a new support.
   - To add a new support, select **New**.
8. The **Supports** screen will display.
9. Select the relevant dropdown options at **SupportType** and **New or Current**.
10. Record details in the **Description** and **Who provides the support** free text fields. This might include more information about sporting groups in the participant's community, suggestions on vocational training or mental health supports.
11. Select the relevant dropdown options for **Frequency**, **Relates to**, **How will I find this support** and **Status**. **Note**: you can only update the **Status** field for existing informal, community and mainstream supports.
12. Record details in the **More information** free text field. For example, more information about any challenges the participant is having finding supports in their community.
13. Select **Save**. This will update the details in **ICM Supports** in **My Profile** on the participant's **Person Account**.

14. If the participant has more informal, community and mainstream supports to update or add, repeat steps 1-13.

Next steps

- The System will automatically send the participant a copy of their varied plan within 7 days of updating their goals and aspirations, About Me details or informal community and mainstream supports information. This will include the name of the staff member who actioned the s47 request. Check the participant's preferred correspondence method. Go to article Check a person's preferred contact method.

Article labels – internal use only

PACE user role names

Add:

dc_users_accessdelegate

dc_users_complaintsofficer

dc_users_liaisonofficershlo/jlo

dc_users_technicaladvisors

dc_users_plannerdelegate

dc_users_localareacoordinator

dc_users_earlychildhoodpartner

dc_users_participantsupportofficer

dc_users_reviewofficer

dc_users_plannernonpartneredarea

dc_users_nationalcontactcentre

Topics

Add:

t_planchanges

Case names

Add:

dc_case_updateprofile

Ownership

Add:

own_sgyourplansupportsandimplementation

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	AFL746	New guidance to help NDIA staff and partners to understand and complete a s47 request to change to a participant's goals and story.	DRAFT	2024-05-16
0.2	AFL746	Following discussions with AD, the KA's content has been revised to cover how to complete a s47 change request. Information about what a s47 request is has been removed and included in KA – **Understand and choose the right plan change request**.	DRAFT	2024-06-17
0.3	ADO206	Peer review	DRAFT	2024-06-17
0.4	AFL746	Action peer review	DRAFT	2024-06-17
0.5	AFL 746	VT review: Long sentences – 1.87% Passive voice – 0.93% Readability – 57/100 Grade level – 7.5	DRAFT	2024-06-19
0.6	AJG505	AD review	DRAFT	2024-06-26
0.7	AFL746	Action AD feedback	DRAFT	2024-06-26

Version	Amended by	Brief Description of Change	Status	Date
0.8	ED0024	For Director endorsement	DRAFT	2024-06-27
0.9	AFL746	Action Director feedback Director approved (2024-06-27) for SME consultation	DRAFT	2024-06-28
0.10	AFL746	Record SME feedback	DRAFT	2024-07-03
0.11	AFL746 AJG505 ED0024	For AD review AD review Director review & endorsement	DRAFT	2024-07-03
0.12	AFL746	Action AD & Director feedback	DRAFT	2024-07-04
0.13	REB563/KK0027	Add SME feedback	DRAFT	2024-07-08
1.0	EMN960	Class 3 Approved	APPROVED	2024-07-16

Knowledge Article

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Action a budget update

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area) or review officer to:

- confirm the case for completing a budget update as part of a s47A decision
- check for external review orders during a budget update
- request further information
- contact the participant or authorised representative
- update the reassessment date
- add support categories to the budget update
- change the instalment type of an existing support category
- adjust a support category
- add a new support category
- remove a support category from the approved plan
- remove draft budget items
- add the plan conversation support tool to the case.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.

1 December 2025

Guidance updated to advise that if a draft budget item is reduced to $0, you need to make sure the supports and the comment are removed from the plan.

Before you start

You have:

- understood you can only use this article if the plan change or participant budget update case **does not** have a Funding Periods tab. If it does, you need to use article Action a budget update with funding periods
- read and understood Our Guideline – Reasonable and necessary supports (external)
- read and understood Our Guideline – Changing your plan (external)
- read and understood article Understand milestones in a case
- reviewed the plan change request, go to article Assign and review a plan change case
- made a decision to vary a plan, go to article Make a plan change decision.

Confirm the case for completing a budget update as part of a s47A decision

When you update the participant's budget outside of a plan variation (s47A) decision, go to section **Check for external review orders during a budget update** in this article.

When there's a decision to vary the participant's plan (s47A) in a Plan Change case, PACE will trigger the Budget Updates and Fund Management tabs to appear in the Plan Change case. PACE will also create a Participant Budget Update case as a standalone case.

For s47A decisions, don't use the participant budget update case. Make sure you complete all actions via the Budget Updates and Fund Management tabs within the Plan Change case.

Once the updated plan tab has been approved and the plan change case has been completed, the Participant Budget Update case will also update to completed.

Note: don't select the **Cancel Case** button in the **Participant Budget Update** case. This case will need to remain open to allow the updates to be made in the **Plan Change** case.

IMPORTANT: the above note doesn't apply if the **Participant Budget Update** case was created as part of a plan continuation. If this case was created because you accidentally made a decision in a **Plan Change** case which was part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work. This is for plans approved after 9 October 2024. To check if the case is part of plan continuation:

1. Go to the **Details** tab and select **Parent Case**. This will take you to the **Plan Change** case related to this case.
2. In the **Plan Change** case, go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.

3. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, you'll need to cancel the **Participant Budget Update** case.

1. Select **Cancel Case**.

Because you made a decision in the plan change case, the participant will receive a letter telling them we're going to change their plan. You'll need to contact them to let them know the letter was sent accidentally and their plan will be extended as discussed in the check-in.

Check for external review orders during a budget update

Check for any current (in effect) or previous external review orders, decisions, or notices. Also check if there's an Administrative Review Tribunal (ART) application in progress.

If an ART application is in progress, there'll be an **Alert** on the **Person Account**. You can also check for any previous external review orders and decisions on the **Documents** tab of the **Person Account**.

To check for external review orders, decisions, or notices:

1. In the **Person Account**, select the **Documents** tab.
2. Select the **Category** heading to sort documents alphabetically. Look for any documents with the **Authorisation** category. You can also sort by the **Sub Category** heading and look for a document with the **Legal Orders** sub category.
3. Once you've located the external review related document, select the document from the list.
4. Select **Download** from the **Document details** pop-up screen.
5. A copy of the document will be downloaded to your personal files to view.

You need to consider any external review orders or decisions when you're varying and approving a participant's plan. You need to make sure the effect of those orders or decision is preserved where appropriate and still required.

Note: you shouldn't make any changes to plan supports related to an external review order or decision still in effect. The order or decision will usually state the length of time it applies for.

You must consider any active external review order or decision as part of the evidence you use to make your plan variation decision. If there's no evidence to suggest changes to a support that was based on an external review order or decision, these are generally kept in the next plan.

You should check:

- if the decision or order has a specific time period the support will be in place for
- if the decision or order relates to a particular life stage or transition
- if there's evidence the participant's situation has changed and the intent of the support no longer applies.

You'll need to justify any changes to supports included in a plan by an external review order.

You should check with a senior planner or team leader if you need help to understand an external review order, decision or notice. You can seek help with more complicated cases through the ART Case Management Branch by emailing ART.correspondence@ndis.gov.au.

Request further information

If you have enough information or evidence, complete the budget update. If you don't have enough information or evidence, create a request for more information.

For all requests for information, you'll need to contact the participant or their authorised representative. Learn more in article Contact attempts and unable to contact in a plan change case.

Note: if the requested information is related to evidence, you'll need to link this to the **Plan Change** or **Participant Budget Update** case. Go to article Add and link evidence to a case.

Contact the participant or authorised representative

Each plan variation (s47A) must be prepared with the participant or authorised representative.

To help you build rapport and have authentic and engaging conversations, go to article Guide – Conversation style guide.

Before you make any changes to the participant's plan, you must make every attempt to contact them. Learn more in article Contact attempts and unable to contact in a plan change case.

You'll need to:

- discuss what supports you'll vary

- explain if the supports are flexible or stated, what budget category you're varying, and how the funding can be used
- discuss the new plan reassessment date, if applicable
- advise of requests that haven't been changed in the plan and reasons for this decision, if applicable
- recommend they contact their local area coordinator, early childhood partner or support coordinator about how they can use their plan flexibly, if applicable
- explain their review rights if they disagree with the decision
- go to article Understand, create and action a request for a replacement support if they request a replacement support.

Note: the participant can ask for an internal review of the plan variation decision within 3 months of the decision letter date. Learn more in article Our Guideline – Reviewing our decisions (external).

You **must** tell the participant their new plan won't have funding periods. The plan will look different, with funding now shown under funding components. If they have Core supports, explain that funds can be used flexibly across categories if they have the same fund management type. Other support category types will be shown under each funding component. You'll also need to explain:

- the total funded supports budget and support types haven't changed
- their NDIS plan will have comments explaining the type of NDIS supports included in their plan
- these comments will help the participant understand what NDIS supports they can buy with their plan
- there'll be information on how to protect their NDIS plan from fraud.

Update the reassessment date

If you need to change the reassessment date in a participant budget update, go to article Update the reassessment date in a participant budget update.

Note: when updating the reassessment date, all supports in the current approved plan will come into the budget update. All support category funded amounts will be automatically adjusted to the new reassessment date.

These support categories don't need any further update unless it's needed as part of the request. Go to section **Adjust a support category** or **Next steps** in this article.

Add support categories to the budget update

In a **Participant Budget Update** case, only add supports if they need to change. All other supports in the participant's plan won't change when the budget update is approved.

If you want to include supports from the participant's current plan in the budget update:

1. In the **Plan Change** or **Participant Budget Update** case, select the **Budget Updates** tab.
2. Select **Select Existing Support Categories**.
3. At **Choose Items to Add to Budget Update Use Case**, select the **Add to Budget Update** checkbox next to each support you'd like to include in the budget update.
4. Select **Next**.

Change the instalment type of an existing support category

If you're not changing the instalment type of a support category, go to section **Adjust a support category** in this article.

If you change the instalment type of an existing support category, it can cause problems with the frequency and amount calculations. This will cause errors in the budget update.

If you change the instalment type of a support category already included in a plan and need to:

- remove the existing support category with the incorrect instalment type. Go to section **Remove a support category from the approved plan** in this article.
- add the same support category with the required instalment type. Go to section **Add a new support category** in this article.

Note: the new instalment type must be different to the instalment type of the removed support category. You'll get an error if you replace the same support category and instalment type.

Adjust a support category

You'll need to adjust each support you've added to the budget update.

Note: you must complete any supports that are **Pending Update** before you can approve the budget update.

1. From either the **Flexible Budget** or **Stated Budget**, select the budget item with the action **Pending Update**.
2. Review the **Budget Type** and update if needed.
3. Select either **Increase Amount** or **Decrease Amount**.

   Note: if you're completing a plan variation:

   - you can't backdate supports. You can only include supports from the date the plan variation will take effect
   - only decrease funded supports where there's a minor or technical error. For example, moving funding from a support category added in error to a new category added as part of the budget update. If major changes are needed, complete changes as part of a plan reassessment (s48)
   - and you're decreasing the funded amount to $0 for a support that's not a Core support category, remove the support category from the participant's plan. Go to section **Remove a support category from the approved plan** in this article
   - make sure you don't decrease the funding amount below the amount that has already been paid for the support category. This will create a negative balance in the participant record. You may need to confirm this with the participant or authorised representative if they've used funding that hasn't been claimed. You'll need to think about this when reducing funding
   - talk to your team leader or senior planner if you think you need to decrease funding as part of a plan variation.

4. Enter the adjusted **Amount** for this support. You can use the plan conversation support tool (PCST) to develop the **Increase** or **Decrease Amount**. To learn more, go to section **Complete the budget update** in article Understand and update the plan conversation support tool.

   Note: the adjustment is based on the **Instalment Type** field. If the **Instalment Type** is:

   - **Recurring**, the adjustment will be to the **annual** amount

- **Regular**, the adjustment will be to the **monthly** amount
- **Once-off**, the adjustment will be to the **total** amount.

5. If the support meets all of the NDIS funding criteria under the **Justifications** heading, select the checkbox to confirm this.
6. Record **Justification** in the free text field. For some supports, this might automatically populate. You can edit the justification to make it specific to the participant's support needs. For more information about recording justifications, go to article Understand support justifications.

   Note: this field has a limit of 1500 characters. Certain special characters in this field may cause an error. This is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |% you'll need to change these before you can select save.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools.
7. If you're using evidence to support your justification, select the **Evidence Used** checkbox.
8. Select the **Evidence Type** from the drop-down list. If you select:
   - **Document,** go to step 10.
   - **Other,** go to step 11.
9. Enter the **Evidence Link**. To bring up a list of evidence that's linked to the case, press the spacebar. Select the correct evidence document to link to the decision. You can view linked evidence on the **Evidence** tab of the **Plan Change** or **Participant Budget Update** case. To learn more about linking evidence, go to article Add and link evidence to a case.
10. Enter the **Evidence Explanation** into the free text field.
11. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat from step 7.
12. Select **Next**.

Select support items and check plan comments

Plan comments will print on the participant's plan. You'll need to select which support items you're funding under each support category.

1. Check the plan comments for each support item in the support category. Go to article Understand and check plan comments. You should **only** edit plan comments for a support item the article tells you to.

   Note: plan comments revert to the pre-populated comments in a **Participant Budget Update**. Review the plan comments in the previous **Plan Approval** or **Participant Budget Update** case or most recent approved plan. Update any plan comments that were previously edited.

   Note: support items can't be added when there's no funding in a support category. Please add funding to the support category if you want to identify support items. If you add a $0 support category for flexibility of Core supports, you don't have to add support items. You'll receive an error message if you select **Yes** to any support item.

2. Select **Next**.

Review and submit

1. At **Review and Submit**, you'll be able to view the **Base Description** and the **Plan Comments** for the support category.

   Note: the support category **Base Description** and **Plan Comments** will print to the participant's plan. The **Base Description** can't be edited.

2. Review the support category plan comments. You'll need to:

   - check that comments are objective, include facts based on evidence, and avoid personal opinions or feelings
   - keep the text short, simple and in plain conversational English
   - check your spelling and grammar
   - avoid jargon
   - introduce all acronyms before using them. For example, 'Assistive Technology (AT)'

- avoid the use of special characters, such as < > or % as this will cause an error or the comment to appear blank.

3. Once you've confirmed the base description and plan comments are correct, select the **Acknowledgement** checkbox.
4. Select **Submit**. If you need to add another support, return to section **Adjust a support category** in this article.

Add a new support category

If you're adding the Recurring transport support category, check if the participant or authorised representative has an active bank account recorded. If there's no bank account recorded, you can't add this until after you've approved the budget update.

To view bank account details, go to article View bank account details. If you need to update the bank account details, go to articles Before you update bank account details and Add, update or remove bank account details.

You can use the plan conversation support tool (PCST) to calculate the amount of supports. Go to article Understand and update the plan conversation support tool. If you use the PCST, you **must** upload it to the participant's record.

To add a new item to the draft budget:

1. From the **Budget Updates** tab, select **Add New Budget Item**.
2. Enter the support name in the **Support Category** field.
3. Select the **Budget Type** from the drop-down list.
4. Select the **Instalment Type**.

   If the Instalment Type is:

   - **Recurring**, the **Amount** will be the **annual** amount for this support
   - **Regular**, the **Amount** will be the **monthly** amount for this support
   - **Once-off**, the **Amount** will be the **total** amount for this support.

5. Enter the **Amount** for this support. Use the plan conversation support tool (PCST) to develop the **Increase** or **Decrease** amounts. To learn more, go to section **Complete the budget update** in article Understand and update the plan conversation support tool.

6. If the support meets all of the NDIS funding criteria under the **Justifications** heading, select the checkbox to confirm this.

7. Record **Justification** in the free text field. For some supports, this might automatically populate. You can edit the justification to make it specific to the participant's support needs. For more information about recording justifications, go to article Understand support justifications.

   Note: this field has a limit of 1500 characters. Certain special characters in this field may cause an error. This is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |% you'll need to change these before you can select save.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools.

8. If you're using evidence to support your justification, select the **Evidence Used** checkbox.

9. Select the **Evidence Type** from the drop-down list. If you select:
   - **Document**, go to step 10.
   - **Other**, go to step 11.

10. Enter the **Evidence Link**. To see a list of evidence that's linked to the case, press the spacebar. Select the correct evidence document to link to the decision. You can view linked evidence on the **Evidence** tab of the **Plan Change** or **Participant Budget Update** case. To learn more about linking evidence, go to article Add and link evidence to a case.

11. Enter the **Evidence Explanation** in the free text field.

12. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat from step 9.

13. Select **Next**.

Select support items and check plan comments

Plan comments will print on the participant's plan. You'll need to select which support items you're funding under each support category.

1. Check the plan comments for each support item in the support category. Go to article Understand and check plan comments. You should **only** edit plan comments for a support item if the article tells you to.

   Note: support items can't be added when there's no funding in a support category. Please add funding to the support category if you want to identify support items. If you add a $0 support category for flexibility of Core supports, you don't have to add a support item. You'll receive an error message if you select **Yes** to any support item.

2. Select **Next**.

Review and submit

1. At **Review and Submit** screen, you'll be able to view the **Base Description** and the **Plan Comments** for the support category.

   Note: the support category **Base Description** and **Plan Comments** will print on the participant's plan. The **Base Description** can't be edited.

2. Review the support category plan comments. You'll need to make sure to:
   - check that comments are objective. You should include facts based on evidence and avoid personal opinions or feelings
   - keep the text short, simple and in plain conversational English
   - check your spelling and grammar
   - avoid jargon
   - introduce all acronyms before using them. For example, 'Assistive Technology (AT)'
   - avoid the use of special characters, such as < > or % as this will cause an error or the comment to appear blank.

3. Once you've confirmed the base description and plan comments are correct, select the acknowledgement checkbox to confirm this.

4. Select **Submit**. If you need to add another support, return to section **Add a new support category** in this article.

Remove a support category from the approved plan

You can't use the participant budget update case to remove a support category.

You should consider completing a s48 plan reassessment and talk to your team leader or senior planner if:

- you've identified the participant doesn't need a support
- adding a new support will impact existing supports
- you've made an error.

If the budget has any once-off **Capital** funded supports, such as assistive technology or home modifications, don't remove these during a budget update. These items will be removed from the budget during a plan reassessment. This includes if the item has been added in error.

You can remove a support category when the evidence shows the support:

- was added in error
- has a minor or technical error in the amount of funding in the plan
- isn't wanted by the participant and has been added in error
- needs to be recorded as in-kind, direct commissioning or periodic support.

You **won't** be able to remove **Core** flexible supports. If the NDIS funding criteria isn't met, record $0.00 in the **Amount** for this support. This will make sure that **Core** supports can continue to be flexible.

If you've removed a support category to record it as in-kind, direct commissioning or periodic support, go to article Add or remove in-kind supports.

If you need to remove a support from a participant's approved plan:

1. On the **Budget Updates** tab, select **Remove Support Categories**.
2. Review the list of support categories and select the checkbox **Remove From Plan** under the support category you're removing from the plan.
3. At the **Justification** drop-down list, select the relevant option.
4. At the **Sub-Justification** drop-down list, select the relevant option.

5. Add **Additional Details** about why you're removing this support in the free text field.

   Note: this will not display on a participant's plan. Use this comment to discuss funded supports as part of a plan implementation meeting.

6. Select **Continue**.

7. On the **Budget Updates** tab, the **Support Category** will appear under either the **Flexible Budget** or **Stated Budget** heading with an **Action** of **Remove**.

Remove draft budget items

If an item has been added in error or has incorrect details, you'll need to delete the draft budget item. If you reduce a draft budget item to $0, the previous plan comments will stay in the plan. To remove the draft budget item and the previous plan comments, you must follow the steps below.

1. From the **Budget Updates** tab, select the budget item under the **Flexible Budget** or **Stated Budget** headings.
2. In the **Budget Item Update** screen, select **Remove Support From Budget**.
3. Select **Yes** to confirm you want to remove the support category.
4. Select **Save**.
5. Record your reason for removing the support category by adding an internal note. Go to article Log an activity or internal note.

Add the plan conversation support tool to the case

Once you've made changes to the draft budget in PACE and are ready to progress to the next step, you must upload a copy of the plan conversation support tool (PCST). This will act as a record of how the draft budget was developed.

The PCST must be added as a complete excel workbook. Saving a single excel worksheet or as a PDF will not allow a budget breakdown to be produced if it's requested. Make sure you're adding the complete PCST to the person account.

1. From the **Plan Change** or **Participant Budget Update** case, select the **Documents** tab.
2. Select **Add Documents**. The **Documents Details** pop-up window will appear.

3. At **Please select a Document Category**, select **Supporting Information**.
4. At **Please select a Document SubCategory**, select **General**.
5. At **Does the document contain any Personal identifiable information (PII)?** select **Yes**.

   Note: make sure you're on the correct person account before adding a document.
6. Provide any further information in the **Description** free text field.
7. Select **Next**.
8. At **Upload Document**, select **Upload Files**.
9. Find and **Open** the file to upload. All documents in the table should be **Ready for upload**.
10. Select **Save**. All files should now show as **Uploaded successfully**.

    Note: if a document fails to upload, select **Retry**.
11. Select **Close**. The **Documents** tab will now show the document that was uploaded to the case.

    Note: when you've uploaded the document, confirmed it's in PACE and can open correctly, you must immediately delete all saved copies of the document to protect participant privacy. If you need to delete a document, go to article Update or delete a document from PACE.

Next steps

1. Check the fund management decision and update if needed. Go to article Make fund management decision.
2. Approve the budget update using article Finalise and approve a budget update.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
21.0	TPO642	Class 1 approved. Guidance updated to advise that if a support category is reduced to $0, users need to make sure the supports and the comment are removed from the plan.	APPROVED	2025-11-21
22.0	AHB706	Class 1 Approval Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan auto-continuation.	APPROVED	2025-12-05

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Action a budget update with funding periods

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area), compensation delegate, external review officer or review officer to:

- check the type of budget update case
- check for external review orders
- request further information
- contact the participant or authorised representative
- understand limitations of the participant budget update case
- adjust a funded support
- add a new funded support
- remove a draft funded support.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.

1 December 2025

Guidance updated to advise that if a draft funded support is reduced to $0, you need to make sure the supports and the comment are removed from the plan.

Before you start

You have:

- understood you can only use this article if the plan change or participant budget update case has funding periods. If it doesn't have funding periods, you need to use article Action a budget update
- read and understood Our Guideline – Reasonable and necessary supports (external)
- read and understood Our Guideline – Changing your plan (external)

- made a decision to vary a participant's plan through a plan variation (s47A), or need to update the participant's plan from an Administrative Review Tribunal (ART) or Internal Review (s100) decision.

If the plan change or participant budget update case doesn't have **Funded Supports** or **Funding Periods** tabs, you'll need to use article Action a budget update.

Check the type of budget update case

When updating the participant's budget that's not a plan variation (s47A) decision, go to section **Check for external review orders** in this article.

When there's a decision to vary the participant's plan (s47A), PACE will trigger the funded supports and fund management tabs to appear in the plan change case. PACE will also create a Participant Budget Update (PBU) case as a standalone case.

For s47A decisions, don't use the participant budget update case. Make sure you complete all actions on the tabs within the plan change case.

Once the updated plan tab has been approved and the plan change case has been completed, the PBU case will also update to completed and close automatically.

Note: don't select the **Cancel Case** button in the participant budget update case. This case will need to remain open to allow the updates to be made in the **Plan change** case.

IMPORTANT: the above note doesn't apply if the **Participant Budget Update** case was created as part of a plan continuation. If this case was created because you accidentally made a decision in a **Plan Change** case which was part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work due to the **Participant Budget Update** case that's created if you progress the case. This is for plans approved after 9 October 2024.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and select **Parent Case**. This will take you to the **Plan Change** case related to this case.
2. In the **Plan Change** case, go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
3. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, you'll need to cancel the **Participant Budget Update** case.

1. Select **Cancel Case**.

Because you made a decision in the plan change case, the participant will receive a letter telling them we're going to change their plan. You'll need to contact them to let them know the letter was sent accidentally and their plan will be extended as discussed in the check-in.

Check for external review orders

Check for any current (in effect) or previous external review orders, decisions, or notices. Also check if there's an Administrative Review Tribunal (ART) application in progress.

If there aren't any ART orders, decisions or notices, continue reading from **Request further information** in this article.

If an ART application is in progress, there'll be an **Alert** on the **Person Account**. You can also check for any previous external review orders and decisions on the **Documents** tab of the **Person Account.**

To check for external review orders, decisions, or notices:

1. In the **Person Account**, select the **Documents** tab.
2. Select the **Category** heading to sort documents alphabetically. Look for any documents with the **Authorisation** category. You can also sort by the **Sub Category** heading and look for a document with the **Legal Orders** sub category.
3. Once you've located the external review related document, select the document from the list.
4. Select **Download** from the **Document details** pop-up screen.
5. A copy of the document will be downloaded to your personal files to view.

You need to consider any external review orders or decisions when you're varying and approving a participant's plan. You need to make sure the effect of those orders or decision is preserved where appropriate and still needed.

Note: you shouldn't make any changes to plan supports related to an external review order or decision still in effect. The order or decision will usually state the length of time it applies for.

You must consider any active external review order or decision as part of the evidence you use to make your plan variation decision. If there's no evidence to suggest changes to a support that was based on an external review order or decision, these are generally kept in the next plan.

You should check:

- if the decision or order has a specific time period the support will be in place for
- if the decision or order relates to a particular life stage or transition
- if there's evidence the participant's situation has changed, and the intent of the support no longer applies.

You'll need to justify any changes to supports included in a plan by an external review order.

You should check with a senior planner or team leader if you need help to understand an external review order, decision or notice. You can seek help with more complicated cases through the ART Case Management Branch by emailing ART.correspondence@ndis.gov.au.

Request further information

If you have enough information or evidence, complete the budget update. If you don't have enough information or evidence, create a request for more information.

For all requests for information, you'll need to contact the participant or their authorised representative. Learn more in article Contact attempts and unable to contact in a plan change case.

Note: if the requested information is related to evidence, you'll need to link this to the **Plan Change** or **Participant Budget Update** case. To learn more, go to article Add and link evidence to a case.

Contact the participant or authorised representative

Each plan variation (s47A) must be prepared with the participant or authorised representative.

To help you build rapport and have authentic and engaging conversations, go to article Guide – Conversation style guide.

Before you make any changes to the participant's plan, you must make every attempt to contact them. Learn more in article Contact attempts and unable to contact in a plan change case.

You'll need to:

- discuss what supports you'll vary
- explain if the supports are flexible or stated, what support category you're varying and how funding periods will apply
- advise of requests that haven't been changed in the plan and reason for this decision, if applicable
- recommend they contact their local area coordinator, early childhood partner or support coordinator as to how they can use their plan flexibly, if applicable
- explain their review rights if they disagree with the decision
- go to article Understand, create and action a request for a replacement support if they request a replacement support.

Note: the participant can ask for an internal review of the plan variation decision within 3 months from the decision letter. Learn more in article Our Guideline – Reviewing our decisions (external).

Understand limitations of the participant budget update case

Please read before you continue

If the participant's plan has funding periods, you'll be unable to complete certain functions in the plan change or participant budget update case you could previously.

You can't:

- update the reassessment date. This is because those funding periods don't calculate correctly when a new reassessment date is selected. This will be updated in a future PACE release
- change the budget type or instalment type of a support category in the participant's plan. For example, from flexible to stated, or from once-off to regular
- change the length or reduce funding for past or current funding periods
- assign funding to a funding component using percentages
- remove a funded support from the participant's plan. In certain circumstances, you can reallocate funds to another funded support, but this still has to meet the NDIS funding

criteria. This doesn't apply to updating a participant's plan through an s100 decision, though you're still unable to remove a funded support

- change the fund management type for an individual flexible core support category when it's been grouped with other flexible core supports in the same funding component
- change the fund management type for individual flexible Core supports at the support category level.

Note: if you need to change the fund management type of a core flexible support, you'll have to update every core flexible support to the new fund management type.

If you identify any of these scenarios, you still need to complete the budget update because you've made a decision to vary the participant's plan. Then action any of the changes you can.

Note: if the plan was approved between 9 October 2024 and 18 May 2025 and has duration other than 12 months, it won't have funding periods. To action a budget update without funding periods, go to article Action a budget update.

Adjust a funded support

In the updated Participant Budget Update case, PACE will no longer pro-rata a support when you're adjusting it. You'll enter a total amount that you're increasing or decreasing the support category by.

You'll need to think about this if there's a plan continuation. PACE will take the total funded amount entered in the PBU and calculate an annual amount. This annual amount will be included in the support category if the plan is automatically extended.

You'll need to use the plan conversation support tool (PCST) to help you calculate the total funded amount correctly when adjusting a funded support. Go to article Understand and update the plan conversation support tool.

Example:

Note: this is only for plan variation (s47A) decisions.

The participant has requested a change to their plan. Their plan duration is 24 months (2 years) and they're currently 6 months into the plan. The request is for additional support worker hours, and you've made a decision to increase the Assistance with Daily Life support category. You decide to add an additional $100 per month for the remainder of the plan, totalling $1,800.

If the plan were to automatically extend for an additional 12 months, the additional calculation for this funded support would be $1,200. Any unspent funding will also be included in the first funding period of the extended plan.

For s47A decisions only: you can't decrease the amount of the total funding amount in the participant's plan. You'll only be able to decrease funding in a support category when moving it to another support category and not removing it from the plan. For example, funding for home and living supports in Assistance with Daily Life moving to Home and Living.

You'll also need to consider that you can't decrease funding in the current funding period, only future funding periods.

You won't be able to decrease funding in a support category by more than the **Amount Yet To Be Released**. This is because a portion of the funding has already been released to the participant.

1. From the **Plan Change** or **Participant Budget Update** case, select the **Funded Supports** tab.
2. From either **Flexible Supports** or **Stated Supports**, at the support category you're adjusting, select **Edit**.
3. At **Update Funded Support**, select either **Increase Amount** or **Decrease Amount**.

   Use the plan conversation support tool (PCST) to develop the **Increase Amount** or **Decrease Amount**. To learn more, go to section **Complete the budget update** in article Understand and update the plan conversation support tool.

   - If you **Increase Amount**, enter the total amount you're increasing the support by at **Increase Amount By**.
   - If you **Decrease Amount**, enter the total amount you're decreasing the support category by at **Decrease Amount By**.
4. Record your **Justification** for the change to the support category in the free text field. For some supports, this might automatically populate. You can edit the justification to make it specific to the participant's support needs. For more information, go to article Understand support justifications.

Note: this field has a limit of 1500 characters. Certain special characters in this field may cause an error. This is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |% you'll need to change these.

Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools.

5. If you're using evidence to support your justification, select the checkbox **Evidence Used**.
6. At **Evidence Type**, select the relevant option from the drop-down list:
   - If you select **Document**, go to step 7.
   - If you select **Other**, go to step 8.
7. Enter the **Evidence Link**. To show a list of evidence that's linked to the case, press the spacebar. Select the correct evidence document to link to the decision. You can view linked evidence on the **Evidence** tab of the **Plan Change** or **Participant Budget Update** case. To learn more about linking evidence, go to article Add and link evidence to a case.
8. Enter the **Evidence Explanation** into the free text field.
9. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat from step 6.
10. At **Acknowledgement**, select the checkbox to confirm the support category meets the NDIS funding criteria (external).
11. Select **Next**.

Select support items and check plan comments

Plan comments will print on the participant's plan. You'll need to select which support items you're funding under each support category.

1. Check the plan comments for each support item in the support category. Go to article Understand and check plan comments. You should only edit plan comments for a

support item if article Understand and check plan comments tells you to do so.

Otherwise **don't** edit plan comments.

Note: plan comments revert to the pre-populated comments in a Participant Budget Update. Review the plan comments in the previous **Plan Approval** or **Participant Budget Update** case, or most recent approved plan. Update any plan comments that were previously edited.

Note: support items can't be added when there's no funding in a support category. Please add funding to the support category if you want to identify support items. If you add a $0 support category for flexibility of Core supports, you don't have to add a support item. You'll receive an error message if you select **Yes** to any support item.

2. Select **Next**.

Review and submit

1. On the **Review and Finalise** screen, you'll be able to view the **Base Description** and the **Plan Comments** for the support category.
2. The support category **Base Description** and **Plan Comments** will print on the participant's plan. The **Base Description** can't be edited.

   Note: if you've added a $0 support category, only the base description will be displayed.
3. Review the support category plan comments. Make sure you:
   - check that comments are objective, include facts based on evidence, and avoid personal opinions or feelings
   - keep the text short, simple and in plain conversational English so the participant understands the purpose and intention of the funded support. This will make sure they can spend their plan flexibility on NDIS supports, in line with their plan
   - check your spelling and grammar
   - avoid jargon
   - introduce all acronyms before using them. For example, Assistive Technology (AT)
   - avoid the use of special characters, such as < > or % as this will cause an error, or the comment to appear blank.
4. If you need to make changes to any of the plan comments, select **Previous**.

5. At **Acknowledgement**, select the checkbox to confirm you've checked the base description and plan comments are correct.

6. Select **Submit**.

7. If you need to adjust another funded support, go back to step 1 in **Adjust a funded support** section of this article. Otherwise, continue reading below.

Add a new funded support

If you're adding the Recurring transport support category, check if the participant or authorised representative has an active bank account recorded. If there's no bank account recorded, you can't add this until after you've approved the budget update.

To view bank account details, go to article View bank account details. If you need to update the bank account details, go to articles Before you update bank account details and Add, update or remove bank account details.

You can use the PCST to help work out the total funded amount of a funded support. To learn more, go to article Understand and update the plan conversation support tool. If you use the PCST, you must upload it to the participant's record. When prompted, you must select **Yes** the PCST has Personal Identifiable Information.

To add a new funded support:

1. From the **Plan Change** or **Participant Budget Update** case, select the **Funded Supports** tab.

2. Select **Add New Funded Support**. This will open the **Add New Support Item** screen.

   Note: when adding a new flexible core support to plans approved between 9 October 2024 and 18 May 2025, you must make sure that the fund management type and funding period length are consistent with existing core supports to keep flexibility.

3. At **Support Category**, enter the support category name and select the relevant option from the drop-down list.

4. At **Budget Type**, select the relevant option from the drop-down list. To learn more, go to article Understand the draft budget.

   Note: Budget Type will have a default option for each support category. You'll need to include information in your justification if you're changing the budget type.

5. Select the **Instalment Type**. A default option will display for each support category and will inform the default funding period distribution for the support category.

   If the **Instalment Type** is:

   - **Regular**, the total funded amount will be evenly distributed across all funding periods in the plan, except for the current funding period. PACE will distribute funding based on the date the decision was made to change the plan, to the end of the current funding period.
     Note: if the plan is automatically continued, PACE will calculate an annual amount of the total funded amount and include an additional 12 months funding for these supports. If there's funding remaining when the plan continues, this will carry over into the first funding period of the extended plan.
   - **Once-off**, the total funded amount will be available in the current funding period of the plan.
     Note: if the plan automatically continues, no new funding will be calculated for these supports. If there's funding remaining when the plan continues, this will carry over into the first funding period of the extended plan.
   - **Recurring**, the total funded amount will be evenly distributed across all funding periods in the plan. You can't change how recurring funding periods are distributed. These will be paid to the participant fortnightly.
     Note: if the plan is automatically continued, PACE will calculate an annual amount of the total funded amount and include an additional 12 months of funding for these supports. No funding will roll-over between funding periods or into the extended plan.

6. **Plan Duration** field will be locked. This will be set based on the participant's approved plan's duration.

7. Enter the **Total Funded Amount** for the funded support.

   - For internal review (s100) decisions on a statement of participant supports (s33), this will need to be calculated from the plan start date.

- For an internal review of a plan variation decision (s47A), this will need to be calculated from the plan variation decision date.
- For plan variation (s47A) decisions, this will need to be calculated from the plan variation decision date.

8. Consumables support category only: At **Does the consumables support category include funding to meet participant's continence support needs?**, select **Yes** or **No**.
9. Record a **Justification** in the free text field. For some supports, this might automatically populate. You can edit the justification to make it specific to the participant's support needs. For more information about recording justifications, go to article Understand support justifications.

   Note: this field has a limit of 1500 characters. Certain special characters in this field may cause an error, this is generally caused when copying justifications from SAP CRM into PACE. If you see the characters |% you'll need to change these before you can select save.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools.
10. If you're using evidence to support your justification, select the **Evidence Used** checkbox.
11. Select the **Evidence Type** from the drop-down list:
    - If you select **Document**, go to step 12.
    - If you select **Other**, go to step 13.
12. Enter the **Evidence Link**. To see a list of evidence that's linked to the case, press the spacebar. Select the correct evidence document to link to the decision. You can view linked evidence on the **Evidence** tab of the **Plan Approval** case. To learn more about linking evidence, go to article Add and link evidence to a case.
13. Enter the **Evidence Explanation** in the free text field.
14. If you need to add more evidence to support your justification, select the checkbox **Add further evidence links** and repeat from step 11.

15. At **Acknowledgement**, select the checkbox to confirm the support category meets the NDIS funding criteria (external).
16. Select **Next**.

Select support items and check plan comments

Plan comments will print on the participant's plan. You'll need to select which support items you're funding under each support category.

1. Select and check the plan comments for each support item in the support category. Go to article Understand and check plan comments.

   Note:

   - You should **only** edit plan comments for a support item if article Understand and check plan comments tells you to do so. Otherwise, do not edit plan comments. Support items can't be added when there's no funding in a support category. Please add funding to the support category if you want to identify support items.
   - If you add a $0 support category for flexibility of Core supports, you don't have to add a support item. You'll receive an error message if you select **Yes** to any support item.

2. Select **Next**.

Review and submit

1. On the **Review and Finalise** screen, you'll be able to view the **Base Description** and the **Plan Comments** for the support category.

   The support category **Base Description** and **Plan Comments** will print on the participant's plan. The **Base Description** can't be edited.

   Note: if you've added a $0 support category, only the base description will be displayed.

2. Review the support category plan comments. Make sure you:

   - check that comments are objective, include facts based on evidence, and avoid personal opinions or feelings
   - keep the text short, simple and in plain conversational English

- check your spelling and grammar
- avoid jargon
- introduce all acronyms before using them. For example, Assistive Technology (AT)
- avoid the use of special characters, such as < > or % as this will cause an error or the comment to appear blank.

3. If you need to make changes to any of the plan comments, select **Previous**.
4. At **Acknowledgement**, select the checkbox to confirm you've checked the base description and plan comments are correct.
5. Select **Submit**.

Remove a draft funded support

If you've included a funded support in error, or has incorrect details, you'll need to remove it. If you reduce a draft funded support to $0 the previous plan comments will stay in the plan. To remove the draft funded support and the previous plan comments you must follow the steps below.

Note: you can't remove a support category from the **Participant Budget Update** case. You will need to use the **Plan Approval** case. Go to article Change the draft budget.

1. From the **Plan Change** or **Participant Budget Update** case, select the **Funded Supports** tab.
2. From either **Flexible Supports** or **Stated Supports**, at the support category you're removing, select **Edit**.
3. At **Update Funded Support**, select **Remove Support From Budget**.
4. Select **Yes** to confirm you want to remove the support category.
5. Select **Save**.
6. Record your reason for removing the support category by adding an internal note. Go to article Log an activity or internal note.
7. If you need to add the funded support again, go to section **Add a new funded support** in this article.

Next steps

You should aim to complete the budget update as soon as possible after you've made any change to the participant's plan. If a new funding period starts before you approve any changes, you may need to make additional changes before you can approve the budget update.

Once you've made all changes to funded supports you'll need to:

1. Assign fund management to funded supports. Go to article Make fund management decision.
2. Understand and edit funding periods in the plan. Go to article Understand funding periods.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
6.0	TPO642	Class 1 approved. Guidance updated to advise that if a support category is reduced to $0, users need to make sure the	APPROVED	2025-11-21

		supports and the comment are removed from the plan.		
7.0	AHB706	Class 1 Approval Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan auto-continuation.	APPROVED	2025-12-05

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Apply default distribution of funds in a budget update

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area), review officer, compensation delegate and external review officer to:

- understand default distribution type
- understand the limitations of funding periods in a budget update
- apply default distribution of funds in a budget update.

Note: this article is for default distribution of funds in a budget update only. If you need to apply default distribution of funds in a plan approval case, use article Apply default distribution of funds in a plan approval case.

You can't use this article for custom distribution of funds in any case.

Use article Apply custom distribution of funds in a budget update if you want to apply custom distribution of funds in a budget update **or** to add a new support of:

- YPIRAC – Cross Billing
- Supported Independent Living (SIL) with irregular and regular support
- yearly enteral nutrition support
- continence support that needs to be front loaded
- behaviour support plan
- employment support
- therapy supports with assessments or reports
- Support Coordination and Psychosocial Recovery Coaches that need to be front loaded.

Note: Plan Management – Set Up Costs are no longer included in the participant's plan. You must use default distribution of funds when adding the Choice and Control support category.

Recent updates

22 September 2025

Removed Individualised Living Options (ILO) from the list of support categories with a recommended funding period length of 1 month.

Before you start

You have:

- read and understood section **What are funding periods?** in Our Guideline – Creating your plan (external)
- read and understood article Understand funding periods
- updated the Funded Supports and Fund Management tabs and want to set one or more funding periods to a default distribution type.

Understand default distribution type

Using the default distribution type will evenly distribute funds across all funding periods for support categories with a regular or recurring instalment type. You need to determine if the funding period length should be changed based on the support category, overspending risks, participant's safety and any participant preferences. Funding period lengths can be 1, 3, 6 or 12 months with 3-month funding periods used for most participants. To learn more, go to article Understand funding periods.

Example

You've decided to vary a participant's plan and include a new funded support, Improved Daily Living Skills. You've decided the total funded amount will be $90,000. The plan has a duration of 5 years and on the date of the plan variation decision it has 59 months and 13 days remaining. This means funding components in the participant's plan are still in the first funding period. This funded support will be plan-managed.

In the Funding Periods tab, this will appear as a funding component called Improved Daily Living Skills (Plan-managed).

You've assessed any risk and will apply 3-month funding periods to this funding component.

There will be 20 funding periods in this funding component. The start date of the current funding period will be adjusted based on the date the decision to vary the plan was made. The Total Funded Amount will be distributed evenly across all funding periods in the plan, except the current period. PACE will adjust the amount allocated to the current funding period based on how long is left in it.

Understand the limitations of funding periods in a budget update

Before you apply default funding periods in a budget update, you'll need to understand the following limitations.

In a budget update you **can**:

- increase funding for current and future funding periods
- decrease funding in future funding periods, however the total plan value can't be decreased, meaning you'll need to re-allocate the decreased funding to another support category
- change future funding period length.

In a budget update you **cannot**:

- increase funding for past funding periods
- decrease funding for past and current funding periods
- change past or current funding period lengths.

Apply default distribution of funds in a budget update

From a **Plan Change** or **Participant Budget Update** case:

1. Select the **Funding Periods** tab.
2. At the funding component you're changing, select the arrow next to **Funding period details** to review the current:
    - **Funding Period**
    - **Length**
    - **Funding Period Amount**.

   Note: **Direct Commissioning** or **In-Kind** support categories won't display on the **Funding Periods** tab as they don't need funding periods.
3. At the **Action** column, select **Edit** for the funding component you're changing. This will open the **Review Funding Periods** window. If you're:

- applying a funding period to a new funding component, go to section **Apply funding periods to a new funding component** in this article
- updating funding periods for an existing funding component, go to section **Update funding periods for an existing funding component** in this article.

Note: you can't edit Recurring Transport.

Apply funding periods to a new funding component

When a new funding component is added through a plan variation (s47A), the funding periods will start from the date the decision to vary the plan was made. As a result, the first funding period may be shorter to align with the variation date. The first funding period will also have a pro-rata amount.

1. In the **Review Funding Periods** window, go to **Funding Period Length (months)**, select a funding period length. You will base this on any risks or considerations in section **How long can a funding period be?** in article Understand funding periods.

   Note:

   - the **Funding Period Length (months)** must be the same for all support categories in the same funding component. This means that if the Funding Period Length (months) for one core flexible support category is changed, PACE will adjust the others to match
   - the recommended funding period length for support categories of Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Choice and Control, and YPIRAC – Cross Billing is **1 Month**. Delegates must use their own discretion to review the risks and assess the supports before selecting a funding period length
   - If SIL includes **irregular** supports, go to article Apply custom distribution of funds in a budget update.

2. At **Funding Distribution Type**, select **Default**. Depending on the date of the decision to vary the plan, the current funding period will have a different **Funding Period Amount**.

3. If you have other support categories in the same funding component that need funding periods set to the **Default** distribution type, repeat from step 1. Otherwise go to step 4.

Note: if you have other support categories in the same funding component that need to be set to **Custom** distribution type, go to article Apply custom distribution of funds in a budget update.

4. Select **Submit**.
5. On the **Funding Periods** tab, check the funding component **Status** is **Updated**.

   Note: if the **Status** is **Pending Update**, you need to check you've completed all the steps in this section.

6. If you:

   - have other new funding components that need a **Default** distribution type, repeat from step 1
   - need to update an existing funding period, go to section **Update funding periods for an existing funding component**
   - have no other updates, go to **Next steps**.

Update funding periods for an existing funding component

1. If applicable, at **Funding Period Length (months)**, select a new funding period length. This will be based on any risks or considerations in section **How long can a funding period be?** in article Understand funding periods. You'll also need to consider any request to update the funding period length.

   Note:

   - you won't be able to change the **Funding Period Length (months)** for past or current funding periods. Any changes made to Funding Period Length (months) will start from the next funding period
   - the **Funding Period Length (months)** must be the same for all support categories in the same funding component. If the Funding Period Length (months) for one core flexible support category is changed, PACE will adjust the others to match
   - the recommended funding period length for support categories of Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Choice and Control, and YPIRAC – Cross Billing is **1 Month**. Delegates must use their own

discretion to review the risks and assess the supports before selecting a funding period length

- if SIL includes **irregular** supports, go to article Apply custom distribution of funds in a budget update.

2. At **Funding Distribution Type**, select **Default**. Depending on the date of the decision, the current funding period will have a different **Funding Period Amount**. If this was a custom funding period previously, this will change to be evenly distributed across all funding periods in the plan, except for the current funding period.
3. If you have other support categories in the same funding component that need funding periods set to the **Default** distribution type, repeat from step 1. Otherwise, go to step 4.

   Note: if you have other support categories in the same funding component that need to be set to **Custom** distribution type, go to article Apply custom distribution of funds in a budget update.
4. Select **Submit**.
5. On the **Funding Periods** tab, check the funding component **Status** is **Updated**.

   Note: if the **Status** is **Pending Update**, you need to check you've completed all the steps in this section.
6. If you have other funding components that you need to update with a **Default** distribution type, repeat from step 1. Otherwise, go to **Next steps**.

Next steps

You'll need to apply a funding period justification to each new or updated funding component in the plan. This includes if you have added a new support category to the core flexible funding component or changed the distribution type of a support category. To do this, go to article Add funding period justifications.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
5.1	LFT270 JHN213	Class 1 update in line with Section 33 Operational policy – funding periods. Removed ILO from the list of support categories with a recommended funding period of 1 month. Tested in PACE SEP25QA environment.	DRAFT	2025-09-11
5.2	LFT270	Peer review No feedback to action	DRAFT	2025-09-15
6.0	RCR374	Class 1 approval	APPROVED	2025-09-16

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Assign and review a plan change case

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area) or review officer to:

- assign a plan change case
- review the plan change request
- understand plan change request considerations
- contact the participant
- check who requested the plan change
- check the plan change type
- add the plan change type on a participant plan change request
- change legislative type of a plan change request from s47A to s48
- review the complexity of the request.

Recent updates

15 December 2025

Guidance updated to advise staff they must cancel a plan change case if it was generated after a scheduled check-in where the decision was made to continue the plan.

Before you start

You have:

- an open plan change case
- read and understood Our Guideline – Changing your plan (external)
- read and understood Mandatory Home and Living Referral Criteria intranet page for home and living plan change requests.

Assign a plan change case

Once a plan change request is submitted, the plan change case is automatically assigned to the **Plan Change Hold Queue**.

Note: you can only reassign a plan change case once it's been accepted via the **Omni-Channel**.

To accept and action a plan change case, you must accept it via the **Omni-Channel**. From the Omni-channel:

1. Make sure your status is set to **Available**.
2. Select the case from the list. The case will automatically open.
3. Select **Change Case Owner**.
4. Select **User**.
5. Search for yourself using your name or user ID.
6. Select **Change Owner.** A confirmation message will appear.
7. Select **Finish**.

If a plan change request needs a home and living decision, it must meet the Mandatory Home and Living Referral Criteria. Set the **Case Reason** to **Home & Living**. The plan change request will be routed to the **Plan Change Hold Queue**. The home and living planning team will pick the case up as part of their end-to-end workflow.

IMPORTANT: if the **Plan Change** case you assign yourself was created as part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work due to limitations of the **Participant Budget Update** case that will be created if you progress the case.

Note: this is only for plans approved after 9 October 2024.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
2. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.
3. Go to the **Request** tab and select **Next** at **Initiate Request**. Confirm **Change the reassessment date** is automatically selected at **Plan Change Requests**.

After you've confirmed the case is part of a plan continuation, cancel it using article Cancel or close a plan change case. The plan will now progress and will automatically continue at the current plan expiry date. No further action is required for this to occur.

Note: if you've accepted a plan change case that is outside of your normal work or meant for a different stream, you'll need to speak to your Team Leader or senior planner to have this case reassigned.

Review the plan change request

When you think about what type of plan change the participant needs, you'll need to consider if the request meets the criteria in Our Guideline - Changing your plan (external).

For example:

- Does the participant need a change in funding? You'll need to consider whether to complete a plan reassessment (s48) rather than a plan variation (s47A), if the participant needs a significant increase in funding. For example, a plan reassessment may be more suitable if there are significant changes to a participant's situation or there is an issue with how the funding is being used.
- Does the participant have a recommended confidence level suitable for a plan continuation, but their circumstances have recently changed? For example, the recommendation from the reassessment check-in is to vary the participant's plan and continue the same NDIS supports. After reviewing the information, you decide that the participant needs their plan reassessed. See section **If the plan change case is generated from a reassessment check-in**.

To help understand the plan change request:

1. From the plan change case, select the **Decision** tab.
2. Select a **Plan Change Request.** This is shown as a link, **PVR - number** in PACE, to review the:
    - legislative type of request
    - category of the request
    - details captured as part of the request
    - risk assessment to check for any identified risks.

You'll also need to review any supporting documents in the **Evidence** and **Documents** tabs.

There may be multiple plan change requests. For each request, consider if:

- the request meets the criteria for a plan variation (s47A) under **What is a plan variation?** in Our Guideline - Changing your plan (external)
- the request meets the criteria for a plan reassessment (s48) under **What is a plan reassessment?** in Our Guideline - Changing your plan (external)
- there are any reasons why we wouldn't change the plan. Go to **When would we decide not to change your plan?** in Our Guideline - Changing your plan (external)
- you need more information to make a decision. If you need more information, go to section **Contact the participant** in this article.

Plan change request considerations

After you have reviewed the plan change request, you'll also need to review information about the participant's plan to check the plan approval date and to check if funding periods are applied.

1. From the **Person Account**, select the **My Budget** tab.

   Note: if the plan has funding periods applied, a message will display above the **Budget Overview**.

2. Review the **Plan dates** to check when the plan was approved.

   Note: depending on the date the participant's plan was approved, any changes to the plan will follow different steps.

When you've checked the plan dates, plan duration, and if funding periods are applied, consider the information below and follow the steps to action the plan change request.

Plans approved before 9 October 2024

These plans have no funding periods. When you have made your decision, you can complete the case that is generated.

Plans approved on or after 9 October 2024

These plans have funding periods. Before you make your decision, you need to determine if the request is related to any of the changes in the list below. These changes cannot be completed through a plan variation (s47A). You'll need to complete a plan reassessment (s48). If you need to change the legislative type, you'll need to discuss this with the participant. Go to the **Contact the participant** section of this article to guide your discussion.

You cannot complete a plan variation to:

- reduce the total funding amount
- reduce funding in a previous or current funding period. Reducing funding in a plan can affect future funding if the plan automatically continues
- change the plan reassessment date
- change the budget type from flexible to stated
- change the fund management of one core support if it's grouped with other core supports in a funding component. You'll need to complete a reassessment (s48) if you need to change one core support and it's grouped with other supports. You can complete a plan variation (s47A) if you need to change all core supports grouped in a funding component or one core support that is in its own funding component and not grouped with other core supports
- change the instalment type from regular to once-off
- remove a support category
- change the length of a past or current funding period.

If the change isn't related to one of the above reasons, you can decide if a plan variation or a plan reassessment is the most appropriate option.

Note: plans approved on or after 9 October 2024 that don't have a plan duration of 12 months won't have funding periods. The above limitations don't apply. You can decide if a plan variation or a plan reassessment is the most appropriate option.

Contact the participant

To progress a plan change request, you might need to contact the participant or authorised representative. This will help you understand the request and what changes the participant needs to their plan.

You must use the relevant discussion points in article Explain a plan change decision when you contact the participant or their authorised representative.

To help prepare for your call:

- go to articles Guide – Conversation style guide and Discuss a participant plan change request to further support your conversation
- consider if you have enough information or evidence to make a decision whether or not to change the plan
- consider if the changes requested can be made using the plan change type the participant has requested. You may need to discuss options available to the participant, including changing the legislative type of the request if required
- review the information in the plan change case. For example, any risks or potential vulnerabilities and the participant's recommended confidence level for a plan continuation
- review your reason for the call
- familiarise yourself with what you want to talk to the participant or authorised representative about
- where you need to have a detailed conversation, you may need to schedule a meeting with the participant or authorised representative
- book an interpreter if appropriate. Go to article Book translation and interpreter services.

If the plan change request relates to a loss of informal support or change beyond a participant's control, you **must** use the discussion points section **Loss of informal support or change beyond participants control** of article Discuss a participant plan change request.

To record your contact attempts, go to article Contact attempts and unable to contact in a plan change case.

Check who requested the plan change

Plan change requests can be participant requested or CEO initiated. To check who requested the plan change:

1. In the plan change case, select the **Decision** tab.
2. Under **Requested by**:
    - if the request is CEO initiated, this will appear as **NDIA.** For example, to change the reassessment date for a plan continuation
    - if the request is participant requested, this will appear as **Participant**.

Action a miscategorised plan change

Note: this section is for a CEO-initiated request only.

There may be occasions when the changes needed cannot be actioned through the plan change type requested.

If a CEO-initiated plan change type is incorrect, don't make a decision on the plan change request. Instead, cancel the plan change case. Go to article Cancel or close a plan change case.

You'll have to create a new plan change case with the correct request type. Go to article Create a CEO-initiated plan change request.

Complete a variation while awaiting a reassessment

You may decide a participant needs a plan variation (s47A) to access supports while a plan reassessment (s48) is completed. This may include:

- update to the fund management type
- a change to a stated support provider
- adding emergency and crisis funding. For more information, go to section **What is a plan variation?** in Our Guideline – Changing your plan (external).

If the variation request is about funded supports, consider if the participant has enough core flexible funding to cover the requested supports. If they do, you might not need to do a plan variation.

Note: if the request is for crisis or emergency funding, only add enough funding until we can complete a CEO-initiated reassessment. For example, if the reassessment will be done in 2 weeks, add enough funding for supports for 2 weeks only.

If you decide the participant needs a plan variation (s47A) to meet their support needs while waiting for a plan reassessment (s48):

1. Before you action the reassessment request, you'll need to create a CEO-initiated variation request. Go to article Create a CEO-initiated plan change request.
2. In the plan change case, select the **Decision** tab.
3. At **New Legislative Type**, select variation (s47A) as the legislative type.
4. Select **Reason** from the drop-down list. Select **Submit**.
5. At **New Complexity**, select **Amendment**. Go to article Make a plan change decision.

6. You'll need to add additional funded supports to the plan to meet the immediate needs of the participant.

Note: if the participant's reassessment date occurs before their new plan is finalised, their current NDIS supports will continue for up to 12 months. You don't need to create a plan change case to extend the reassessment date.

The s48 plan change request in the original plan change case would be marked as **Not Required**.

Check the plan change type

This section doesn't apply for CEO-initiated plan change requests. Go to section **Review the complexity of the request** in this article.

Check to make sure the type of plan change is correct. In PACE this is known as the **Legislative Type**.

To check the plan change type:

In a plan change case, select the **Decision** tab.

1. Under **Legislative Type Details** heading, check the **Legislative Type**.
    - **s47A** for plan variation requests
    - **s48** for plan reassessment requests
    - **Unknown** for participant requested plan change requests. Review the information in the plan change request and add the right plan change type for the plan change request. Go to section **Add the plan change type on a participant plan change request** in this article.

Add the plan change type on a participant plan change request

For a **Participant plan change request** where the **Legislative Type** is **Unknown**, you'll need to decide the plan change type that best suits the request.

If the request was created as a:

- Participant requested variation (s47A), and the request should be a reassessment (s48). You'll need to make a decision not to vary and then create a new request for a CEO's own initiative reassessment (s48). Go to article Make a plan change decision then Create a CEO-initiated plan change request.

- Participant requested reassessment (s48), and the participant has a plan in PACE. If the request meets the criteria for a plan variation (s47A) and the considerations in the **Review the plan change request** section of this article, you can make a decision to vary this request. You'll still capture the request, just under a different type of plan change. The option to vary is available for reassessment (s48) requests. Go to article Make a plan change decision to make your decision.

If the participant doesn't have a plan in PACE, go to section **Change legislative type of a plan change request from s47A to s48** in this article.

Change the legislative type of a plan change request from s47A to s48

There may be situations where you need to change the legislative type.

When a participant needs a plan variation and has a plan in SAP CRM you won't be able to do this in SAP CRM. If you decide the plan does need to change, contact the participant to tell them we'll change their plan. To do this we'll move it to our new computer system. This means we'll need to reassess their plan. Record your actions. Learn more in article Log an activity or internal note.

For plans approved on or after 9 October 2024 you may need to change the legislative type from s47A to s48 if the change required cannot be completed through a plan variation. Refer to section **Plan change request considerations** in this article for information on what cannot be changed through a plan variation.

You can also use these steps to change the legislative type of plans that are already in PACE.

1. Make sure the case is assigned to you. If not, select **Change Case Owner** and assign it to yourself.
2. Select the **Decision** tab.
3. Select **Update Legislative Type**.
4. At **Legislative Type** select **s48**.
5. At **Reason**, select **Legislative type incorrect**.

6. In the **Provide Reason** free text field, provide your reason why the plan change should be a s48 reassessment.
7. Select **Submit** and refresh your page. On the **Decision** tab, you'll notice any s47A listed plan change requests have been set to **Not Required**.
8. Select the **Request** tab and refresh your page. This'll allow you to enter a new s48 request.
9. Provide the details of the **Change in situation**.
10. Select **Next**.
11. Add any necessary documents to the case. Select **Next**. If the documents have already been provided for the s47A request, you don't need to re-upload these.
12. Confirm the information you have recorded is accurate and select **Submit**.
13. Select the **Decision** tab. There will now be a new plan change request with the **Legislative Type s48**. If you don't see the new plan change request, refresh your tab.
14. You can now make a decision on any plan change request with the status **In progress**.

If the plan change case is generated from a reassessment check-in

You may determine at **Plan Continuation Confidence** that a reassessment is needed. In this situation you can cancel this plan change case, if this case is **In Progress** or **Pending Outcome**, following the steps below:

1. Make sure the case is assigned to you. If not, select **Change Case Owner** and assign it to yourself.
2. Select the **Decision** tab.
3. Select **Requires Reassessment**.
4. Select **Closure Reason: Cancelled – requires scheduled reassessment**.
5. In the **Closure Comments** free text field, provide your reason why the plan change should be an s48 plan reassessment request.
6. Select **Confirm**. This will cancel the plan change case and automatically create a plan approval case.

If all requests are for the same plan change type

1. Select **Update Legislative Type**.
2. Select the **Legislative Type** from the drop-down list.
3. Select **Reason** from the drop-down list.
4. **Provide Reason** for the change in legislative type in the free text field.
5. Select **Submit**.

If there are multiple or different types of plan change requests

There may be plan change requests for:

- both a reassessment (s48) and a variation (s47A)
- multiple plan variation (s47A) requests.

If more than one area of the participant's plan is impacted, progress these requests as a plan reassessment (s48). The exception to this is if the participant needs a s47A variation request to meet their support needs before the plan reassessment (s48) can be completed. Go to section **Complete a variation while awaiting a reassessment** in this article.

Review the complexity of the request

You might need to update the complexity of the plan change request based on the evidence linked to the case. Update the complexity if:

- the participant has complex support needs
- the request is for complex assistive technology
- the request is for complex home modifications.

To update the complexity of the plan change request:

1. In the plan change case, select the **Decisions** tab.
2. Select **Update Complexity**.
3. Select relevant **Complexity** from the drop-down list.
4. If you've changed the request to a **Complex Amendment**, select **Reason** for the change in complexity from the drop-down list. Record the **Reason** in the free text field.

Next steps

You can now make a plan change decision. Go to article Make a plan change decision.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
11.0	CS0074	Class 3 Approval	APPROVED	2025-05-15
12.0	DD0014	Class 1 Approval Updated to remove link to retired knowledge article Understand crisis or emergency funding	APPROVED	2025-06-06
13.0	AJG505	Class 2 Approval Guidance updated to advise staff they must cancel a plan change case if it was generated after a scheduled check-in where the plan was automatically continued.	APPROVED	2025-12-08

Knowledge Article

For Internal Use Only

Create and action a request for a replacement support. The contents of this document are OFFICIAL.

Conduct the plan meeting - Discuss the proposed budget

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate or planner (non-partnered area) to:

- discuss the proposed budget
- change the proposed budget.

Recent updates

15 December 2025

Link updated to article Understand, create and action a request for a replacement support

Before you start

You have:

- completed steps in article Conduct the plan meeting – Complete the participant profile
- read and understood Our Guideline – Creating your plan (external)
- read and understood Guide – Conversation style guide
- read and understood Understand funding periods.

Discuss the proposed budget

Explain to the participant, or their authorised representative, how you developed the budget, the evidence you used, and the support categories included.

1. In the **Plan Approval** case, select the **Funded Supports** tab.
2. Explain to the participant how you developed the overall budget. You can use information from the Plan Conversation Support Tool(PCST) to help with this conversation.

3. You might need to explain:

- flexible and stated supports, and what this means
- funding periods and what this means for how funds become available. Select the **Funding Periods** tab for more information
- the total support amounts, the level of support we've included and how we worked that out
- the home and living application, if applicable. Talk about what this means for the home and living supports in their plan. Explain that other home and living supports may be added with a plan change if their current situation changes
- supports pending decision (if needed)
- which Our Guidelines (external) you used to make reasonable and necessary decisions
- what information, assessments and reports you used to include the supports in their plan.

  Note: new NDIS laws came into effect on 3 October 2024. All claims for NDIS supports must be submitted within 2 years of the date the support was provided. Under NDIS law, payments must be made within the funding amounts and periods set out in the participant's plan. However, under section 45(5) there are very limited circumstances when we may pay for supports outside of the participant's plan. To learn more about these go to section **Understand section 45(5) amendments** in article Complete the claim review delegate decision case for a section45(5) request.

  There is detailed information in section **What if I spend my funding before the end of the funding period?** in Our Guideline – Your Plan (external).

4. Ask the participant if there's any new information they want to provide.

   Note: if the participant or authorised representative requests a replacement support, go to article Understand, create and action a request for a replacement support.

5. Discuss any declined supports with the participant.

You'll need to communicate all declined supports to the participant at the plan meeting. Declined supports will also be included on the plan approval cover letter once the plan is approved.

- You can view declined supports on the **Record a Declined Support** tab of a **Plan Approval** case. Explain why this support wasn't included, how you made your decision and the evidence you used.
- You can find declined supports in previous plans in the **Statement of Supports** on the **Decisions** tab of the **Person Account**. This will help you understand the reason why a support was previously declined. You'll need to decide whether the participant's situation has changed and if the support should now be looked at.

6. Discuss how long the plan will go for and why.

   Let the participant know the plan reassessment date will show on the plan. Tell them they can contact us if their situation changes before the reassessment date. The plan duration will determine the plan reassessment date.

7. Record key things you discussed in **Plan Meeting Notes**. Go to article Add plan meeting notes.

8. The participant or authorised representative might ask for a copy of how the draft budget was developed. You can generate a budget breakdown once the plan has been approved. For more information, go to article Record and action a request for a budget breakdown.

Determine if there are changes to the proposed budget

After your discussion with the participant, you'll need to determine if there are changes to the proposed budget.

Make sure you have discussed:

- the participant's current situation
- the proposed budget and how the participant can use their funding to meet their needs
- any new information we have received.

If there are no changes to the proposed budget

From the **Plan Meeting** tab, select the **Confirmed** checkbox. Select **Next** and go to article Conduct the plan meeting – Discuss fund management.

If you need to change the proposed budget

Go to section **Change the proposed budget** in this article.

Change the proposed budget

Participant provides new information or has a change in situation

You can change the proposed budget if you have evidence to support the change:

- For minor changes, it's likely you can make the changes to the proposed budget and approve the plan during the plan meeting.
- For major changes, you should approve the proposed budget at the plan meeting. You'll need to create a CEO-initiated plan change request to make the changes to the plan. You'll need to decide if this is a s47A variation or a s48 reassessment. Go to article Prepare to submit a plan change request.

To make changes, you'll need to update the draft budget in PACE and the PCST.

- To change the PCST, go to article Understand and update the plan conversation support tool.
- To change the draft budget and re-upload the PCST, go to article Change the draft budget.

Sometimes a participant may request a support in a plan meeting without the appropriate supporting evidence for you to make a decision. If you don't have the evidence, the participant needs to provide this evidence before we can create a plan change case. Go to article Prepare to submit a plan change request.

If a High Decision Delegate (HDD) previously checked the proposed budget and there are changes, the HDD will review these before they approve the plan. You'll need to let the participant know:

- the plan needs to be checked by someone else
- it will be approved within the timeframes in the Participant Service Guarantee (external).

You can check the **Approve Participant Plan Milestone** on the **Plan Approval** case to check the time remaining.

Requested support doesn't meet the NDIS funding criteria

When the participant requests a support at the plan meeting that doesn't meet NDIS funding criteria, record this in the **Record a Declined Support** tab. Go to article Record a declined support.

Explain your decision and any declined supports to the participant. It's important to communicate all declined supports to the participant in the plan meeting. There's an attachment in the plan approval letter that provides the justification and sub-justification for supports we declined.

Record any new and declined supports in **Handover Notes**. Go to article Add handover notes for a plan approval case.

Request for a replacement support

If the participant or authorised representative requests a replacement support, go to article , Understand, create and action a request for a replacement support.

Next steps

1. Discuss fund management. Go to article Conduct the plan meeting – Discuss fund management.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
8.0	UFEX8	Class 1 Approval Link updated to article Understand, create and action a request for a replacement support	APPROVED	2025-12-02

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Contact attempts and unable to contact in a plan change case

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate or review officer to understand:

- contact attempts in a plan change case
- what to do if you're unable to contact (UTC) a participant in a plan change case.

Recent updates

15 April 2024

New guidance on:

- contact attempts and milestones in a plan change case
- how to record UTC attempts
- what to do if you're UTC the participant.

Before you start

You have read and understood:

- Our Guideline – Changing your plan
- article Understand and complete the Choose the Right Request Enquiry case
- article Check a person's preferred contact method.

Understand contact attempts in a plan change case

You **must** make every attempt to contact the participant (or their authorised representative). This is to further understand what changes they've requested, and to let them know once you've made a decision about their plan change request.

You'll attempt to contact the participant at least **3 times** over **2 days**. Make sure you contact them on different days of the week and at different times of the day. Use their preferred contact method and at least one other communication method. For example, SMS, email, or phone. If the participant's preferred correspondence method is email or letter, still try to call them to clarify the request.

Note: the exception is if the person has requested no phone calls (for example, if they are Deaf or hard of hearing and have requested written communication only).

You may not be able to contact if:

- the person has **Do Not Contact** on their **Person Account**
- you need to contact them via the National Relay Service
- they haven't provided a valid phone number.

You may also receive further evidence or information from the participant about their plan change request. For example, they may send you a provider report or assessment by email. You'll need to record this in the activity log or upload the requested information to the person account. Go to article Add documents to a case. If the requested information is related to evidence, link the evidence to the **Plan Change** case. Go to article Add and link evidence to a case.

All contact attempts must be recorded in the plan change case before marking them as unable to contact (UTC). You can't use contact attempts made as part of another case, like an enquiry case. This guidance is for a plan change case. There are different milestones and next steps for other cases.

Contact methods

Make and record contact attempts in a plan change case using the following contact methods:

Phone contact

If you're contacting the participant by phone, from the plan change case:

1. Before you call, send an SMS to let the person know you're going to call them from a private number, within an hour. Go to article Send an SMS in PACE.
2. Select **Outbound Phone Call** for **Activity Type**.
3. Select one of the following options so the system recognises the contact attempts:
    - **No Answer**.
    - **Left Message**. Leave a brief message asking them to contact the NDIA on 1800 800 110, only if the person identifies themselves on the voicemail.
    - **Successful Contact**.
4. Select **Contact Attempt** in the **Subject** field.

5. Select **Save**.

SMS contact

You can send an SMS from the plan change case to let the person know you are going to call them. To do this:

1. Select **Send SMS** from the **Activity** panel.
2. Select the relevant template from the drop-down. To learn more, go to article Send an SMS in PACE.

Email contact

If you're contacting the participant by email, from the plan change case:

1. Select **Send Email** from the **Activity** panel. Do not use Outlook to send emails from your own personal email address.
2. Follow the steps in article Send and receive an email in PACE.

Every time you attempt to contact a participant, you must log an activity in the plan change case. Each attempt must have its own **Contact Log** or **Log Activity**. To learn more, go to article Log an activity or internal note. To check details of all recorded contact attempts, go to article View the Person Account Timeline.

What to do if you're UTC a participant in a plan change case

If all contact attempts with the participant are unsuccessful:

1. Look through the **Person Account** details to identify any reason why you may not be able to contact the participant. For example, they may be in hospital, overseas or they may work in the daytime.
2. Identify any informal, community, mainstream or funded support providers and check consent is recorded. Only contact those people the participant has given us consent to contact and may be able to reach the participant. For example, a family member, a representative from an organisation, or a support coordinator.
3. Record each of these additional contact attempts seperately in the **Log Activity** tab in the plan change case. Record any relevant information in the **Comments** free text field. For example, who you've contacted, when you contacted them and any follow-up actions.

If you have any concerns about the safety or welfare of the participant, you should speak with your line manager. To learn more about risks, go to article Identify and escalate risks in a plan change request.

Next steps

1. Send an SMS to the participant to let them know you've been unable to contact them. Select the **Unable to contact** template and follow the steps in article Send an SMS in PACE.
2. Once you've made and recorded a plan change request decision, but you're unable to contact the participant:
   - Continue to progress the plan change case. To learn more, go to the **Next steps** section of Make a plan change decision.
   - In instances where the plan change request hasn't met the Participant Service Guarantee timeframe of 21 days, go to article Progress a plan change (s47A and s48) request over 21 days to continue.
   - For decisions not to vary or reassess a plan change request, PACE will automatically send correspondence to the participant.

Article labels – internal use only

PACE user role names

Add:

- dc_users_plannerdelegate
- dc_users_reviewofficer

Topics

Add:

- t_planchanges

Case names

Add:

- dc_case_planchange

Ownership

Add:

- own_sgplanchangesandconnections

Version control

Version	Amended by	Brief Description of Change	Status	Date
0.1	JJP375	New design solution of a common capability for the unable to contact process specific to the plan change case.	DRAFT	2024-03-18
0.2	DCM308 AJG505	Peer review AD review.	DRAFT	2024-03-22
0.3	ED0024	Director endorsed	DRAFT	2024-03-25
0.4	JJP375 AJG505	Transfer and action SME feedback from: Partner performance Service delivery Participant Advocacy branch AD review.	DRAFT	2024-04-02
0.5	JJP375 AJG505 ED0024 CW0032	Actioned AD feedback AD review Director endorsed. BM review and approval	DRAFT	2024-04-04 2024-04-08
1.0	CW0032	Class 3 approved. New article with information on contacting participants and the UTC process.	APPROVED	2024-04-07

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Create a CEO-initiated plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, payments officer, review officer, complaints officer, liaison officers (HLO/JLO), home and living delegate or planner (non-partnered area) to:

- review plan information
- understand limitations of a plan variation (s47A) for a plan with funding periods
- create a plan change case
- create a CEO-initiated plan reassessment (s48) request
- create a CEO-initiated plan variation (s47A) request
- complete the risk matrix
- confirm the request.

Note: this article should only be used by NDIA staff with delegation to make a decision to vary or reassess a plan. All staff and partners without delegation to make a decision must go to article Create a participant plan change request.

Recent updates

10 November 2025

Guidance updated to explain all plan change requests must be submitted as a Participant plan change request unless it specifies a plan variation (s47A) or plan reassessment (s48) or you have delegation to make a decision.

Before you start

You have:

- identified a need to create a CEO-initiated plan change request
- checked your delegation to make a decision to vary or reassess a plan
- completed steps in article Prepare to submit a plan change request
- read and understood Our Guideline – Changing your plan (external).

Review plan information

Before you create a plan change case, you'll need to confirm the plan change request is in line with the NDIS Rules (variations and reassessments). To check this, go to Our Guideline – Changing your plan (external).

You'll also need to review information about the participant's plan to check if funding periods are applied and review the current budget.

1. From the **Person Account**, select the **My Budget** tab.
2. If the current plan has funding periods a message will display at **Budget Overview**. If the plan doesn't have funding periods, go to step 6.

   Note: limitations apply to a plan variation (s47A) when a plan has funding periods. To learn more, go to section **Understand limitations of a plan variation (s47A) for a plan with funding periods** in this article.
3. If the current plan has funding periods, go to **Funding Components**.
4. For each **Funding Component**, check the support categories grouped in each funding component and the fund management type.
5. At **Action**, select **More** for each support category to view the funding period schedule.
6. You can review the current plan budget, expenditure and claims history. To do this, go to article View budgets and expenditure from approved plans in PACE.
7. You can view historic budgets and expenditure on the **Budget History** tab.

When you've reviewed the plan and checked if it has funding periods, consider the information below and follow these steps to create the correct plan change request.

Note:

- A CEO-initiated plan change request can't be declined. When you submit the plan change case, you're confirming that changes will be approved.
- You can't complete a plan variation (s47A) if the participant's plan is still in SAP CRM. You'll need to submit the plan change request as CEO's own initiative – S48.

Understand limitations of a plan variation (s47A) for a plan with funding periods

Please read before you continue

Due to limitations, if the plan has funding periods and you need to make a change from the following list, you'll need to submit the plan change request as a CEO's own initiative – s48.

You can't complete a plan variation (s47A) to:

- reduce the total funding amount
- reduce funding in a previous or current funding period. Reducing funding in a plan can affect future funding if there is a plan continuation
- change the plan reassessment date
- change the budget type between flexible and stated
- change the fund management of one core support if it's grouped with other core supports in a funding component. You'll need to complete a plan reassessment (s48) if you need to change the fund management type of one core support and it's grouped with other supports
- change the instalment type between regular and once-off
- remove a support category
- change the length of a past or current funding period.

If you identify the plan has funding periods and you need to make one of these changes, go to section **Create a CEO-initiated plan reassessment (s48) request** in this article.

Note:

- Plans approved on or after 9 October 2024 that don't have a plan duration of 12 months won't have funding periods. The above limitations don't apply.
- You can complete a plan variation (s47A) to change the fund management type of all core supports grouped in a funding component, including a single core support in its own funding component.

Create a plan change case

To make changes to a participant's plan, you'll need to create a plan change case. A plan change case can also be initiated from other cases. For example, from a reassessment check-in case, where the recommendation and decision after the check-in meeting is to continue the participant's current NDIS supports for up to 12 months. To learn more, go to section **Plan continuations** in article Understand and choose the right plan change request.

To create a Plan Change case:

1. From the **Person Account**, select the **Cases** tab.
2. Select **New**.
3. Select **Plan Change** from the list and select **Next**.
4. At **Categorisation**, select the **Case Origin** from the drop-down list.
5. At **Case Reason**, you must select the relevant option from the drop-down list to help delegates manage workflow.
6. Add **Internal Comments** if needed.
7. Add **Subject** in free text field.
8. Select **Save**. You've now created the **Plan Change** case.

If you need to make multiple changes or there's a significant increase to funded supports, go to section **Create a CEO-initiated plan reassessment (s48) request** in this article. For minor changes to the plan, go to section **Create a CEO-initiated plan variation (s47A) request**.

Understand and update the case reason in the plan change case

Case Reason	Description
Assistive technology	Requests for the supply of assistive technology or equipment.
Vehicle modifications	Requests and quotes for vehicle modifications.
Home modifications	Requests and quotes for home modifications.
Plan management	Any request to change the way participant's plan funding is managed.
Plan error	Identification of any error with funding in a participant's plan.

Exhausted funds/breakdown of informal supports	Requests where funds have been exhausted before the plan end date or where a participant tells us they've had a breakdown of informal supports.
Home and living	Requests for inclusion of, or changes to supported independent living, specialist disability accommodation or individualised living option supports in the plan. If you select this case reason, it will route to the home and living team. **Note:** for requests to include specialist disability accommodation (SDA) funding for participants with a placeholder amount, please complete additional steps outlined below.
Change of circumstances	Any other change of situation the participant has experienced that led to needing to change their plan. **Note:** this includes creating a plan change case for a plan suspension when a grace period has ended and not been extended.
Plan continuation	**Do not** select this option.
Other	Should only be used where no other relevant theme is identified.

Note:

- When a participant is eligible for SDA but hasn't located an enrolled dwelling or isn't ready to move in, a $1 amount is included in the SDA support category as a placeholder. The plan comment is used to let them know of the SDA decision. When the participant finds an enrolled SDA dwelling and confirms they can move in, we can consider a s47A to include the SDA funding when it's the only request being made.
- A plan continuation is when we recommend the participant's plan is suitable to be continued by up to 12 months. The plan change case is automatically generated when a reassessment check-in case is complete and closed with plan continuation as the case reason.
- If there's more than one reason, select the most urgent. If a participant has exhausted funds or breakdown of informal supports, you must select this case reason.

To update the case reason after creating the plan change case:

1. From the **Plan Change** case, select the **Details** tab.
2. At **Categorisation**, select **Edit Case Reason** (pencil).

3. Select the correct **Case Reason** from the drop-down list.

4. Select **Save**.

For requests to add SDA funding when the participant has the $1 placeholder amount in their current plan and they're ready to move into an enrolled SDA dwelling:

1. From the **Plan Change** case, select the **Details** tab.

2. At **Categorisation**, select **Edit Case Reason** (pencil).

3. At **Case Reason**, select **Home & Living** from the drop-down list.

4. Select **Save**.

5. At **System Information**, select **Edit Subject** (pencil). In the free text field enter, **SDA Provider Confirmed**.

6. Select **Save**. Go to section **Create a CEO-initiated plan variation (s47A) request** in this article.

Note: when you enter the **Case Reason** and **Subject** correctly, it allows the plan change case to be routed to the correct queue.

Create a CEO-initiated plan reassessment (s48) request

You should use this request type when:

- you need to change a plan that has funding periods
- there's been a significant change in the participant's support needs
- you need to apply a significant increase to funded supports
- it's for a change listed in section **Understand limitations of a plan variation (s47A) for a plan with funding periods** in this article.

1. From the **Plan Change** case, select the **Request** tab.

2. The **Requested Date** of the plan change will default to today's date. You can backdate this if needed.

3. At **How is the request being initiated?**, select **CEO's own initiative – S48**.

   Note: at **Who is requesting the variation?**, NDIA will display as the only option.

4. Select **Next**.

   Note: **Save for Later** won't work when you add another change in situation request in the same plan change case after it's been submitted.

5. At **Changes in situation**, select the relevant option from the drop-down list.

6. At **When did this change happen?**, select the relevant date.

7. At **Provide details of the situation**, enter all relevant information in the free text field.

8. If the plan change request includes a change in fund management type:
   - select the checkbox at **Change to fund management required**
   - enter a **Reason for fund management change** in the free text field.

9. If you need to record more change in situation requests, select **Add** in the top right of the **Request** tab. Repeat steps 1 – 4 until all change in situation requests are recorded. Otherwise, select **Next**.

10. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.

11. Select **Next** to access the **Risk Matrix**. Go to the **Risk Matrix** section in this article.

Create a CEO-initiated plan variation (s47A) request

If the plan has funding periods, you must check the list at section **Understand limitations of a plan variation (s47A) for a plan with funding periods** in this article before you continue with a plan variation (s47A) request.

You should use this request type for minor changes to the plan. For example, to add short-term supports until a reassessment can be completed. To learn more, go to Our Guideline – Changing your plan (external).

Follow these steps to create a plan variation (s47A) request.

1. From the **Plan Change** case, select the **Request** tab.

2. The **Requested Date** of the plan change will default to today's date. You can backdate if needed.

3. At **How is the request being initiated?**, select **CEO's own initiative – S47A**.

Note: at **Who is requesting the variation?**, NDIA will display as the only option.

4. Select **Next**.

5. At **Plan Change Requests**, select the checkbox for each relevant plan change request. For each selection, use this list to check which section of this article you need to go to next.

   - **An emergency situation has occurred that impacts the funding needs**, go to section **Emergency situation**
   - **Change to the fund management type**, go to section **Fund management type**
   - **Change to funding periods**, go to section **Funding periods**
   - **Change the reassessment date**, go to section **Reassessment date**
   - **A correction of a minor or technical error**, go to section **Minor or technical error**
   - **Minor change to the funding**, go to section **Minor change to funding**. Use this category to add SDA funding when the participant has the $1 placeholder amount in their current plan and they're ready to move into an enrolled SDA dwelling.

When you select the checkbox for each plan change request category, PACE will automatically add it to the **Steps** workflow. Complete the steps for each plan change request category selected.

Emergency situation

We can only vary a plan to add emergency or crisis funding if there's a significant change to the participant's support needs.

To learn more, go to section **Add crisis or emergency supports because of a significant change to your NDIS support needs** in [Our Guideline – Changing your plan (external)](#).

To record a request to change the plan due to an emergency situation:

1. At **When did the emergency situation first happen?**, select the relevant date.

2. At **Describe the emergency situation** and **Record details which support the request**, complete the free text fields.

3. Select **Next**.

4. Use the **Documents** tab to add any documents related to the emergency situation. Go to articles Add documents to a case and Add and link evidence to a case.
5. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Fund management type

To understand changes to fund management types, go to section **Update how the funds or other aspects of your plan are managed** in Our Guideline – Changing your plan (external).

You can't change the fund management type of a single support category if it's grouped with others in one core flexible funding component. This can only be changed with a plan reassessment (s48).

When you discuss the plan change request with the participant, you'll need to explain how this will reduce the flexibility in how they can use their plan funds. The delegate will consider this when they make their decision.

When you record a request to change the fund management type, record:

- how the participant or their authorised representative wants the plan funding managed
- any unreasonable risks identified in the participant's situation. For example, a person can't self-manage plan funds if they're insolvent under administration
- any information relating to plan utilisation. For example, have funds been spent in line with the plan.

To record a request to change the fund management type:

1. At **Fund management type**, select the **Update** checkbox next to each support category where a change is requested.
2. Select the **Plan Management Type** from the drop-down list.
3. At **Capture Details** and **Provide detailed reasoning for request**, complete the free text fields.
4. Complete this for each support category as needed, then select **Next**.
5. Use the **Documents** tab to add documents relating to the change to fund management. Go to articles Add documents to a case and Add and link evidence to a case.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Funding periods

A funding period defines the time that part of the participant's funding becomes available and how long it needs to last. To learn more, go to article Understand funding periods.

If there's a request to change the funding period length of a support category, make sure to select it at **Funding Periods**. All support categories are listed individually, even if they're grouped with others into funding components in the current plan. When the delegate makes their decision, they will need to think about how all core flexible funding components need to have the same funding period length. If a change is made to one core flexible funding component, PACE will apply this automatically to all these components even if they have different fund management types.

To record a request to change the funding periods length or allocated funding:

1. At **Funding Periods**, select the checkbox next to **Update Funding Period Length** or **Update Funding Period Allocation** or both as needed. If you select **Update Funding Period Allocation**, it'll allow funds to be moved between funding periods.
2. At **Describe the changes requested for funding period** and **Provide detailed reasoning for request**, complete the free text fields.
3. Complete this for each support category as needed.
4. Use the **Documents** tab to add documents relating to the change to funding periods. Go to articles Add documents to a case and Add and link evidence to a case.
5. At **Disclosure**, select the checkbox to confirm you've added evidence, if provided, to support the request.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Reassessment date

Note: if the plan has funding periods, you can't change the plan reassessment date with a plan variation (s47A), you'll need to complete a plan reassessment (s48).

This type of request is to bring forward or extend the reassessment date. For example:

- when a participant would prefer a longer plan duration and their support needs are stable
- after we listened to the participant at the reassessment check-in and decide a plan continuation is still the most suitable approach.

To learn more, go to sections **Change the reassessment date of your plan** and **We need to adjust your plan due to a change to the reassessment date** in Our Guideline – Changing your plan (external).

Before you create a request to change the reassessment date, make sure the participant is continuing to work towards the same plan goals and:

- agrees to continue with the same supports in their plan
- confirms their current funded NDIS supports will meet their ongoing needs
- confirms their support needs and situation are likely to be stable for the new plan duration
- understands their options for an internal review if they disagree with the plan reassessment date
- understands they can ask for a plan change if their situation changes before their next plan reassessment.

To record a request to change the plan reassessment date:

1. At **Reassessment Date**, select the relevant **New Reassessment Date Year** and **New Reassessment Date month** from the drop-down lists.
2. Select **Calculate New Reassessment Date**.
3. At **Capture Details** and **Provide detailed reasoning for request**, complete the free text fields with specific details. For example:
    - The plan is to be continued for a year under a plan continuation process.
    - After checking the participant's plan during the reassessment check-in, the decision to continue their plan is made and a request is initiated.
    - The participant's disability or living situation isn't stable.
    - The participant entered the NDIS under early intervention criteria, is likely to have met their goals and is likely to leave the scheme in the next 3 years.
4. Select **Next**.
5. Use the **Documents** tab to add relevant documents if available.Go to articles Add documents to a case and Add and link evidence to a case.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Minor or technical error

To understand what can be changed as a minor or technical error, go to section **Fix a small or technical error** in Our Guideline – Changing your plan (external).

To record a request to fix a minor or technical error:

1. At **Minor or technical error**, complete the free text fields at **Capture Details** and **Provide detailed reasoning for request**.
2. Select **Next**.
3. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
4. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Minor change to funding

It's important to remember that adding a significant amount of funding isn't considered a minor change. To learn more about changes to the statement of participant supports or funding in the current plan, go to section **What is a plan variation?** in Our Guideline – Changing your plan (external).

Note: this checkbox can be used when a plan change request is only to include SDA funding. This is considered a minor change as the participant is eligible for SDA. The placeholder amount in the SDA support category is used to inform the participant of their eligibility and allows them to locate a suitable enrolled SDA dwelling.

To record a request for a minor change to funding:

1. If the request is for an **existing support**, select the **Update** checkbox next to the support category where a change of funding is being requested. If the request is for a **new support category**, select the **Support Category** from the drop-down list.
2. At **Describe change to funding for each selected/added support category** and **Provide detailed reasoning for request**, complete the free text fields.
3. If you need to update or add an additional support category, repeat the steps above. Otherwise, select **Next**.
4. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.

5. Select **Next** to access the **Risk Matrix**. Continue to **Risk matrix** section.

Risk matrix

Check for any risks associated with the plan change request which could impact the participant, nominee or the NDIS.

If you don't identify any risks:

- select **No**, then select **Next** to continue to the **Request confirmation**.

If you do identify a risk:

- go to article Identify and escalate risks in a plan change request to complete this section.

Request confirmation

1. If needed, select a section to check from the **Steps** workflow.
2. Make sure you've added the correct **Case Reason** to the plan change case. This is to make sure cases can be routed correctly. You need to:
    - select the **Details** tab
    - use section **Understand and update the case reason in the plan change case** in this article
    - continue to step 3.
3. Select the checkbox at **I confirmed the information recorded is accurate (mandatory in order to proceed for submit)**.
4. Select **Submit**.
5. Refresh your browser now. Don't manually move the case status from **Draft**. The case status will automatically change to **New**.

Note: if the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send a copy of the automated **Plan Change Request Received** letter to the statutory guardian. Go to article Send a letter to a statutory guardian or trustee.

Next steps

When the plan change case is submitted, it will be automatically routed to the Plan Change Hold Queue. The request information will no longer be available under the request tab in the plan change case. You can view and check the status of the request in the decision tab.

To continue:

- If you're the delegate making the decision, assign the plan change case to yourself and review the case. Go to article Assign and review a plan change case
- If you're not the delegate making the decision on the plan change request, there are no further steps.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
3.0	AJG505	Class 2 Director approval FB467B 2a Updated to include the new my budget functionality in person account and clarification of	APPROVED	2025-06-30

		limitations of a plan variation s47A for plans with funding periods		
4.0	AHB706	Class 1 Approval Guidance updated to explain: • all staff must submit plan change requests as a Participant plan change request unless they have delegation to make a CEO-initiated plan change decision.	APPROVED	2025-10-27

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Create a participant plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for all NDIA staff and partners to:

- create a plan change case
- understand and update the case reason in the plan change case
- create a participant plan change request, a participant requested plan variation (s47A) request, and a participant requested plan reassessment (s48) request
- complete and submit a plan change request.

Note: you need to use this article for all plan change requests from the participant or their authorised representative. If you have delegation to make a decision and have identified a need for a CEO-initiated plan change, go to article Create a CEO-initiated plan change request. You can check your Delegations and authorisations on the intranet.

Recent updates

10 November 2025

Guidance updated to explain:

- you need to submit requests as a Participant plan change request, unless it specifies a plan variation (s47A) or plan reassessment (s48) or you have delegation to make a decision
- you need to submit the plan change request if the participant confirms there's no supporting evidence for their request
- how to action a plan change request if the plan is still in SAP CRM.

Before you start

You have either:

- received a plan change request from a participant or their authorised representative
- received contact from the participant or their authorised representative about a plan continuation letter they have received and it's after the reassessment date.

You have also:

- completed steps in article Prepare to submit a plan change request, including consent and authority checks
- read and understood Our Guideline – Changing your plan (external).

Create a plan change case

You can receive a plan change request verbally, by email or on a change of details or change of situation form. This form doesn't have to be completed to submit a plan change request. However, supporting evidence and information should be provided where available.

To record a request to change the participant's plan, you'll need to create a plan change case. A plan change case can also be initiated from other cases such as a check-in case. You should have already checked for any open plan change or internal review cases for the same request before you create a new case. You can use section **Check for open plan change cases** in article Prepare to submit a plan change request.

To create a **Plan Change** case:

1. From the **Person Account**, select the **Cases** tab then select **New**.
2. Select **Plan Change** from the new case list and select **Next**.
3. At **Categorisation**, select the relevant **Case Origin** from the drop-down list.
4. At **Case Reason**, select the relevant option from the drop-down list. To learn more, use the table at section **Understand and update the case reason in the plan change case** in this article.
5. Add **Internal Comments** about the participant's request, if needed.

   For example, if you've identiifed the plan is still in SAP CRM you should use this field to enter the following text for the delegate:

   SAP CRM to PACE plan transition required as part of this plan change request

   To learn how to check if the current plan is in SAP or PACE, go to section **Check if the current plan is in PACE or SAP CRM** of article Prepare to submit a plan change request.
6. Select **Save**. You've now created the **Plan Change** case.

If the participant has made contact because they've received a plan continuation letter, they don't want a continued NDIS plan and their reassessment date has passed, you need to record this in PACE.

1. In the **Plan Change** case you've just created, go to the **Details** tab.
2. At **System Information**, select **Edit** (pencil) at **Description**.
3. You need to enter the following text:

   Participant opts out of a plan continuation

Understand and update the case reason in the plan change case

Case Reason	Description
Assistive technology	Requests for the supply of assistive technology or equipment.
Vehicle modifications	Requests and quotes for vehicle modifications.
Home modifications	Requests and quotes for home modifications.
Plan management	Any request to change the way participant's plan funding is managed.
Plan error	Identification of any error with funding in a participant's plan.
Exhausted funds/breakdown of informal supports	Requests where funds have been exhausted before the plan end date or where a participant tells us they've had a breakdown of informal supports.
Home & living	A participant requests inclusion of, or changes to supported independent living, specialist disability accommodation or individualised living option supports in their plan. If you select this case reason, it will route to the home and living team. **Note:** for requests to include specialist disability accommodation funding for participants who already have a placeholder amount in their plan, please complete additional steps outlined below.
Change of circumstances	Any other change of situation the participant has experienced that led to the request to change their plan.
Plan continuation	**Do not** select this option.
Other	Should only be used where no other relevant theme is identified.

The case reason helps manage workflow. If there is more than one case reason, select the most urgent option.

Note: if exhausted funds or breakdown of informal supports are an identified factor, you must select this case reason.

To update the case reason after creating the plan change case:

1. From the **Plan Change** case, select the **Details** tab.
2. At **Categorisation**, select **Edit** (pencil) at **Case Reason**.
3. Select the correct **Case Reason** from the drop-down options.
4. Select **Save**.

For requests that only relate to adding Specialist Disability Accommodation (SDA) funding, you need to:

- check the participant has a placeholder amount in their current plan
- confirm the participant is ready to move into an enrolled SDA dwelling
- update the case reason and subject accurately so the request can be located and routed correctly.

To update the case reason to Home & Living and add information about a confirmed SDA provider:

1. From the **Plan Change** case, select the **Details** tab.
2. At **Categorisation**, select **Edit** (pencil) at **Case Reason**.
3. At **Case Reason**, select **Home & Living** from the drop-down list.
4. Select **Save**.
5. At **System Information**, select **Edit** (pencil) at **Subject**. Then enter the following text in the subject field: **SDA Provider Confirmed**.
6. Select **Save**.

   Note: you need to select save after steps 3 and 5, otherwise the correct subject won't display.

Create a participant plan change request

You must select **Participant plan change request** for **all** requests, unless the participant or authorised representative specifically states they are requesting a plan variation (s47A) or plan reassessment (s48).

For example:

1. If the participant says, my support needs have changed, and I need a new plan.

   You must select **Participant plan change request**.

2. If the participant says, I want a section 48 change of circumstances plan reassessment.

   You must select **Participant requested – S48**.

The delegate will assess the request, select the correct plan change type and make a decision to vary the plan (s47A), reassess the plan (s48) or make no change.

To learn more, go to articles Assign and review a plan change case and Make a plan change decision.

If the participant or authorised representative has specifically asked for:

- a plan variation (s47A), go to section **Create a Participant requested – S47A request** in this article
- a plan reassessment (s48), go to section **Create a Participant requested – S48 request** in this article.

To learn more about how to discuss plan change requests with the participant or authorised representative, go to article Discuss a participant plan change request.

To create a participant plan change request:

1. From the **Plan Change** case, select the **Request** tab.
2. At **Initiate Request**, select the **Requested Date**. The date will default to today's date but this can be backdated to the date it was received.
3. At **How is the request being initiated?**, select **Participant plan change request**.
4. At **Who is requesting the plan change?**, select the relevant option. If you choose **Related Party**, select the **Authorised Representative** who is making the request and has authority to **Submit request for a plan change**.
5. Select **Next**.

6. At **Plan Change Requests**, select all relevant categories. You can use section **Complete and submit a plan change request** in this article to help you.

   Note: **Save for Later** won't work if you add an extra plan change request in the same plan change case after it's been submitted.

Create a participant requested plan variation (s47A) request

You must select **Participant plan change request** for all requests, unless:

- the participant or authorised representative specifically states they are requesting a plan variation (s47A)
- you have delegation to make a decision.

The delegate will assess the request, select the correct plan change type and make a decision.

If you create a **Participant requested – S47A**:

- it limits the delegate's options in addressing the participant's needs
- they can only decide to vary or not to vary the plan
- they may need to consider a **CEO's own initiative – S48**.

Due to limitations in plans with funding periods, some changes can't be completed in a plan variation (s47A). Go to section **Understand the plan change request type** in article Prepare to submit a plan change request.

A s47A plan change case can also be created from other cases. For example, from a reassessment check-in case.

Note:

- When a participant is eligible for SDA but hasn't located an enrolled dwelling or isn't ready to move in, a $1 amount is included in the SDA support category as a placeholder. The plan comment is used to let them know of the SDA decision. Once the participant finds an enrolled SDA dwelling and confirms they can move in, we can consider a s47A to include the SDA funding. The s47A can only be considered when the request is only for SDA funding. For this request, select **Minor change to the funding** checkbox in the **Plan change requests**. Make sure the **Case Reason** and **Subject** in **Details** is updated accurately. Go to section **Understand and update the case reason in the plan change case** in this article to learn more.

- If a plan change case was generated from a reassessment check-in case, you must use that case. This is a plan continuation after a reassessment check-in, where we've recommended and decided to continue the participant's current NDIS supports for up to 12 months.

To create a new plan change case, go to the section **Create a plan change case** in this article.

Use these steps for a **Participant requested – S47A**:

1. From the **Plan Change case**, select the **Request** tab.
2. Select the **Requested Date** of the plan change. This will default to today's date.

   Note: plan change requests can be backdated to the date they were received.
3. At **How is the request being initiated?**, select **Participant requested – S47A.**
4. At **Who is requesting the plan change?** Select the relevant option. If you've chosen **Related Party**, select the **Authorised Representative** who is making the request.
5. Select **Next.**

   Note: Save for Later won't work when you add a new plan change request in the same plan change case after it's been submitted.
6. At **Plan Change Requests**, select all categories that relate to the request. To do this, go to section **Complete and submit a plan change request** in this article.

Create a participant requested plan reassessment (s48) request

You must select **Participant plan change request** for all requests, unless:

- the participant or their authorised representative specifically states they are requesting a plan reassessment (s48)
- you have delegation to make a decision.

The delegate will assess the request, select the correct plan change type and make a decision.

If you create a **Participant requested – S48**:

- it limits the delegate's options in addressing the participant's needs
- they can only decide to reassess or not to reassess the plan
- they may need to consider a CEO's own initiative – S47A.

A participant or authorised representative can request a plan reassessment at any time. They may request this after a significant change of situation or if they need multiple minor changes to the plan. To learn more, go to section **What is a plan reassessment?** in Our Guideline – Changing your plan (external).

Use these steps for a **Participant requested – S48**:

1. From the **Plan Change** case, select the **Request** tab.
2. Select the **Requested Date** of the plan change. This will default to today's date.

   Note: plan change requests can be backdated to the date they were received.
3. At **How is the request being initiated?** select **Participant requested – S48**.
4. At **Who is requesting the plan change?**, select the relevant option. If you've chosen **Related Party**, select the **Authorised Representative** who is making the request.
5. Select **Next**.
6. Go to section **Change in situation** in this article to complete the plan reassessment request.

Complete and submit a plan change request

At **Plan Change Requests**, select the checkbox next to all relevant categories. These will be automatically added to the workflow steps, to be completed in order.

You should go to the relevant section in this article when you select one or more of these options:

- An emergency situation has occurred that impacts the funding needs, go to section **Emergency situation**
- Change to the fund management type, go to section **Fund management type**

- Change to funding periods, go to section **Funding periods**
- Change the reassessment date, go to section **Reassessment date**
- A correction of a minor or technical error, go to section **Minor or technical error**
- Minor change to the funding, go to section **Minor change to funding**
- Change in situation, go to section **Change in situation**.

Note: this checkbox is only available when you are completing a Participant plan change request.

Emergency situation

To learn what's considered an emergency situation, go to section **What do we mean by changing your plan?** of Our Guideline – Changing your plan (external).

Follow these steps to record a request to change the plan due to an emergency situation:

1. At **When did the emergency situation first happen?**, select the relevant date.
2. **Describe the emergency situation** in the free text field.
3. **Record details which support the request** in the free text field.
4. Select **Next**.
5. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Fund management type

To understand changes to fund management types, go to section **Update how the funds or other aspects of your plan are managed** in Our Guideline – Changing your plan (external).

You can't change the fund management type of a single support category if it's grouped with others in one core flexible funding component. This can only be changed with a plan reassessment (s48).

When you discuss the plan change request with the participant, you'll need to explain how this will reduce the flexibility in how they can use their plan funds. The delegate will consider this when they make their decision.

When you record a request to change the fund management type, record:

- how the participant or authorised representative wants the plan funding managed
- any reasonable risks identified in the participant's situation. For example, a person can't self-manage plan funds if they're insolvent under administration
- any information relating to plan utilisation. For example, have funds been spent in line with the plan.

To record a request to change the fund management type:

1. At **Fund management**, select the **Update** checkbox next to each support category where a change is requested.
2. Select the **Plan Management Type** from the drop-down list.
3. At **Capture details** and **Provide detailed reasoning for request**, complete the free text fields.
4. Complete this for each support category as needed, then select **Next**.
5. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Funding periods

A funding period defines the time that part of the participant's funding becomes available and how long it needs to last. To learn more, go to article Understand funding periods.

If there's a request to change the funding period length of a support category, make sure to select it at Funding Periods. All support categories are listed individually, even if they're grouped with others into funding components in the current plan. When the delegate makes their decision, they'll need to think about how all core flexible funding components, need to have the same funding period length. If a change is made to one core flexible funding component, PACE will apply this automatically to all of these components even if they have different fund management types.

To record a request to change the funding periods length or allocated funding:

1. At **Funding Periods**, select the checkbox next to **Update Funding Period Length** or **Update Funding Period Allocation** or both as needed. If you select **Update Funding Period Allocation**, it'll allow funds to be moved between funding periods.

2. At **Describe the changes requested for funding period** and **Provide detailed reasoning for request**, complete the free text fields.
3. Complete this for each support category as needed.
4. Use the **Documents** tab to add documents relating to the change to funding periods. Go to articles Add documents to a case and Add and link evidence to a case.
5. At **Disclosure**, confirm that evidence to support the request has been added to the case.
6. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Reassessment date

Note: if the plan has funding periods, you can't change the plan reassessment date with a plan variation (s47A), you'll need to complete a plan reassessment (s48).

This type of request is to bring forward or extend the reassessment date. For example:

- when a participant would prefer to have a longer plan duration, and their support needs are stable
- after we've listened to the participant at the reassessment check-in and decide a plan continuation is still the most suitable approach.

To learn more, go to sections **Change the reassessment date of your plan** and **We need to adjust your plan due to a change to the reassessment date** in Our Guideline – Changing your plan (external).

Before you create a request to change the reassessment date, make sure the participant is continuing to work towards pursuing the same plan goals and:

- agrees to continue with the same supports in their plan
- confirms their current funded NDIS supports will meet their ongoing needs
- confirms their support needs and situation are likely to be stable for the new plan duration
- understands their options for an internal review if they disagree with the plan reassessment date
- understands they can ask for a plan change if their situation changes before their next plan reassessment.

To record a request to change the reassessment date:

1. At Reassessment Date, select the relevant **New Reassessment Date Year** and **New Reassessment Date Month** from the drop-down lists.
2. Select **Calculate New Reassessment Date**.

   At **Capture details** and **Provide detailed reasoning for request, complete** the free text fields with specific details. For example:

   - The plan is to be continued for a year under a plan continuation process.
   - After checking the participant's plan during the reassessment check-in, the decision to continue their plan is made and a request is initiated
   - The participant's disability or living situation isn't stable.
   - The participant entered the NDIS under early intervention criteria, is likely to have met their goals and is likely to leave the scheme in the next 3 years.
3. Select **Next**.
4. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
5. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Minor or technical error

To understand what changes can be made under a minor or technical error, go to section **Fix a small or technical error** in Our Guideline – Changing your plan (external).

To record a request to correct a minor or technical error:

1. **At Minor or technical error**, complete the free text fields at **Capture details** and **Provide detailed reasoning for request**.
2. Select **Next**.
3. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
4. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Minor change to funding

It's important to remember that adding a significant amount of funding isn't considered a minor change. To learn more about changes to the statement of participant supports or funding in the current plan, go to section **What is a plan variation?** in Our Guideline – Changing your plan (external).

Note: this checkbox can be used when a plan change request is only to include SDA funding. This is considered a minor change as the participant is eligible for SDA. The placeholder amount in the SDA support category is used to inform the participant of their eligibility and allows them to locate a suitable enrolled SDA dwelling.

To record a request for a minor change to funding:

1. If the request is for an **existing support**, select the **Update** checkbox next to the support category where a change of funding is being requested. If the request is for a **new support category**, select the **Support Category** from the drop-down list.
2. At **Describe change to funding for each selected/added support category** and **Provide detailed reasoning for request**, complete the free text fields.
3. If you need to update or add an additional support category, repeat the steps above. Otherwise, select **Next**.
4. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
5. Select **Next** to access the **Risk Matrix**. Go to the **Risk matrix** section in this article.

Change in situation

To record a request to change the plan due to a change in situation:

1. At **Changes in Situation**, select the relevant option from the drop-down list.
2. At **When did this change happen?**, select the relevant date.
3. **Provide details of the situation** in the free text field.
4. If the plan change request includes a change in fund management type:
   - select the checkbox at Change to fund management required
   - enter the **Reason for fund management change** in the free text field.

5. If you need to record more change in situation requests, select **Add** on the top right of the **Request** tab Repeat steps 1 – 4 until all change in situation requests are recorded. Otherwise, select **Next**.
6. Use the **Documents** tab to add relevant documents if available. Go to articles Add documents to a case and Add and link evidence to a case.
7. Select **Next** to access the **Risk Matrix**. Continue to the **Risk matrix** section.

Risk matrix

Check for any risks associated with the plan change request which could impact the participant, nominee, or NDIS.

If you don't identify any risks:

- select **No**, then select **Next** to continue to the **Request confirmation**.

If you do identify a risk:

- go to article Identify and escalate risks in a plan change request to complete this section.

Request confirmation

1. If needed, select a section to check from the **Steps** workflow.
2. Make sure you've added the correct **Case Reason** to the plan change case. This is to make sure cases can be routed correctly. You need to:
   - select the **Details** tab
   - use section **Understand and update the case reason in the plan change case** in this article
   - continue to step 3.
3. Select the checkbox at **I confirmed the information recorded is accurate (mandatory in order to proceed for submit)**.
4. Select **Submit**.
5. Refresh your browser now. Don't manually move the case status from **Draft**. The case status will automatically change to **New**.

Note: if the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send the auto-created **Plan Change Request Received** letter to the statutory guardian. Go to article Send a letter to a statutory guardian or trustee.

Next steps

When the plan change case is submitted, it will automatically be routed to the Plan Change Hold Queue. The request information will no longer be available under the request tab in the plan change case. You can view and check the status of the request in the decision tab.

To continue:

- If you're the delegate making the decision, assign the plan change case to yourself and review the case. Go to article Assign and review a plan change case.
- If you're not the delegate making the decision on the plan change request, there are no further steps.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
10.0	KWG166	Class 1 approval.	APPROVED	2025-09-29

		Under heading Create a plan change case, under step 7, added instructions for staff to add a data marker that National Workload Management team will use to detect plan continuations. Added note in the table under plan continuation to instruct staff who are creating a plan change case not to select this option.		
11.0	AHB706	Class 1 Approval Guidance updated to explain: • all plan change requests must be submitted as a Participant plan change request unless you have delegation to make a decision • you need to submit the plan change request if the participant confirms there's no supporting evidence for their request • how to action a plan change request if the plan is still in SAP CRM.	APPROVED	2025-10-27

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Discuss a participant plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for all NDIA staff and partners to:

- contact the participant or their authorised representative
- discuss a plan change request
- discuss information and evidence to support a plan change request
- discuss a plan change request without any evidence.

Recent updates

15 December 2025

Guidance updated to:

- make sure you talk with the participant or their authorised representative about what relevant information and evidence is needed for us to make a plan change decision
- check the participant has consented to the plan change request
- consider any conflict of interest with the plan change request.

10 November 2025

Guidance updated to advise:

- you need to submit requests as a Participant plan change request unless it request specifies a plan variation (s47A) or plan reassessment (s48) or you have delegation to make a decision
- content about discussing a plan change decision moved to article, Explain a plan change decision
- link to new article Action a request to explain a decision.

Before you start

You have received a plan change request from a participant or their authorised representative, and you have read and understood:

- Prepare to submit a plan change request
- Our Guideline – Changing your plan (external)
- Consider a request for personal information
- Our Guideline – Your privacy and information (external)
- Guide – Conversation style guide.

Use the discussion points below when you've received a plan change request from a participant or their authorised representative. If you need to explain a decision or action a formal explanation of a decision, go to article Explain a plan change decision or Action a request to explain a decision.

Contact the participant or their authorised representative

Introduce yourself.

If the participant or their authorised representative can't continue with the conversation:

1. Discuss a suitable time for you to contact them.
2. Record your contact attempt in the log activity panel in the plan change case.
3. Use article Log an activity or internal note.

If the participant or their authorised representative can continue with the conversation, continue to section **Check identity**.

Check identity

You **must** check the identity of the person asking for the plan change:

1. Tell the person you need to confirm their details before proceeding.
2. Complete a security check by requesting 3 pieces of personal or unique information about themselves over the phone. For example, date of birth, home address, mobile phone number or email address. Use section **How to complete a security check** in article Consider a request for personal information.
3. Check the person has the right authority. Use article Check consent, nominee, child representative or self-representation authorities.

Check consent and authority to request a plan change

If the participant hasn't made the request:

1. Check the person who made the request has permission to **Submit a request for a Plan Change**.You should check with the participant or their authorised representative that they understand and consent to the specifc plan change request being made.Go to article Check consent, nominee, child representatice or self-representation authorities.

   Note: you should confirm with the participant or their authorised representative that they know about and agree to this request. You should do this even when the person making the request has consent to act on behelf of the participant.

2. If they don't have consent or the right permission, don't proceed.
3. If you're unsure about permission to make a plan change request, talk to your line manager.
4. Think about if there are any conflicts of interest with the plan change request being made. To learn more, go to article Understand conflict of interest.

Note: if the person is recorded in SAP CRM and hasn't transitioned to the PACE person account, you must verify their identity and consent. Go to articles Understand consent requirements and Understand the articles to use for the Managed Authorised Representative case.

To learn more, go to section **Check authority to request a plan change** in article Prepare to submit a plan change request.

Discuss a plan change request

Ask the participant or their authorised representative to briefly describe the reason for the plan change request. If you need to clarify the reason, ask about any changes to the participant's situation, functional capacity and support needs.

You must select **Participant plan change request** for all requests unless:

- the participant or authorised representative specifically states they're requesting a plan variation (s47A) or plan reassessment (s48)
- you have delegation to make a decision.

You need to explain to the participant or their authorised representative that if the request:

- doesn't specify a legislative type, the delegate making the decision can consider both options. If they decide to change the plan, they'll choose the most suitable option to best meet the participant's needs. They can vary or reassess the plan.
- is made under a specific section of the NDIS Act, the delegate's decision is limited to that section only.

  Note: due to limitations in plans with funding periods, some changes can't be completed as a plan variation. Go to section **Understand the Plan change request type** in article Prepare to submit a plan change request.
- is submitted under s47A, the delegate can only decide to vary or not vary the plan. The requested changes must meet the criteria of s47A. The delegate can't consider a plan reassessment. This means their request may not be approved.

To learn more, go to article Create a participant plan change request.

If the participant or authorised representative still wants to make the request under a specific section, you can't refuse.

Ask about any risks which may impact the participant's supports or how their funding is managed. To learn more about risk, go to section **How do we think about risks when we create your plan?** of Our Guideline – Creating your plan (external).

Confirm you understand the request

Use the following as a guide for your conversation to understand their reasons:

- They need a plan change because there's an urgent and unexpected change in their support needs. For example, the participant may need personal care supports if their informal support becomes ill, or the participant's functional capacity changes and they have trouble doing the things they used to do.
- They want to change the way their funds are managed. For example, the participant may ask for support from a registered plan manager, or they may want to switch from agency-managed to managing their own funding
- They want to change the reassessment date to an earlier or later date. For example, if a plan is working well for a participant and their support needs are stable, the reassessment date can be changed to a later date.

Note: you can't change the reassessment date if this means the plan duration would be longer than 5 years from when it started.

- They need to change who provides a support or how a support is delivered. For example, if a specific provider of NDIS supports closes down, the participant may request another specific provider be added to their plan.
- There's an error in their record or plan that they want us to fix. For example, if the participant wants us to fix spelling mistakes, add missing words or correct errors in the classification or calculation of supports.

Note: don't create a plan change request for participants who only want to change their statement of goals and aspirations. You need to action the requested updates as an s47 plan variation. Use article Complete a s47 request to update a participant's goals, About Me and informal, community and mainstream supports.

- They need additional funding for a support which is needed for a specific amount of time or is a once-off support. For example, the participant may need extra funding to repair assistive technology or need employment supports before the reassessment date so they can start work.
- They need a change in funding periods. If a plan has funding periods, the participant can ask us to vary their plan to change when the funding is available or how much is provided in each funding period. We may be able to do this by adjusting how the supports are grouped. Changing the funding periods doesn't affect the total funding amount of the plan.
- There are significant changes to their situation. For example, their functional capacity or informal supports have changed in a significant way, they're leaving school or starting a new job.

Discuss information and evidence to support a plan change request

Ask the participant or authorised representative for any information to support their plan change request which shows their situation has changed. For reassessments and crisis or emergency funding, you'll also need to ask for evidence of a significant change to their need for NDIS supports. This includes new assessments, reports or other documents. The type of information or evidence we need depends on the reason they're asking for a plan change.

Explain that this will help us understand how their situation has changed. A delegate will use all the relevant information and evidence they send us to make a decision.

To learn more, go to Factsheet: Evidence you need to give us before we create or change your plan (external).

Note: we generally don't need evidence to make a change to how funds are managed if that's the only change.

Evidence is available to support the request

If the participant or their authorised representative has relevant information or evidence available, you can add these to the documents tab in the plan change case. Go to article Add and link evidence to a case.

For more information, go to section **Check supporting information for a plan change request** in article Prepare to submit a plan change request.

If the participant or their authorised representative doesn't have information or evidence available, continue to section **No evidence is available to support the request**.

No evidence is available to support the request

Explain to the participant or their authorised representative if they don’t:

- have the relevant information or evidence now, they can take their time to gather evidence and make a request for plan change later
- provide evidence with their request, the delegate may need to ask for some to make their decision. This may delay the decision.
- give us any relevant evidence, or if the evidence doesn’t support their plan change request, the delegate may decide not to vary or reassess their plan.

If the participant wants to collect the relevant information and evidence and submit the plan change request later, don't create a plan change request now. You need to record this conversation by creating an enquiry case. Go to article Create an enquiry case.

Note: you can't refuse to submit a plan change request if no evidence is being provided.

If the participant or their authorised representative wants to submit the plan change request first and provide the evidence or supporting information later, you need to explain:

- we need their information within 21 days because when a request is received, we only have 21 days to make a decision

- the delegate will make their decision using the information available to them at the time
- if there's not enough information, the delegate may decide not to approve the request
- they can email any additional information or evidence to enquiries@ndis.gov.au or upload it to the my NDIS participant portal
- we'll contact them to explain the decision using their preferred contact method and send a letter.

Note: you must log an activity to document this discussion. Use article Log an activity or internal note.

If the participant or authorised representative isn't going to provide any information or evidence to support the plan change request, continue to section **No further information or evidence will be provided**.

No further information or evidence will be provided

Explain to the participant or authorised representative that:

- a delegate will now make a decision about their request
- we'll contact them to explain the decision using their preferred contact method and send a letter
- we'll talk to them about their review rights if they don't agree with the decision.

If you don't have delegation to make a decision, the process for you ends here.

Discuss a plan change request without any evidence.

If you do have delegation to make a decision, you'll need to consider a range of additional things. In your role as a delegate, you'll need to discuss these with the participant or their authorised representative.

Sometimes the participant won't be able to provide relevant information or additional evidence. When this happens, or when there's risk involved, you'll need to take this into consideration and decide if the participant's plan needs to be varied or reassessed.

It's important to check that you've reviewed all available information and evidence on the person account before contacting the participant or their authorised representative.

To learn more, go to article Identify risks and vulnerabilities.

Evidence needed to understand a participant's change in situation

Explain that to make a decision, you need more information to confirm how their situation and support needs have changed.

Ask if they've got any more information which hasn't been provided yet, such as reports from allied health professionals (external).

Repeat the participant's answers back to them, check you've understood their request and haven't missed anything. Ask them to confirm if their plan change request is due to:

- an urgent change in their situation that's significantly impacting support needs
- their plan running out of funds
- a need or choice to change the way funding is managed
- an urgent need for a change to their supports
- a need for additional funding for assistive technology, vehicle modifications or home modification design and construction.

To learn more, go to Factsheet: Evidence you need to give us before we create or change your plan (external).

Loss of informal support or change beyond participant's control

When you talk to the participant about this loss of informal supports, be mindful this may be a sensitive or upsetting topic.

Ask the participant about how this change to their informal supports has impacted them. You can ask them to give us information from their allied health professional confirming the change to informal supports. For example, a letter from their occupational therapist.

If the participant or authorised representative doesn't have written confirmation, ask about:

- the impact of this change or loss of informal support
- informal supports which are no longer able to meet their support needs
- who is available to provide this support for them until a decision is made
- community and mainstream supports which may meet their needs.

Note: if the participant or their authorised representative is unsure, discuss the options available to them relevant to their individual situation.

Insufficient evidence to vary or reassess a plan

You'll need to make a delegate decision even if there's not enough information provided. You'll need to explain to the participant that the information they've given us doesn't meet the criteria to vary or reassess their plan. This means you've made the decision not to vary or not to reassess their plan at this time.

If the participant or their authorised representative is unhappy with your decision, you can guide them to section **When would we decide not to change your plan?** in Our Guideline – Changing your plan (external) to learn more.

However, you should make sure you have explained the decision clearly. Go to article, Explain a plan change decision.

Next steps

If you've decided not to vary or reassess the plan, you need to book a discretionary check-in with the participant at a later date. This is important to reduce risks and add safeguards. This will allow you to review the participant's situation and check if there's any change in the participant's risk profile and whether any further action is needed.

Make an appointment in 2 weeks, a month or a suitable time to check-in with the participant.

To learn more, go to article Book change or cancel a check-in.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date

5.0	AHB706	Class 1 Approval Guidance updated to advise: • all plan change requests must be submitted as a Participant plan change request unless you have delegation to make a plan change decision • relocated guidance about discussing a plan change decision to article, Explain a plan change decision • new article about explaining decisions.	APPROVED	2025-10-27
6.0	AJG505	Class 2 Approval Updates to incorporate guidance for Sustainability Initiative 3.2: • to strengthen requirement to have evidence and consent from the participant for the plan change request. • to consider any COI with the plan change request being made.	APPROVED	2025-12-08

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Discuss funded supports

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area), participant support officer, local area coordinator or early childhood partner to:

- confirm the participant understands their funded supports and how to use them
- explain changes to the participant's plan
- explain how we review our decisions.

Recent updates

15 December 2025

Link updated to article Understand, create and action a request for a replacement support.

Before you start

You have read and understood:

- Our Guideline – Your plan (external)
- Our Guideline – Supports you can access (external)
- article Guide – Conversation style guide
- article Support Categories.

You have reviewed and completed the:

- participant's plan approval letter, plan and goals
- **Handover Notes** to make sure any notes about the participant's wishes are considered and to help implement the plan
- **Update Profile** screen, using article Implement community and mainstream supports.

Confirm the participant understands their funded supports and how to use them

Talk with the participant or their authorised representative about how they can use NDIS supports funded in their plan. This is an opportunity to support the participant to make the most of their funded NDIS supports to pursue their goals. You may want to talk with the participant about tools and resources available to help them manage their funds, like the Budget calculator (external) or Factsheet – Using your NDIS plan (external).

Complete funded supports information

In the **Plan Implementation** case, at the **Funded Supports** screen:

1. At **Discuss with the participant if they require any clarifications, they are comfortable with what has been included in their plan and how to use their funded supports**, select:
   - **Further discussion or clarification required**, go to step 2.
   - **No further discussion or clarification required,** go to step 5.
2. At **Confirm the following topics have been discussed and understood by the participant**, select all the options you've discussed with the participant. The options are:
   - **The plan funding included in the participant's plan**. Talk about what the different budgets in their plan mean. Talk about how the supports can help the participant pursue their goals and help them to find and connect with providers. To learn more, go to article Connect with providers.
   - **Any changes from their previous plan**. Talk about what funded NDIS supports have changed since their previous plan.
   - **The different support categories and their flexibility**. Talk with the participant about the different support categories. Check that the participant understands which of the core supports in their plan are flexible and what supports they can buy more generally. This means they have more choice about how to use their funding between these flexible support categories. To learn more, go to article Support Categories.
   - Talk with the participant about spending in line with their plan budget. This will make sure their funding will last the full length of their NDIS plan. Advise the participant if they'd like more details about the supports that make up their plan's total budget amount, we can send this to them. They can contact us and ask for a

budget breakdown. To learn more, go to article Record and action a request for a budget breakdown.

- You may also want to talk about their provider relationships, both now and in the future.
  Note: if the participant's plan includes Agency-managed NDIS supports such as home and living, behaviour support or specialist disability accommodation (SDA), you must make sure these support categories have been added. This is so provider relationships can be added or updated, and the provider can access funds in the plan. If the provider is not yet known, make sure you add it as soon as it is. This is important so the provider can submit a claim to access funds. To learn more, go to article Add or update a provider relationship.
  Participants with Agency-managed funds to pay for NDIS supports can accept or decline provider relationship requests in the my NDIS participant portal. They can also change the information they consent to share with providers. To learn more, go to article my NDIS portal – Understand provider relationships and consent to share information. You can provide the participant a copy of, or a link to, Factsheet – Support categories (external).
- **The value and importance of service agreements**. Explain how important service agreements are. Talk to the participant about how they can negotiate their supports to make sure the service provided meets their support needs and helps them to pursue their goals. To learn more, go to article Discuss service agreements.
- **If any supports have been stated in the plan, the participant knows who can deliver the support and how it may need to be provided**. Talk about which supports in their plan are stated. If capital supports are included, talk about when to get a quote. To learn more, go to article Understand high-cost assistive technology (AT) funding.
- **Organising and planning supports over the life of the plan**. Talk to the participant about how to use and make the most out of their plan. Talk to them about tools and resources to help keep track of their funding and supports. For

example, how they can use the Budget calculator or the Support Organiser (external).

- **Entering and ensuring bank account details are up to date**. Check the participant's bank details are correct. To do this, go to article View bank account details. If they have a plan nominee or authorised representative with manage plan funding authority, make sure their bank details are correct and assigned to the participant. To learn more, go to article Before you update bank account details.
  Note: you must record bank details within 2 weeks of the plan being approved in PACE. This is to make sure the participant automatically receives recurring payments for NDIS funded supports and services. They can give us bank details through their my NDIS contact or any of the Contact (external) options listed on the NDIS website. If bank details aren't recorded on the person account within 2 weeks, a **Claim and Payment Enquiry** case will have to be created. To learn more, go to article Create a new claim and payment enquiry case.

3. If you make a referral on behalf of the participant, you must log an activity using article Log an activity or internal note. To learn more about how to support the participant to connect with providers and how to make a referral, go to article Make a referral.

4. Record what you've talked about and what support you've given the participant at the implementation meeting in the **Supporting Notes** screen of the **Plan Implementation** case. This means the participant doesn't have to retell their story or repeat information they've already told us.

   Note: don't record information in the **If any of the above topics were not able to be discussed, use the notes section to describe why and any alternative strategies being used** free text field in the **Funded Supports** screen. This is because you may not be able to view this information once this case is closed.

5. Select **Yes** or **No** at **Has funding been included for supports to assist the participant implement their plan i.e., Support Coordination or Psychosocial Recovery Coach support?** If you select:

- **Yes**, and the participant needs a new or updated request for service, you'll need to create a **Request for Service** case. To learn more, go to article Complete the request for service. Select **Next**.
- **No**, select **Next**.

To learn more about support coordination, go to Support coordinators (external). To learn more about psychosocial recovery coaches (recovery coach), go to Psychosocial disability supports (external).

Explain plan changes and review of the decision

Talk to the participant about the date when their plan will be reassessed and where they can find their plan reassessment date in their plan. To learn more, go to Our Guideline – Changing your plan (external). Explain what they need to do if they want to make a change to their plan. We call this a plan reassessment or plan variation.

Explain to the participant their review rights. Explain what to do if they don't agree with our decision. To learn more, go to Our Guideline – Reviewing our decisions (external).

Note: if the participant or authorised representative requests a replacement support, go to article Understand, create and action a request for a replacement support.

Understand section 45(5) amendments

Plans approved on or after 9 October 2024 now include total funding amounts, funding components and funding periods. For more information see article Understand funding periods.

Under NDIS law, payments must be made within the funding amounts and periods set out in the participant's plan. However, under section 45(5) there are very limited circumstances when we may pay for supports outside of the participant's plan. To learn more about these go to section **Understand section 45(5) amendments** in article Complete the claim review delegate decision case for a section45(5) request.

There is detailed information in section **What if I spend my funding before the end of the funding period?** in Our Guideline – Your Plan (external).

Next steps

Talk about how the participant's funding will be managed. To do this, go to article Discuss fund management.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
12.0	KK0027	Class 2 approval. Updated KA to include information for section 45(5) and 45(A) to align with content in OG Your Plan which has been approved and published.	APPROVED	2025-10-14
12.1	RWN540	Class 1 update. Link updated to article Understand, create and action a request for a replacement support.	DRAFT	2025-12-01
12.2	LFT270	Peer review	DRAFT	2025-12-02
12.3	RWN540	Peer review feedback actioned	DRAFT	2025-12-02
13.0	TPO642	Class 1 approved	APPROVED	2025-12-04

		Link updated to article Understand, create and action a request for a replacement support.		

Knowledge Article

For Internal Use Only

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Explain a plan change decision

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for all NDIA staff and partners to understand who explains a plan change decision and how they do this.

Recent updates

10 November 2025

Guidance updated to advise:

- content about explaining decisions has been added here from article Discuss a plan change request
- an enquiry case must not be linked to a closed plan change case
- we have a new article Action a request to explain a decision.

Before you start

You have:

- read and understood Our Guideline – Changing your plan (external)
- read and understood article Consider a request for personal information
- completed all tasks in article Make a plan change decision or Make a separated decision.

If you weren't the decision maker and you've been contacted by the participant or their authorised representative to further explain a plan change decision, you need to use article, Action a request to explain a decision.

Explain a plan change decision

Every plan change decision must be explained to the participant by the decision maker. This explanation may be about:

- an overall plan change decision
- a sub-decision which relates to part of the plan change request.

Depending on the decision, you may need to explain:

- why their plan change request wasn't approved
- the decision to vary their plan instead of reassessing their plan
- why you decided not to change the fund management type
- the NDIS funding criteria related to their reasonable and necessary supports.

To learn more, go to Our Guideline – Reasonable and necessary supports (external).

Explain an overall plan change decision

1. From the **Person Account**, select the **Decisions** tab.
2. Select the relevant **Decision Name**. The case type will be **Plan Change**.

   Note: this will open a new tab.
3. From the **Justifications** table, select the hyperlink at **Justification Number**.
4. On the **Details** tab, use the information to explain the overall plan change decision.

   Note: you can't add an explanation to a justification after it's been created.

Record the plan change decision explanation

1. From the **Details** tab where you've just used information to explain the decision to the participant, go to **Case**.
2. Select the hyperlink to open the case.
3. Log an activity to document this discussion. You can do this even if the case is closed. Use article Log an activity or internal note.

Note: don't link any enquiry cases to a closed plan change case. PACE will automatically close enquiry cases linked to this type of case overnight. The enquiry won't be received or actioned.

Explain a decision on part of a plan change request (sub-decision)

1. From the **Person Account**, select the **Decisions** tab.
2. Select the relevant **Decision Name.** The case type will be **Plan Change**.

   Note: this will open a new tab.
3. From the **Sub-Decisions** table, select the hyperlink at **Decision Name**.

4. From the **Justifications** table, select the hyperlink at **Justification Number**.
5. On the **Details** tab, use the information to explain the sub-decision on the plan change request.

   Note: you can't add an explanation to a justification after its been created.

Record the plan change sub-decision explanation

1. From the **Details** tab where you've just used information to explain the decision to the participant, go to **Case**.
2. Select the hyperlink to open the case.
3. Log an activity to document this discussion. You can do this even if the case is closed. Use article Log an activity or internal note.

Note: don't link any enquiry cases to a closed plan change case. PACE will automatically close enquiry cases linked to this type of case overnight. The enquiry won't be received or actioned.

Explain impact on plan funding

When funding is exhausted or soon to be exhausted

Explain to the participant or authorised representative that:

- you understand they don't have much funding left in their plan
- when we approve a plan, we provide funding for the length of that plan
- this means they won't be able to access more funding until their next scheduled plan reassessment date.

When there's funding available but a change to the existing model of support is needed

Explain that if they continue to use their funding at the current rate, their funding is likely to run out before their scheduled reassessment date. We have some tools to help participants manage their budgets. They can go to our website and use:

- the Plan implementation directory (external)
- the Budget calculator (external).

These tools can show them how many NDIS supports can be purchased with the funding in their plan.

Explain that:

- the early childhood partner, local area coordinator, support coordinator or registered plan manager may be able to support them to understand how to manage their remaining funding until the scheduled reassessment date
- any supports they use beyond the funding in their plan will remain their responsibility. Providers can't be paid by the NDIA for supports when there are no funds left in the plan.

Explain review rights

You can explain the review rights available to the participant or authorised representative. To learn more, go to Our Guideline – Reviewing our decisions (external).

Review rights for a plan change decision made within 21 days

After you've explained your decision and the reasons for it, tell the participant or authorised representative that this is a reviewable decision. This means that if they don't agree with the decision to not vary or not reassess their plan, they can ask us to review our decision.

This is called an **internal review.** The Reviews Branch manages internal reviews. A delegate who didn't make the original decision will complete the internal review and decide if the decision was right.

They'll receive a letter which explains how they can request an internal review of this decision. There is more information about reviewing decisions available on the NDIS website (external).

The participant can talk to their early childhood partner, local area coordinator or support coordinator for more help with this process.

Review rights for a plan change decision made after 21 days

Explain to the participant or authorised representative that:

- when we receive a plan change request, we have 21 days to make a decision
- if we can't make a decision within 21 days, the request is automatically taken as not approved. When this happens, we automatically review the decision. This means that one of our staff, who wasn't involved in the original decision, takes a look and decides if the decision was right
- when the internal review is complete, we'll contact them to advise if the original decision to not vary or reassess their plan is correct

- this decision is a reviewable decision. This means that if they don't agree with the decision, they can ask the Administrative Review Tribunal – ART (external) to review it. We call this an external review
- they'll receive a letter which explains our decision and how they can request an external review if they don't agree with the decision
- they have 28 days from the date you made this decision to ask the ART for an external review of this decision.

Next steps

If your decision was not to vary or reassess the plan, you need to book a discretionary check-in for the participant with their my NDIS contact.

This is important because it will help:

- reduce risks and add safeguards for the participant
- the my NDIS contact to review the participant's situation
- check for any changes in the participant's risk profile
- decide if any further action is needed.

If there is no check-in already booked, make an appointment in 2 weeks, a month or a suitable time to check-in with the participant.

To learn more, go to article Book, change or cancel a check-in.

Article labels

PACE user role names

Delete: Planner Delegate

Add: All NDIA staff and partners.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
3.0	JS0082	Class 1 Approval Updated guidance to include link for new scripting article Discuss a participant's plan change request.	APPROVED	2024-06-19
4.0	CS0074	Branch Manager approval obtained	APPROVED	2025-05-15
5.0	AHB706	Class 1 Approval Updated to: • relocate guidance on explaining a decision from article, Discuss a plan change request • explain that an enquiry case must not be linked to a closed plan change case • include new article, Action a request to explain a decision.	APPROVED	2025-10-27

Knowledge Article

For Internal Use Only

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Finalise and approve a budget update

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area), compensation delegate or review officer to:

- know what to consider before finalising the budget update
- review the budget update
- assign the case for review and approval
- approve the budget update
- generate the updated plan.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.

Before you start

You have:

- understood you can only use this article if the plan change or participant budget update case does not have a Funding Periods tab. If it does, you need to use article Finalise and approve a budget update with funding periods
- read and understood Our Guideline – Changing your plan (external)
- read and understood Our Guideline – Reasonable and necessary supports (external)
- read and understood article Understand milestones in a case
- read and understood article Understand provider relationships
- made changes to a participant's plan through a plan variation (s47A), Administrative Review Tribunal (ART) order or internal review (s100) decision.

IMPORTANT: if you can't change the end date in the **Participant Budget Update** case, it's likely because this was created in error as part of a plan continuation. You won't be able to finalise or approve the budget update.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and select **Parent Case**. This will take you to the **Plan Change** case related to this case.
2. In the **Plan Change** case, go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
3. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, you'll need to cancel the **Participant Budget Update** case.

1. Select **Cancel Case**.

Because you made a decision in the plan change case, the participant will receive a letter telling them we're going to change their plan. You'll need to contact them to let them know the letter was sent accidentally and their plan will be extended as discussed in the check-in.

What to consider before finalising the budget update

When you finalise a budget update, you need to:

- read all available evidence and information relating to the request
- confirm the fund management decision
- check all the information in the budget updates and fund management tabs against the participant's current plan
- complete the request for service (RFS) case for new or amended support coordination or recovery coach supports. Go to article Request for service overview
- add a my provider relationship for home and living supports, behaviour support or specialist disability accommodation. This is so providers can access funding. If the participant doesn't have a provider yet, tell them to let us know when they do. Then we can add the my provider relationship. Go to article Add or update a provider relationship

- consider the current reassessment date and the participant's situation. To learn more about plan durations, go to Our Guideline – Creating your plan (external).

Make sure all the changes you've made to funded supports, plan duration and fund management:

- relate to the initial request and overall decision to change the participant's plan
- meet the participant's disability-related support needs and will help them pursue their goals.

Review the budget update

From a **Participant Budget Update** or **Plan Change** case:

1. Select the **Budget Updates** tab.
2. Review the **Reassessment Date**. To update the reassessment date, go to article Update the reassessment date in a participant budget update.
3. Review the **Flexible Budget** and **Stated Budget** categories. If a **Budget Category** has an **Action** of:
    - **New**, review the funded support information, amount, and justification
    - **Update**, review the **Total Amount** column for any increase or decrease to the funded amount
    - **Pending Update**, you'll need to update this support before you can progress to approval.
4. Review **Fund Management - Justifications and Decisions**. If this information isn't recorded or needs to be changed, go to article Make fund management decision.
5. Review **Budget - Justifications and Decisions**. If you need to change a support, go to article Action a budget update.

Assign the case for review and approval

If you've identified or received an error that says the plan variation value exceeds your delegation, you'll need to seek approval from the appropriate delegate.

- For Plan Delegate 2 or Plan Delegate 3, these will be approved within your team.

- For Plan Delegate 4, these will be assigned to your local Plan Delegate 4.
- For Plan Delegate 5, these will be assigned to the Technical Advice and Practice Improvement branch.

Note: your team leader will need to review each case before you assign it for approval.

Assign case to team leader for review

You'll need a team leader or senior planner (APS6 delegate) to check your budget update before you send it for approval. They'll review the budget update first and suggest any changes if needed. You'll need to assign the plan change case in PACE to your team leader or APS6 delegate.

1. In the top right-hand corner of a **Plan Change** case, select **Change Case Owner**.
2. At **Please select if the case owner is a user or a queue**, select **User** from the drop-down list.
3. At **Select User**, enter the name in the search bar and select the user from the drop-down list.
4. Select **Change Owner**.
5. Add an **Internal Note** to the **Plan Change** case using the template below. This is so your team leader or APS6 delegate knows you're seeking approval from a higher delegation level.

   Plan Change Type: Plan variation s47A

   Reason for review: Approval or Endorsement

   Approval Level required: Plan Delegate 2, 3, 4 or 5

   Identified risks, if any:

   Has mandatory TAPIB advice been sought, received and followed? Yes, No or Not Applicable.
6. You'll need to manually route the case to the specified user for review.
   - For Plan Delegate 2 and Plan Delegate 3 approvals, the APS6 delegate will assign the case within your team for approval

- For Plan Delegate 4 and 5 approvals, the APS6 delegate will log an activity with their endorsement and assign the case back to you to progress. Go to section **s47A higher delegate approvals** in this article.

7. If the APS6 delegate suggests changes before the budget update can be approved, you'll need to:
   - make changes to the PCST. Go to article Understand and update the plan conversation support tool
   - change the draft budget and re-upload the PCST to the case. Go to article Action a budget update
   - return to step 1 to request an additional check after the changes have been made.

s47A higher delegate approvals

Once a team leader or senior delegate has endorsed the variation, you'll need to assign the case to the correct user or queue for approval.

From the **Participant Budget Update** case:

1. Select **Change Owner** next to the current **Case Owner**. A **Change Case Owner** pop-up box will appear.
2. At **Select New Owner**:
   - For Plan Delegate 4 approvals select **Users**, then enter the delegate's name in the search bar and select the user from the drop-down list. Select the checkbox next to **Send notification email**.
   - For Plan Delegate 5 approvals select **Queues**, then select **Technical Advice Case (TAB) Routing Queue** from the drop-down list.
3. Select **Change Owner**.
4. Add an **Internal Note** to the **Participant Budget Update** case using the template below. Go to article Log an activity or internal note.

   Plan Change Type: Plan variation s47A

   Approval Level required: Plan Delegate 4 or Plan Delegate 5 (TAPIB)

Identified risks, if any:

Has mandatory TAPIB advice been sought, received and followed? Yes, No or Not Applicable

Staff member who completed the variation:

Team Leader who reviewed and endorsed the variation:

5. The case will be assigned to the user or the queue to be routed to the correct level delegate for approval.
6. If the approving delegate suggests changes before the budget update can be approved you'll need to:
   - make changes to the PCST. Go to article Understand and update the plan conversation support tool
   - change the draft budget and re-upload the PCST to the case. Go to article Action a budget update
   - return to **Assign the case for team leader to review** in this article to request an additional check after the changes have been made.
7. If there are no changes, the higher delegate will approve the budget update and generate the updated plan. Go to the **Next steps** section of this article.

Approve the budget update

You can approve the budget update after you:

- review each support category in the budget update. Make sure the supports meet Our Guideline – Reasonable and necessary supports (external)
- consider all evidence and information
- add or remove supports from the budget update as needed. To learn more, go to article Action a budget update
- review all information and make a fund management decision. To learn more, go to article Make fund management decision
- check your delegation level

- talk to the participant or authorised representative.

To approve the budget update:

1. In the **Plan Change** or **Participant Budget** Update case, select the **Budget Updates** tab.
2. Select **Approve Budget**.

   Note: make sure you add the Plan Conversation Support Tool (PCST) and budget breakdown to the case if used. Go to article Understand and update the plan conversation support tool.
3. In the **Confirm** window, select **Yes** to confirm budget decisions and justifications.
4. At **Acknowledgement**, select the checkbox to confirm that you've considered evidence and used and uploaded the plan conversation support tool (PCST) to the case.
5. Select **Approve**.

   Note: once approved, the plan can't be edited.
6. If the budget is above your delegation, you'll receive an error message with the delegation level needed to approve the budget. Go to section **Assign the case for review and approval** in this article.
7. **Generate final plan** will appear in the **Budget Updates** tab. Go to section **Generate the updated plan** in this article.

   Note: a notification will be sent to any providers on the **Person Account** with the **View Plan** authority. To view providers, from the **Person Account** select the **Relationships** tab, then select the **Providers** tab.

   If the participant self-manages any funding but doesn't have bank account details recorded, PACE will automatically either

   - create an **Update Bank Account** case
   - link to an existing case if there's one open.

An alert will display. It will give you the option to **Complete Update Bank Account Case**. The Update bank account case will remain open until bank account details are added.

Note: complete this case within 14 days to make sure recurring budget payments can be made. Learn more in articles Before you update bank account details and Add, update or remove bank account details.

Generate the updated plan

1. From the **Plan Change** or **Participant Budget Update** case, select the **Budget Updates** tab.
2. Select **Generate final plan**.
3. Review the participant's or recipient's details, then select **Next**. If you need to update details on the **Person Account**, go to article Update a person account.

   Note: you **must** check that the participant's **Standard Correspondence** and **Plan Correspondence** preferences have the correct accessible format selected. This means the automatic request for these accessible formats will be sent to our external provider when you generate their correspondence in PACE.
4. At **Do you want to preview the document before sending it?** drop-down list, select **Yes**.
5. At **Select a Recipient for preview**, select the participant's or recipient's name from the drop-down list.
6. Select **Next**.
7. **Preview Document** will appear and a preview of the plan will generate. Review the plan approval cover letter and the plan for any errors before you select **Next**. You can also download the document as a PDF or Word document to review.
8. At **Correspondence Confirmation**, select **Take me to the Preview Options** if you want to view another recipient. Repeat from step 4. Otherwise, select **Submit Correspondence**.

   PACE will send the correspondence to the participant, their nominee or child representative by their preferred contact method. Go to article Check a person's preferred contact method.

   Note:

- If the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send the automatically created **Plan Change** letter to the statutory guardian. To do this, go to article Send a letter to a statutory guardian or trustee.
- If this **Plan Change** case was generated from a cancelled **Plan Approval** case, the participant will receive the **Plan Variation** letter.
- Once you select **Submit Correspondence**, you won't be able to **Generate Final Plan** again.

9. A message will appear saying **Your correspondence generation request is being processed**.
10. Select **Next**.
11. A message will appear saying **Plan has been generated successfully**.
12. Select **Close**.
13. Once the plan has been generated, the **Plan Change** case will move to **Closed**. You may need to refresh your browser.

    Note: only use the **Cancel Case** button in the **Participant Budget Update** case if you're not proceeding with the case.

You must tell the participant their new plan won't have funding periods but will look different, with funding now shown under funding components. If they have Core supports, explain that funds can be used flexibly across categories if they have the same fund management type.

Other support category types will be shown under each funding component. You'll also need to explain that:

- the total funded supports budget and support types haven't changed
- their NDIS plan will have comments explaining the type of NDIS supports included in their plan
- these comments will help the participant better understand what supports they can buy with their plan
- there's information on how to protect their NDIS plan from fraud.

Next steps

Ask the participant or authorised representative if they'd like an implementation meeting to understand the changes to their plan. If they would like a plan implementation meeting and you've completed the budget update, you should complete the meeting. Go to article Create a plan implementation case.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
24.0	DD0014	Class 1 Approval Staff to advise participants their: •plan won't have funding periods and will look different with funding now being shown under funding components •core supports can only be used flexibly if they have the same fund management type.	APPROVED	2025-05-26
25.0	AHB706	Class 1 Approval	APPROVED	2025-09-01

		Updated to guide staff in choosing the right article when a plan does or does not have Funding Periods		
26.0	AHB706	Class 1 approval Updated s47A higher delegate approvals so staff know to use the Participant Budget Update case to change the case owner to the relevant user or queue for approval.	APPROVED	2025-09-29
27.0	AJG505	Class 2 Approval Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.	APPROVED	2025-12-08

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Finalise and approve a budget update with funding periods

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area), compensation delegate, external review officer or review officer to:

- know what to consider before finalising the budget update
- review and finalise the budget update
- upload the Plan Conversation Support Tool (PCST) to the case
- check your delegation to approve the budget update
- assign the case for review and approval
- approve the budget update
- generate the updated plan.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.

Before you start

You have:

- understood you can only use this article if the plan change or participant budget update case has a Funding Periods tab. If it doesn't, you need to use article Finalise and approve a budget update
- read and understood Our Guideline – Changing your plan (external)
- read and understood Our Guideline – Reasonable and necessary supports (external)
- read and understood article Understand milestones in a case

- read and understood article [Understand provider relationships]
- made changes to a participant's plan through a plan variation (s47A), Administrative Review Tribunal (ART) order or internal review (s100) decision.

IMPORTANT: if the **Participant Budget Update** case was created because you accidentally made a decision in a **Plan Change** case which was part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and select **Parent Case**. This will take you to the **Plan Change** case related to this case.
2. In the **Plan Change** case, go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
3. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, you'll need to cancel the **Participant Budget Update** case.

1. Select **Cancel Case**.

Because you made a decision in the plan change case, the participant will receive a letter stating their plan will change. You'll need to contact them to let them know the letter was sent accidentally and their plan will be extended as discussed in the check-in.

What to consider before finalising the budget update

You should complete the budget update as soon as possible after you've made any changes to the participant's plan. If a new funding period starts before you approve any changes, you may need to make additional changes before you can approve the budget update.

When you finalise a budget update, you need to:

- read all available evidence and information relating to the request
- complete the request for service (RFS) case for new or amended support coordination or recovery coach supports. Go to article [Request for service overview]

- add a my provider relationship for home and living supports, behaviour support or specialist disability accommodation (SDA). This is so providers can access funding. If the participant doesn't have a provider yet, ask them to tell us when they do. Then we can add the my provider relationship. Go to article Add or update a provider relationship.

Make sure all the changes you've made to funded supports, fund management and funding periods:

- relate to the initial request and overall decision to change the participant's plan
- meet the participant's disability-related support needs and will help them pursue their goals.

Review and finalise the budget update

To review the proposed budget in the **Participant Budget Update** or **Plan Change** case:

1. Select the **Review And Finalise** tab.

   Note: you'll see a warning message if you haven't completed all mandatory information in the **Funded Supports**, **Fund Management** or **Funding Periods** tabs. You'll need to complete these tabs before you can continue.

2. Review the **Plan Details**.

3. Review the **Funded Supports** summary. Check the **Total Plan Funding**, the **Adjusted Total Plan Funding** and the **Change in Funding Amount**.

4. At **Funding Components**, check each component and any changes you have made to the **Fund Management** type and **Amount**.

   Note: any increase or decrease to the total funded amount of a funding component will be displayed in brackets as a dollar value next to the updated total amount.

5. Select **Funding period details** under each funding component to check the funding periods.

6. If you need to make changes to fund management, go to article Make a fund management decision.

7. If more changes to the funded supports or funding periods are required, go to article Action a budget update with funding periods.

Once you have confirmed the proposed budget, continue to **Upload the Plan Conversation Support Tool (PCST) to the case**.

Upload the Plan Conversation Support Tool (PCST) to the case

If you've used the PCST to help develop the changes to the participant's plan, you must upload a copy to the plan change or participant budget update case. This is a record of how the budget update was developed.

The PCST must be added as a complete excel workbook. Saving a single excel worksheet or a PDF won't allow a budget breakdown to be produced if it's requested.

You need to check you're on the correct person account and you're adding the complete PCST document.

1. From the **Participant Budget Update** or **Plan Change** case, select the **Documents** tab.
2. Select **Add Documents** for the **Documents Details** window to open.
3. At **Please select a Document Category**, select **Supporting Information**.
4. At **Please select a Document SubCategory**, select **General**.
5. At **Does the document contain any Personal identifiable information (PII)?**, select **Yes**.
6. Provide further information in the **Description** free text field, then select **Next**.
7. Select **Upload Files**.
8. Find and select the file you need to upload, then select **Open**. All documents in the table should be **Ready for upload**.
9. Select **Save**. You should get a success message and the file status should be **Uploaded successfully**.

   Note: if a document fails to upload, select **Retry**.

10. Select **Close**. You'll see the document you've uploaded on the **Documents** tab.
11. Check you can open the document, select the link at **Document Name**. If you can open the document in PACE you must immediately delete all saved copies outside of PACE to protect participant privacy.

If you need to delete a document added in error, go to article Update or delete a document from PACE.

Check your delegation to approve the budget update

To make sure you can approve the budget update, you'll need to check your level of delegation.

1. You need to use the Instrument of Delegation to determine what plan variation value you can approve. Go to the Delegations and authorisations intranet page.
2. Go to **NDIS operations delegations**, then select the link to the current Instrument of Delegation.
3. In the Instrument of Delegation, go to section **Plan Variation**. Review the **Description of Power/Function** table to determine your **Planner Delegate Level**.
4. Go to **Schedule 3 - Delegations in accordance with financial limits for section 47A variations**.
5. At your **Planner Delegate Level**, check the limit of the dollar amount you can add to the plan before higher delegation is required to approve the budget update.

   Example:

   You're an APS5 planner. The **Plan Variation Description of Power/Function**, says you can vary a plan up to Planner Delegate Level 2 in Schedule 3. The table at **Schedule 3** in the Instrument of Delegation, says you can approve an increase to the participant's plan up to $5,000.
6. In the **Participant Budget Update** or **Plan Change** case, go to the **Funded Supports** tab, check the dollar amount at **Change in Funding Amount**.

7. If the increase is higher than your level of delegation, continue to **Assign the case for review and approval**. Otherwise, go section **Approve the budget update** in this article.

Assign the case for review and approval

If you've identified or received an error that says the plan variation value exceeds your delegation, you need to seek approval from the appropriate delegate.

- For Plan Delegate 2 or Plan Delegate 3, these will be approved within your team.
- For Plan Delegate 4, these will be assigned to your local Plan Delegate 4.
- For Plan Delegate 5, these will be assigned to the Technical Advice and Practice Improvement Branch.

Note: your team leader will need to review each case before you assign it for approval.

Assign case to team leader or senior planner

You need a team leader or senior planner (APS6 delegate) to review your budget update before you send it for approval. They'll review the budget update first and suggest any changes, if needed. You'll need to assign the plan change case in PACE to your team leader or APS6 delegate.

1. In the top right of a **Plan Change** case, select **Change Case Owner**.
2. At **Please select if the case owner is a user or a queue**, select **User** from the drop-down list.
3. At **Select User**, enter the name in the search bar and select the user from the drop-down list.
4. Select **Change Owner**.
5. Add an **Internal Note** to the **Plan Change** case. Go to article Log an activity or internal note. Use the template below to advise your team leader or APS6 delegate that you're seeking approval from a higher delegation level:

   Plan Change Type: Plan variation s47A

   Reason for review: Approval or Endorsement

Approval Level required: Plan Delegate 2, 3, 4 or 5

Identified risks, if any:

Has mandatory TAPIB advice been sought, received and followed? Yes, No or Not Applicable.

6. You'll need to manually route the case to the specified user for review.
   - For Plan Delegate 2 and 3 approvals, the APS6 delegate will assign the case within your team for approval.
   - For Plan Delegate 4 and 5 approvals, the APS6 delegate will log an activity with their endorsement and assign the case back to you to progress. Go to section **s47A higher delegate approvals** in this article.
7. If the APS6 delegate suggests changes before the budget update can be approved, you'll need to:
   - make changes to the PCST if you used it to develop the changes to the participant's plan. Go to article Understand and update the plan conversation support tool
   - make changes on the **Funded Supports**, **Fund Management** and **Funding Periods** tabs and re-upload the PCST to the case. Go to article Action a budget update with funding periods
   - return to step 1 to request an additional check after the changes have been made.

s47A higher delegate approvals

Once a team leader or APS6 delegate has endorsed the plan variation, you'll need to assign the case to the correct user or queue for approval.

From the **Participant Budget Update** case:

1. Select **Change Owner** next to the current **Case Owner**. A **Change Case Owner** pop-up box will appear.
2. At **Select New Owner**:

- For Plan Delegate 4 approvals select **Users**, then enter the delegate's name in the search bar and select the user from the drop-down list. Select the checkbox next to **Send notification email**.
- For Plan Delegate 5 approvals select **Queues**, then select **Technical Advice Case (TAB) Routing Queue** from the drop-down list.

3. Select **Change Owner**.
4. Add an **Internal Note** to the **Participant Budget Update** case. Go to article Log an activity or internal note and use this template:

   Plan Change Type: Plan variation s47A

   Approval Level required: Plan Delegate 4 or Plan Delegate 5 (TAPIB)

   Identified risks, if any:

   Has mandatory TAPIB advice been sought, received and followed? Yes, No or Not Applicable

   Staff member who completed the variation:

   Team Leader who reviewed and endorsed the variation:

5. If the approving delegate suggests changes before the budget update can be approved you'll need to:
   - make changes to the PCST. Go to article Understand and update the plan conversation support tool
   - change the draft budget and re-upload the PCST to the case. Go to article Action a budget update with funding periods
   - return to **Assign the case to team leader or senior planner** in this article to request an additional check after the changes have been made.
6. If there are no changes, the higher delegate will approve the budget update and generate the updated plan. Go to the **Next steps** section of this article.

Approve the budget update

You can approve the budget update after you:

- consider all evidence and information
- complete the changes in the funded supports, fund management and funding periods tabs
- check your delegation level
- talk with the participant or authorised representative
- review the proposed budget in the review and finalise tab.

To approve the budget update:

1. In the **Plan Change** or **Participant Budget Update** case, select the **Review And Finalise** tab.

   Note: you'll see a warning message if you haven't completed all mandatory information in the **Funded Supports**, **Fund Management** or **Funding Periods** tabs.

2. At **Acknowledgement**, select the checkbox. This confirms you've considered all evidence, discussed the updates with the requestor, used and then uploaded the plan conversation support tool (PCST) to the case.

3. Select **Approve Plan Changes**. The **Confirm** window will open.

   Note: an approved plan is a delegate decision, it can't be edited. If the amount you've added to the budget is above your level of delegation, you'll receive an error message. It'll tell you the delegation level needed to approve the budget update. Go to section **Assign the case for review and approval** in this article.

4. At **Have you reviewed the Decisions and Justification?** select **Yes**.

5. Select **Approve**. This will return you to the **Details** tab. If the participant doesn't have recurring transport or any self-managed funding, go to section **Generate the updated plan** in this article.

   Note: a notification will be sent to any providers on the **Person Account** with **View Plan** authority. To view providers, from the **Person Account** select the **Relationships** tab, then select the **Providers** tab.

6. If the participant self-manages any funding but doesn't have bank account details recorded, PACE will automatically either:
   - create an **Update Bank Account** case
   - link to an existing case if there's one open.
7. An alert will display on the **Review And Finalise** tab. It will give you the option to **Complete Update Bank Account Case**. The **Update Bank Account** case will remain open until bank account details are added.

   Note: you need to complete this case within 14 days to make sure recurring budget payments can be made. Learn more in articles Before you update bank account details and Add, update or remove bank account details.

   You can now generate the varied plan, continue to section **Generate the updated plan** in this article.

Generate the updated plan

1. From the **Plan Change** or **Participant Budget Update** case, select the **Review And Finalise** tab.
2. Select **Generate final plan**.
3. Review the participant's or recipient's details, then select **Next**. If you need to update details on the **Person Account**, go to article Update a person account.

   Note: you **must** check that the participant's **Standard Correspondence** and **Plan Correspondence** preferences have the correct accessible format selected. This means the automatic request for these accessible formats will be sent to our external provider when you generate their correspondence in PACE.
4. At **Do you want to preview the document before sending it?** drop-down list, select **Yes**.
5. At **Select a Recipient for preview**, select the participant's or recipient's name from the drop-down list.

6. Select **Next**.
7. **Preview Document** will appear and a preview of the plan will generate. Review the plan approval cover letter and the plan for any errors before you select **Next**. You can also download the document in PDF or Word to review.
8. At **Correspondence Confirmation**, select **Take me to the Previous Options** if you want to view another recipient. Repeat from step 4. Otherwise, select **Submit Correspondence**.

   PACE will send the correspondence to the participant, their nominee or child representative by their preferred contact method. Go to article [Check a person's preferred contact method].

   Note:

   - If the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send the automatically created **Plan Change** letter to the statutory guardian. To do this, go to article [Send a letter to a statutory guardian or trustee].
   - If this **Plan Change** case was generated from a cancelled **Plan Approval** case, the participant will receive the **Plan Variation** letter.
   - Once you select **Submit Correspondence** you won't be able to **Generate Final Plan** again.
9. A message will appear saying **Your correspondence generation process has been initiated**.
10. Select **Next**.
11. A message will appear saying **Plan has been generated successfully**.
12. Select **Close**.
13. Once the plan has been generated, the **Plan Change** case will move to **Closed**. You may need to refresh your browser.

Note: only use the **Cancel Case** button in the **Participant Budget Update** case if you're not proceeding with the case.

Next steps

Ask the participant or authorised representative if they'd like an implementation meeting to understand the changes to their plan. If they would like an implementation meeting and you've completed the budget update, you should complete the meeting. Go to article Create a plan implementation case.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
2.0	AJG505	Class 2 Approval Updated guidance to include PACE enhancements to the Review And Finalise tab.	APPROVED	2025-06-30
3.0	AHB706	Class 1 Approval	APPROVED	2025-09-01

		Updated to guide staff in choosing the right article when a plan does or does not have Funding Periods.		
4.0	AHB706	Class 1 approval Guidance updated in section s47A higher delegate approvals so staff know to use the Participant Budget Update case to change the case owner to the relevant user or queue for approval.	APPROVED	2025-09-30
5.0	AHB706	Class 1 Approval Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan auto-continuation	APPROVED	2025-12-05

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Identify and escalate risks in a plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a local area coordinator, early childhood partner, planner delegate, review officer, complaints officer, participant support officer, access delegate, National Contact Centre, liaison officers (HLO/JLO) to:

- complete the risk matrix in a plan change request
- escalate the plan change case.

Recent updates

22 April 2024

- name changed from Complete the risk matrix in a plan change request to Identify and escalate risks in a plan change request
- new section added to escalate a plan change case when a risk has been identified
- new guidance on which escalation queue you need to use
- removed Next Steps as this article is a standalone process.

Before you start

You have:

- started a plan change request
- read and understood Our Guideline - Changing your plan (external)
- read and understood Our Guideline – Creating your plan (external).

Complete the risk matrix in a plan change request

You'll need to complete the risk matrix for all plan change requests. When you discuss the plan change request, you should check for any risks associated with the request which could impact the participant, their nominee, or the Agency.

1. In a **Plan Change** case, select the **Request** tab.
2. Navigate to the question **Has there been any risks identified that may impact the participant, nominee or the NDIS associated with this complaint?**
3. Select **Yes**.
4. Select the risks that most closely matches the risk you've identified.
5. Select **Yes** for each risk you identify, select **No** for the risks that aren't applicable.
6. Select **LOW**, **MEDIUM**, **HIGH** or **EXTREME** for each of the risks you select. Select the level that most closely matches the risk you've identified.
7. Once you have completed the form, click **Next**.

Depending on the risks you've selected, PACE may prompt you to add further information about the identified risk.

If there is an emergency situation:

Select **date** (calendar) for **When did the emergency situation first happen?**. If the date of the emergency situation is unknown, use the date the emergency was reported to us.

1. Add details in the **Describe the emergency situation** free text field. For example, who is at risk, how you found out about the situation and if any actions have been taken such as a welfare check.
2. Record details that support the request in the free text field.
3. Select **Next**.
4. Add any supporting documents if required using the **Documents** tab.

   To learn more about adding documents, go to article Add documents to a case.
5. Check document is linked as evidence to the case in the **Evidence** tab. Go to article Add and link evidence to a case.
6. Return to **Request** tab.
7. Select **Next**.

To learn more about risks, go to articles How to identify and report a critical incident and Create a participant critical incident case.

Escalate a plan change case

If you've identified a risk, you'll need to escalate the plan change case. This is done in an enquiries case.

1. From the **Person Account**, select the **Cases** tab.
2. Under **Open Cases**, select **New**.
3. Select **Enquiry**.
4. Select **Next**.
5. At the **New Case: Enquiry** screen, enter the **Parent Case** number. This is the case number of the plan change case where you've identified the risk.

   Note: When you enter the plan change case number, it will create a link between the two cases.
6. Select **Priority** from the **Type** drop-down list.
7. Select **Supports** or **High Risk** in the **Category** drop-down list.
8. Select the appropriate option in the **Sub Category** drop-down list.
9. Select **Save**.

Create the enquiry request

1. In the **Enquiry** case, select the **Enquiry** tab.
2. Select an option at the **Requested by** drop-down list.
3. Select an option at the **Case Origin** drop-down list.
4. Select **Next**.

Enquiry Details

1. Select **New Enquiry**.
2. Review the **Parent Case** number to make sure it's the associated plan change case number.
3. Review the **Enquiry Type**, **Category** and **Sub Category** to make sure they're the same as when the case was created.

Duplicate Check

This screen will only appear if there's another open enquiry case on the person account that has similar categorisation. You might need to review the **Existing Case Number** link to make sure you're not duplicating an escalation that already exists.

Risk Matrix

You'll need to record the same risk you identified in the plan change case.

1. Select **Yes**.
2. Select the risks that you identified in the plan change case.
3. Select **Yes** for each risk you identify, select **No** for the risks that aren't applicable.
4. Select **LOW**, **MEDIUM**, **HIGH** or **EXTREME** for each of the risks you select. Select the level that most closely matches the risk you've identified.
5. Once you've completed the form, click **Next**.

Notes and Next Steps

1. Enter a short description of why you're escalating the enquiry case in the free text field.
2. Select **Re-assign this enquiry to another user**.
3. Select **Escalation** in the **Case Re-assignment Reason** drop-down list.
4. Select **Queue** in the **Select User or Queue** drop-down list.
5. Select the correct queue to assign the case from the below list:

   Specialised planning streams

   - Participants streamed complex – CSN escalations routing queue
   - Participants with a Justice Liaison Officer alert – CSN Escalations routing queue
   - Participants with a Hospital Liaison Officer alert – HIB Escalations routing queue
   - Participants streamed YPIRAC (Young people in residential aged care) – Aged Care Escalations routing queue
   - Early childhood participants under 9 years of age – EC Escalations routing queue.

   Core planning streams

   - Core Planning Vic Escalations queue
   - Core Planning SA Escalations queue
   - Core Planning NSW/ACT Escalations queue
   - Core Planning WA Escalations queue
   - Core Planning QLD Escalations queue
   - Core Planning Tas Escalations queue
   - Core Planning NT Escalations queue
   - Remote Escalations Routing queue.

6. Select **Next**.

Review and Submit

1. Review the information in the enquiry case. Select **Submit**.
2. The enquiry request has been submitted and the case has been routed to the queue you selected.

Article labels – internal use only

PACE user role names

Add: dc_users_complaintsofficer

Delete:

User role name label

Topics

Add:

Topic label

Delete:

Topic label

Case names

Add:

Case name label

Delete:

Case name label

Ownership

Add:

Ownership label

Delete:

Ownership label

Version control

Version	Amended by	Brief Description of Change	Status	Date
4.1	DCM308	New draft to include escalations content based on partners and service delivery BiL feedback	DRAFT	2024-03-26
4.2	SGH107	Peer Review	DRAFT	2024-03-26
4.3	DCM308	Action peer review feedback	DRAFT	2024-03-26
4.4	EJW711	EL1 review	DRAFT	2024-03-27
4.5	DCM308	Action EL1 feedback	DRAFT	2024-03-27
4.6	DCM308	Name of article changed to 'Identify and escalate risks in a plan change request' to reflect new sections added to article.	DRAFT	2024-03-27
4.7	JS0082	EL2 review	DRAFT	2024-03-28
4.8	CW0032	BM review	DRAFT	2024-04-01
4.9	DCM308	Action BM feedback Cleaned for BiL review	DRAFT	2024-04-02
4.10	SGH107	Transfer domain feedback	DRAFT	2024-04-16
4.11	SGH107	Action domain feedback	DRAFT	2024-04.16
4.12	EMN960	EL2 review	DRAFT	2024-04-17
4.13	SGH107	Action EL2 feedback	DRAFT	2024-04-17
5.0	JC0088	Class 3 Approval	APPROVED	2024-04-18

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Make a plan change decision

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a participant support officer, planner delegate or review officer to:

- understand the considerations for plan change request decisions
- make a decision on a plan change request
- record an overall plan change decision
- add free text sub-justifications
- communicate your decision.

Recent updates

15 December 2025

Guidance updated to:

- advise staff they must cancel a plan change case if it was generated after a scheduled check-in where the decision was made to automatically continue the plan
- to align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025
- make sure relevant information and evidence is considered before making a plan change decision
- check the participant has consented to the plan change request
- consider any conflict of interest with the plan change request.

Before you start

Note: if you have a plan change request over 21 days **do not** use this article. Instead, go to [Progress a plan change (s47A and s48) request over 21 days].

You have:

- been allocated or assigned yourself a plan change case (received less than 21 days ago)

- reviewed the plan change request. Go to article Assign and review a plan change case
- confirmed there isn't pending advice from the Technical Advice and Practice Improvement Branch (TAPIB) that may impact your decision
- read and understood Factsheet: What evidence do you need to give use before we create or change your plan? (external)
- read and understood Our Guideline – Changing your plan (external).

IMPORTANT: if the **Plan Change** case was created as part of a plan continuation and you determined the plan doesn't need to be reassessed, you need to cancel it. If you don't, the plan continuation won't work due to limitations of the **Participant Budget Update** case that will be created if you progress the case.

Note: this is only for plans approved after 9 October 2024.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
2. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.
3. Go to the **Request** tab and select **Next** at **Initiate Request**. Confirm **Change the reassessment date** is automatically selected at **Plan Change Requests**.

After you've confirmed the case is part of a plan continuation, cancel it using article Cancel or close a plan change case.

Note: delegates must consider all the current plan change requests in this plan. If the plan has an open participant variation request you must determine if it can be completed and finalised prior to the plan end date. You can add it to an open case or you may need to create a new case.

To learn how to find an open case, go to section **Check for related open cases** in article Prepare to submit a plan change request.

Considerations for plan change request decisions

Considerations for a plan variation

A plan variation is for minor, specific changes to a participant's current NDIS plan. These changes can be made without doing a plan reassessment. It means we can vary their plan to:

- add crisis or emergency supports due to a significant change in the participant's NDIS support needs. This can be for a once-off support or for a specific period of time
- include a new support, once-off or for a specific period of time
- change the fund management type
- change the plan reassessment date.

Considerations for a plan reassessment

A plan reassessment is for a change to a participant's situation which has led to a significant change in their need for NDIS supports.

To make the decision to reassess the participant's plan, when it's outside a scheduled plan reassessment, the changes in situation you need to consider are:

- if the participant's functional capacity has changed
- if the participant's informal supports have changed
- if the participant's living situation has changed
- if there has been a significant life transition, like starting or leaving school
- if the participant's right to compensation for personal injury has changed.

You can make a decision to reassess the participant's plan only if there has been a change in situation listed above and that change has meant a significant change to the participant's need for NDIS supports. You must have evidence of a significant change to NDIS support needs. If you don't have evidence, ask for it.

A plan reassessment means we'll prepare and approve a new NDIS plan.

To learn more about the new NDIS rules (variations and reassessments) and plan change criteria, go to Our Guideline – Changing your plan (external).

When making your decision, you'll need to think about the date the plan was approved, and the changes requested. This information will help you decide what steps to follow.

Plans approved before 9 October 2024

These plans have no funding periods. When you have made your decision, you can complete the case that is generated.

Plans approved on or after 9 October 2024

These plans have funding periods. Before you make your decision, you need to work out if the request is related to any of the changes in the list below. You can't complete changes through a plan variation (s47A) to:

- reduce the total funding amount
- reduce funding in a previous or current funding period
- change the plan reassessment date
- change the budget type from flexible to stated or stated to flexible
- change the fund management of one core support if it's grouped with other core supports in a funding component. You'll need to complete a reassessment (s48) if you need to change one core support and it's grouped with other supports. You can complete a plan variation (s47A) if you need to change all core supports grouped in a funding component. You can also complete one to change one core support that is in its own funding component and not grouped with other core supports
- change the instalment type from regular to once-off or once-off to regular
- remove a support category
- change the length of a past or current funding period.

If the change isn't related to one of the above reasons, decide if a plan variation or a plan reassessment is the most appropriate option.

Plans approved on or after 9 October 2024 that don't have a plan duration of 12 months won't have funding periods. The above limitations only apply to plans with funding periods. You can decide if a plan variation or a plan reassessment is the most appropriate option.

Make a decision on a plan change request

The NDIS Act and NDIS rules (variations and reassessments) govern how and when a participant's plan can be varied or reassessed and specify the conditions under which we can change a plan either through a variation (minor changes) or a reassessment (a new plan). All NDIS supports in the changed plan must meet the NDIS funding criteria (external).

When making a plan change decision, you'll need to think about:

- the participant's situation and how this impacts their need for NDIS supports
- any relevant information or evidence the participant has given us. You must make sure this information or evidence supports the participant’s plan change request

- when the plan change is a participant-initiated request, the participant or their authorised representative has given consent for the plan change request. To learn more, go to article Check consent, nominee, child representative or self-representation authorities
- any conflicts of interest with the plan change request being made. To learn more, go to article Understand conflict of interest
- the criteria that must be met to decide to vary a plan or complete a plan reassessment
- the type of plan change request and the changes requested. For example, if the participant or their authorised representative has specifically requested a plan variation and it can't be completed due to any of the above reasons, contact them first. Explain the situation and obtain their agreement to change the request from a plan variation (s47A) to a plan reassessment (s48). If they don't agree, you will need to make a decision not to approve the request, then proceed to a CEO-initiated plan reassessment (s48) to make the change. To learn more, go to article Create a CEO-initiated plan change request
- the information recorded at the reassessment check-in, linked as a parent case to the generated plan change case. For example, the recommendation from the reassessment check-in to vary the participant's plan and continue the same NDIS supports. Learn more about how to do this in section **If the plan change request is generated from a reassessment check-in** of article Assign and review a plan change case
- if a variation to change the plan reassessment date will result in the plan not being reassessed for more than 5 years.

To learn more about changing a plan, go to Our Guidelines – Changing your plan (external).

Note: sometimes a participant is eligible for specialist disability accommodation (SDA) but hasn't located an enrolled dwelling or isn't ready to move in. In this case, a $1 amount is included in the SDA support category as a placeholder. The plan comment is used to let the participant know of the SDA decision. Once the participant finds an enrolled SDA dwelling and confirms they can move in, we can consider a s47A to include the SDA funding. In this situation this s47A can only be considered when the request is only for SDA funding.

You'll need to record your decision for each individual plan change request in the plan change case, before you can make an overall decision. Not all individual plan change requests need to match the overall decision to vary the participant's plan. To learn more about the different outcomes and decision letters, go to article Understand and view plan change decision letters.

Depending on the legislative type selected, some plan change requests may be marked as **Not Required**. If the status of the plan change request is Not Required, you don't need to do anything.

Plan change request decisions

To make a decision on each plan change request:

1. In the **Plan Change** case, select the **Decision** tab.
2. Select the correct hyperlink within the **Plan Change Requests** table.
3. At **Plan Change Request**, select the **Decision** tab.
4. Select a decision from the **What decision do you want to make?** drop-down list.

   Note: if any of the plan change requests are CEO-initiated, you won't be able to decline the request.
5. Select a **Justification** from the drop-down list.
6. Select the most suitable **Sub-justification** from the drop-down list.

   Note: if you decide to decline a plan change request or partially vary the plan, the **Sub-justification** you select will be printed on the decision letter.

   If you:

   - need to include additional sub-justifications, go to section **Add free text sub-justifications** in this article
   - don't need to include additional sub-justifications, go to step 7.
7. Select **Edit Detail** if you want to add any relevant information.
8. Select **Save**.
9. If needed, add any supporting evidence for the decision by selecting **New**.
10. To add evidence, select the **Evidence Type** from the drop-down list:

    - If you select **Document**, go to step 11.
    - If you select **Other**, go to step 12.

11. Record the **Evidence Link** name. You can view linked evidence on the **Evidence** tab of the **Plan Approval** case. To learn more about linking evidence, go to article Add and link evidence to a case.
12. Record an **Explanation** of the new evidence in the free text field.

    Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools to help you write your explanation.
13. Select **Save**.
14. Select **Submit**.
15. Repeat for all **Plan Change Requests** if needed.

Record an overall plan change decision

s47A variation decisions

For s47A requests, you'll need to record an overall plan change decision. You'll need to do this after you've recorded each plan change request decision in the plan change case.

1. In the **Plan Change** case, select the **Decision** tab.
2. Select **Overall Decision**.
3. At **Decision**, select **Vary** from the drop-down list.

   Note: if the overall decision is not to vary the participant's plan because a plan reassessment (s48) is needed, you'll need to create a new request for a **CEO's own initiative – s48**. Go to article Create a CEO-initiated plan change request.
4. Select **Justification** from the drop-down list.
5. Record **Justification Details** into the free text field.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools to help you write justifications.
6. If you need to add evidence to the decision, select **New** and go to step 7. Otherwise, go to step 11.
7. To add evidence, select the **Evidence Type** from the drop-down list:

- If you select **Document**, go to step 8.
- If you select **Other**, go to step 9.

8. Record the **Evidence Link** name. You can view linked evidence on the **Evidence** tab of the **Plan Approval** case. To learn more about linking evidence, go to article Add and link evidence to a case.
9. Record an **Explanation** of the new evidence in the free text field.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools to help you write your explanation.
10. Select **Save**.
11. Select the checkbox to confirm the overall decision is to vary the participant's plan and complete your intended changes in a Participant Budget Update case. If not, you'll need to consider changing the legislative type of the plan change request to a plan reassessment s48 to complete a Plan Approval case. Go to section **Change the legislative type of a plan change request from s47A to s48** in article Assign and review a plan change case.

    Note: this checkbox will only show if at least one of the individual plan change requests are about the participant's NDIS budget.
12. Select **Submit**.

    Note: once the overall decision is made, this can't be changed.
13. In the **Plan Change** case, select the **Decision** tab.
14. Select **Generate Decision Letter**.
15. Select **Yes** at **Are you sure you want to generate the Decision Letter?**
16. Select **Submit**.

To view decision letters, go to article Understand and view plan change decision letters.

Notes:

- If the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send the automatically generated decision letter to the statutory guardian. To do this, go to article Send a letter to a statutory guardian or trustee.

- If the overall decision is to vary the reassessment date to continue the participant's current NDIS supports for up to 12 months, you'll need to send the plan continuation letter to the participant. This is automatically generated when the plan change case is complete and closed.

s48 reassessment decisions

The overall decision on a s48 plan change case is determined when making the decision on the individual plan change request.

1. In the **Plan Change** case, select the **Decision** tab.
2. Select the correct hyperlink within the **Plan Change Requests** table.
3. Select a decision from the **What decision do you want to make?** drop-down list.

   Note: you can't decline a CEO-initiated request.
4. Select a **Justification** and **Sub-justification** from the drop-down lists.
5. Select **Edit Detail** and enter a free text explanation of your decision in the **Detail field**. Go to the **Add free text sub-justifications** section of this article for help.

   Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools to help you write justifications.
6. If you need to add evidence to the decision, select **New** and go to step 7, otherwise go to step 11.
7. To add evidence, select the **Evidence Type** from the drop-down list. If you select:
   - **Document**, go to step 8
   - **Other**, go to step 9.
8. Enter the **Evidence Link** name. To learn more about linking evidence, go to article Add and link evidence to a case.
9. Enter the **Explanation** into the free text field.
10. Select **Save**.

11. Select **Submit**.

    Note: once the decision is made, this can't be changed.

12. In the **Plan Change** case, select the **Decision** tab.

13. Select **Generate Decision Letter**.

14. Select **Yes** at **Are you sure you want to generate the Decision Letter?**

15. Select **Submit**.

To view decision letters, go to article Understand and view plan change decision letters.

Note: if the participant has a statutory guardian and the relationship is established with an organisation account, you'll need to manually send the automatically generated decision letter to the statutory guardian. To do this, go to article Send a letter to a statutory guardian or trustee.

Add free text sub-justifications

Use the relevant free text sub-justifications by copying and pasting them in the **Details** field by selecting **Edit Detail**.

Information in the details field won't print on the decision letter.

You can select multiple free text sub-justifications listed below.

Plan variation sub-justifications

Not to vary – add crisis or emergency funding in the plan

- There is funding available in the participant's plan which can be used flexibly to meet their support needs.
- The participant's plan can't be changed as it is suspended.
- The participant's plan can't be varied as their situation has changed significantly. The participant's plan needs to be reassessed.
- Not enough information has been provided to support the participant's request.
- The support the participant has requested can be met by informal, mainstream, or community supports.
- The evidence provided doesn't show a significant change in the participant's support needs that requires urgent crisis or emergency funding.

- The funding requested doesn't meet the conditions in the rules for the NDIS.
- The information provided doesn't show the participant's NDIS support needs have changed significantly.
- The funding requested doesn't meet the conditions in the NDIS rules. The information provided doesn't show a significant change in the participant's support needs is due to a change in situation.
- The funding requested doesn't meet the conditions in the NDIS rules. The information provided doesn't show a significant change in the participant's support needs is due to a change in functional capacity.
- The funding requested doesn't meet the conditions in the NDIS rules. The information provided doesn't show a significant change in the participant's support needs is due to a change in informal supports.
- The funding requested doesn't meet the conditions in the NDIS rules. The information provided doesn't show a significant change in the participant's support needs is due to a change in living arrangements.
- The funding requested doesn't meet the conditions in the NDIS rules. The funding can't be provided by the NDIS as it is best funded or provided by another commonwealth, state or territory program.

Not to vary – correct a minor or technical error in the plan

- There are no errors that need to be fixed in the participant's plan.
- The participant's plan can't be changed as it is suspended.
- The participant's plan can't be varied. The plan needs to be reassessed to fix an error and look at other supports in the plan.
- The participant's plan can't be varied. The plan needs to be reassessed, as the participant's request relates to a significant change in situation and not a technical error.
- The participant's request is to understand how a previous decision was made and not to fix an error. To request a change to the previous decision, the participant needs to ask for a review of the original decision.

Not to vary – add supports to the plan

- The participant's plan can't be changed as it is suspended.

- The support the participant requested doesn't meet the NDIS funding criteria.

Not to vary – make minor changes to funding in the plan

- The participant's request relates to a previous decision. To request a change to the previous decision, the participant needs to ask for a review of the original decision.
- The participant's plan can't be varied. The plan needs to be reassessed, as the participant has used their funds quicker than expected.
- The information provided shows that the participant can use their funding flexibly to meet their needs.
- The participant's plan can't be varied as their situation has changed significantly. The participant's plan needs to be reassessed.
- The participant's plan can't be changed as it is suspended.
- Not enough information has been provided to support the participant's request.
- The increase in funding requested doesn't meet the conditions set out in the rules for the NDIS.
- The increase in funding requested doesn't meet the conditions set out in the rules for the NDIS as it isn't for a home modification, vehicle modification or assistive technology support.
- The increase in funding requested doesn't meet the conditions set out in the rules for the NDIS. Additional funding isn't required as there's available funding in the plan to pay for the support.
- The increase in funding requested doesn't meet the conditions set out in the rules for the NDIS. The support can still be provided in the same way as expected in the plan.
- The increase in funding requested doesn't meet the conditions set out in the rules for the NDIS. The support in the plan can be provided without additional information, services or materials.
- The participant's plan can't be varied. The plan needs to be reassessed to make a minor change to the plan and look at other supports in the plan.

Not to vary – make minor change to supports in the plan

Note: you'll need to add this free text sub-justification into the **Details** field for Make minor changes to funding in the plan.

- The participant's request relates to a previous decision. To request a change to the previous decision, the participant needs to ask for a review of the original decision.
- The participant's plan can't be varied. The plan needs to be reassessed to look at other supports in the plan.
- The request is for a support that isn't in line with what the NDIS rules say we can fund.
- The information provided shows the support requested is the same as a support already in the plan.
- The request is for a support that isn't in line with what the NDIS rules say we can fund. The support isn't for a set period of time or a once-off support.
- The request is for a support that isn't in line with what the NDIS rules say we can fund. The support requested isn't to replace, repair or maintain assistive technology funded in the current or previous plan.
- The request is for a support that isn't in line with what the NDIS rules say we can fund. The support requested isn't urgently needed to support economic participation for a set period of time.
- The request is for a support that isn't in line with what the NDIS rules say we can fund. The support requested isn't urgently needed to help build skills or support a life change over a set period of time.
- The request is for a support that isn't in line with what the NDIS rules say we can fund. The support requested is the same as or has the same outcome as a support already provided in the plan.
- The information provided shows the support requested can be met by informal, community and mainstream supports.
- The participant's plan can't be varied. The plan needs to be reassessed as the changes the participant has asked for are too significant to consider in a variation.
- The participant's plan can't be changed as it is suspended.
- Not enough information has been provided to support the participant's request.

Not to vary – change to funding periods

- The participant has requested multiple changes to the plan without supporting evidence.

- The funding period can't be changed based on risk and safety considerations for the participant.
- The funding period can't be changed as the participant hasn't spent in accordance with their plan.
- The funding period can't be changed because recurring supports can't be grouped with supports that aren't recurring.
- The funding period can't be changed because the support is a once-off or lump sum purchase such as high cost assistive technology or home modifications and 100% of these funds must be available in the first funding period.
- The funding period can't be changed as the support is SIL, SDA, YPIRAC or Behaviourally based interventions (including ABA).
- The funding period can't be changed as there is more than one type of fund management in the plan.

Not to vary – change the plan reassessment date

- A plan can't go for more than 5 years without a reassessment. This means we'll work with the participant to create a new plan before the plan's current reassessment date.
- The participant's plan can't be changed as it is suspended.
- The participant's plan can't be varied. The plan needs to be reassessed, to change the reassessment date and look at other supports in the plan.
- The participant's plan can't be varied as their situation has changed significantly. The participant's plan needs to be reassessed.
- The information provided shows that the participant can use their funding flexibly to meet their needs.

Not to vary – change the plan management type

- The plan nominee is bankrupt or insolvent under administration.
- There is evidence that the participant is bankrupt or insolvent under administration.
- The participant has been convicted of an offence punishable for 2 or more years in prison or involves fraud or dishonesty.

- The plan nominee has been convicted of an offence punishable for 2 or more years in prison or involves fraud or dishonesty.
- The participant's plan can't be changed as it is suspended.
- The participant's plan can't be varied. The plan needs to be reassessed, to change the plan management type and look at other supports in the plan.
- The type of plan management requested poses an unreasonable risk, even with supports, safeguards and strategies in place.
- The rules for the NDIS say these supports can't be self-managed.
- There is evidence of non-compliance with requests to provide required information or documents.
- There is evidence of conduct involving fraud or mismanagement or misuse of funds or other assets.
- There is evidence of the participant or the person managing the funding being subjected to legal or financial exploitation or coercion.
- There is evidence the participant or the person managing the funding doesn't have capacity to make decisions or appropriately manage finances.
- The funding is unlikely to be spent on NDIS supports.
- The funding is unlikely to be spent in line with the plan.
- The funding is unlikely to be spent on NDIS supports and in line with the plan.

Vary – add crisis or emergency funding

- Urgent crisis or emergency funding is needed for a period of time or one off due to the significant change in support needs.

Vary – change the plan management type

- The participant's plan can be self-managed by the participant.
- The participant's plan can be self-managed by their nominee.
- The participant's plan can be agency-managed as requested.
- The participant's plan can be plan-managed by a registered plan management provider as there is no evidence of unreasonable risk to the participant.

Vary – change to funding periods

- The funding period can be changed as there is no risk to the participant.
- The funding period can be changed as there is only one funding component in the plan, only one fund management type and there is no risk to spending in line with the plan.
- The funding period can be changed because each component can have the same number, duration or proportion of funds allocation in the funding period. There is only one funding component in the plan, only one fund management type and there is no risk to spending in line with the plan.

Vary – correct a minor or technical error in the plan

- The participant's plan is being varied to correct the error in how their funded supports are calculated.
- The participant's plan is being varied to correct an error.
- The participant's plan is being varied to correct the error in how their funding is managed.

Vary – make minor change to the funding in the plan

- The information provided shows a minor change to the funding in the plan will meet the participant's needs and the conditions in the NDIS rules.

Vary – make minor change to the supports in the plan

Note: you'll need to add this free text sub - justification into the **Details** field for Make minor changes to funding in the plan.

- The information provided shows a minor change to the supports in the plan will meet the participant's needs and the NDIS funding criteria.

Vary – change the plan reassessment date

- The participant's plan is being varied to change the reassessment date as the evidence shows the current plan is likely to continue to meet the participant's needs.

Plan reassessment justifications

Not to reassess – change in situation

- The information provided shows that the participant can use their funding flexibly to meet their needs.
- Not enough information has been provided to support the participant's request.

- The information provided doesn't show a significant change in the participant's need for NDIS supports due to a change in situation.
- There's no new information which shows the participant's need for NDIS supports has significantly changed.

Not to reassess – change to the funding in the plan

- There's no new information which shows the participant's need for NDIS supports has significantly changed.
- Not enough information has been provided as to why the participant needs the support.
- The support the participant has requested doesn't relate to their disability.
- The changes requested can be considered when the plan is due for reassessment.
- The support the participant has requested should be met by informal, mainstream, or community supports.
- There's been no change to the participant's entitlement to compensation.
- There's been no change to the participant's right to personal injury supports under a scheme of insurance or commonwealth, state or territory law.

Not to reassess – change while the plan is suspended

- The participant's plan can't be changed as it is suspended.

Reassess – change in situation

- The participant's plan will be reassessed.
- The information provided shows that a minor change will meet the participant's needs and the NDIS funding criteria.

Reassess – change to the funding in your plan

- The information provided shows that a minor change to the supports in the plan will meet the participant's needs and the NDIS funding criteria.
- The change the participant has requested meets the NDIS funding criteria. We will contact the participant to make a time to work with them to create a new plan.

Communicate your decision

You'll need to let the participant or their authorised representative know once you've made your decision.

Use the discussion points in article Explain a plan change decision when contacting the participant.

To record your contact attempts, go to article Contact attempts and unable to contact in a plan change case.

When you've let the participant know about your decision, go to the **Next Steps** section of this article.

Next steps

If your overall decision is a plan variation (s47A), you'll need to follow different steps depending on the date the plan was approved.

For plans approved:

- before 9 October 2024, go to article Action a budget update
- on or after 9 October 2024 go to article Action a budget update with funding periods.

To complete a plan reassessment (s48), from the **Plan Change** case:

1. Select the **Reassessment** tab.
2. Select the **Case** hyperlink to open the **Plan Approval** case to complete the reassessment. Go to article Change the draft budget.

For decisions not to vary or reassess, no further steps are needed. Correspondence has been generated, and the plan change case will move to the **Completed** stage. The plan change case is now closed.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
15.0	AHB706	Class 1 Approved Guidance updated to • add participant support officer to list of user roles • include a note that planners can't put participant data in AI tools.	APPROVED	2025-09-12
16.0	AJG505	Class 2 Approval Updates to incorporate guidance for Sustainability Initiative 3.2: • to align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025 • to strengthen requirement to have evidence consent from the participant for the plan change request • to consider any COI with the plan change request being made • to advise staff they must cancel a plan change case if it was generated after a	APPROVED	2025-12-08

		scheduled check-in where the plan was auto-continued.		

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Prepare to submit a plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for all NDIA staff and partners to:

- check authority to request a plan change
- check supporting information for a plan change request
- understand if the participant is at risk
- check if the participant's current plan is in PACE or SAP CRM
- check for related open cases
- understand the plan change request type.

Recent updates

15 December 2025

Guidance updated to

- advise staff to cancel the plan change case that's created as part of a plan continuation
- align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025
- make sure relevant information and evidence is considered before making a plan change decision
- check the participant has consented to the plan change request
- consider any conflict of interest with the plan change request
- link to article 'Create and action a request for a replacement support' renamed to 'Understand, create and action a request for a replacement support'

10 November 2025

Guidance updated to explain:

- you need to submit requests as a Participant plan change request unless it specifies a plan variation (s47A) or a plan reassessment (s48) or you have delegation to make a decision

- you need to submit the plan change request if the participant confirms there's no supporting evidence for their request
- how to action a plan change request if the plan is still in SAP CRM.

Before you start

You have:

- received a plan change request
- read and understood Our Guideline – Changing your plan (external)
- read and understood Our Guideline – Your privacy and information (external)
- read and understood article Consider a request for personal information
- read and understood the NDIS operations instrument of delegation.

Check authority to request a plan change

When you receive a request for a plan change, you'll need to check if the person is authorised to make the request. You can only accept a plan change request from the participant or their authorised representative. Authorised representatives must have the right permission.

If you think there's a risk to the participant, go to section **Understand if the participant is at risk** in this article.

Check identity and consent

You **must** check the identity of the person asking for the plan change.

1. Tell the person you need to confirm their details before proceeding.
2. Complete a security check by asking for 3 pieces of personal or unique information about themselves. For example, date of birth, home address, mobile phone number or email address. Use section **How to complete a security check** in article Consider a request for personal information.
3. Check the person has the right authority. Use article Check consent, nominee, child representative or self-representation authorities and make sure they have **Submit request for a Plan Change** permission.

If the person tells you they have consent, but it's not recorded in PACE, you must not proceed. To get the participant's consent to make a plan change you can:

- make an outbound call to the participant or their authorised representative
- have the participant provide written consent through an email, letter or consent form. To find the consent form, go to Consent forms (external).

If consent is given, you must record this in PACE. Go to article Record consent to share information or for a third party to act.

Note: if the person is recorded in SAP CRM but this information hasn't transitioned to PACE, you must verify their identity and consent. Use articles Understand consent requirements and Understand the articles to use for the Managed Authorised Representative case.

If you aren't sure if the person asking for the plan change has the right authority or consent, talk to your team leader. If your team leader is also unsure, they may seek advice from privacy@ndis.gov.au.

Check supporting information for a plan change request

You may receive a plan change request verbally, by email or in a Change of details or change of situation form (external). The form doesn't need to be completed to submit a plan change request.

The participant or authorised representative may provide information to support their plan change request which shows how their situation has changed. This can include new assessments or reports about disability-related support needs. Make sure they understand supporting evidence will help us make a decision about their plan change request. Explain that if we don’t have the necessary information or evidence we need, the participant’s request may be declined.

To learn more about the information we need, go to Fact sheet: Evidence you need to give us before we create or change your plan (external).

You must not delay submitting the request if the participant or authorised representative confirms they don't have any supporting information. If participant tells you they want to submit evidence later, help them understand the Evidence you need to give us before we create or change your plan (external). Tell them they can send us their information by email to enquiries@ndis.gov.au or via the my NDIS participant portal (external).

You'll need to upload and link any new information to the plan change case. Use articles Add documents to a case and Add and link evidence to a case.

Tell the participant or authorised representative they'll receive a letter after the plan change request is submitted with information about what to expect next. Check their correspondence preferences in PACE are correct. Go to article Check a person's preferred contact method.

Confirm the participant's personal details in PACE are correct. If not, create the relevant cases in PACE to record or update this information. These may include:

- an **Update Person Account** case to record any changes to the participant's details. Go to article Update a person account. If the participant wants to report a new condition, use article Update the participant's disabilities using the update person account case
- a **Check-In** case to talk to the participant and find out more about the change in their situation. Go to article Create a check-in case.

Don't create a new check-in case if this plan change case was generated from a reassessment check-in. You can review information recorded at the reassessment check-in, which will be linked as the parent case.

1. From the **Person Account**, select the **Cases** tab.
2. Select the relevant **Plan Change** case from the **Open Cases** list.
3. Select the **Case Activity** tab then select **Related Cases**.

You'll need to gather as much relevant information as possible for the delegate to think about when they're considering the plan change request.

To learn more about how to discuss information and evidence for plan change requests, go to article Discuss a participant plan change request.

Understand if the participant is at risk

You may identify that the participant is at risk because their situation has changed.

Note: if you identify an immediate threat or risk of harm, you **must** call emergency services on **000**.

When you create the plan change request, you must complete the risk matrix. This will help you escalate the request, if needed.

You may need to report a risk to the participant using the Participant Critical Incident Framework on the Participant Critical Incidents intranet page. Reportable Participant Critical Incidents must be submitted using the Participant Critical Incident case.

To learn more, go to articles Understand participant critical incidents and Create a participant critical incident case.

If you need more help, talk to your line manager.

You should also think about if there are any conflicts of interest with the plan change request being made. To learn more, go to article Understand conflict of interest.

Check if the current plan is in PACE or SAP CRM

You'll need to check the person account to see if the participant's current plan is in PACE or SAP CRM. The plan will still be in SAP CRM if:

- **SAP CRM** is displayed on the **Details** tab, at **Overview**, next to **Current Plan**
- **No** is displayed on the **Details** tab, at **Account Information**, next to **Planning Ceased in SAP CRM**
- The **My Profile** tab has no plans listed on its **Plan** tab.

If the participant is requesting a change to their plan but their current plan is in SAP CRM, you **must** submit the request as a **Participant plan change request.** Use article Create a participant plan change request.

Check for related open cases

When you prepare to submit a plan change request, you must check if the participant has any relevant open cases for the same request or issue. To check for any open plan change or internal review cases:

1. From the **Person Account**, select the **Cases** tab.
2. At **Open Cases**, select **Case Record Type**. This will sort the list of open cases by type. You need to avoid the drop-down arrow in the column header.

IMPORTANT: if there's an open plan change case that was created as part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work due to limitations of the **Participant Budget Update** case that will be created if you progress the case.

Note: this is only for plans approved after 9 October 2024.

To check if the case is part of a plan continuation:

1. Go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
2. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

3. Go to the **Request tab** and select **Next** at **Initiate Request.** Confirm **Change the reassessment date** is automatically selected at **Plan Change Requests**.

After you've confirmed the case is part of a plan continuation, cancel it using article Cancel or close a plan change case. The plan will now progress and will automatically continue at the current plan expiry date. No further action is needed for this to occur.

For Partner staff

If there's already an open plan change case, you'll need to:

- add further information to the existing case. Use article Add documents to a case
- log an activity and record the details to help the delegate make their decision. Use article Log an activity or internal note.

If there's already an open internal review case and you've confirmed it relates to the same issue, you'll need to:

- add further information to the existing internal review case. Use article Add documents to a case
- log an activity and record the details to help the delegate make their decision. Use article Log an activity or internal note.

If there's no relevant open cases, all Partner staff need to go to article Discuss a participant plan change request. You'll continue your conversation with the participant or their authorised representative before creating the plan change request in PACE.

For NDIA staff with delegation

If there's already one or more open plan change cases, you'll need to determine if this is a new request or if it's further information about an existing request.

If it's further information for an existing plan change request:

- add this to the existing case. Use article Add documents to a case
- log an activity and record the information you've been provided. Use article Log an activity or internal note.

If it's a new plan change request:

- go to the **Decision** tab in the **Plan Change** case
- go to **Legislative Type Details** to check the **Legislative Type**.

You must complete this check as it may show a different legislative type to the **Plan Change Requests** table on the **Decision** tab. You may need to use this information in your discussion with the participant before you create the plan change request.

If the existing legislative type is:

- **S47A**, you'll need to create another s47A request. Use section **Create a participant requested plan variation (s47A) request** in article Create a participant plan change request
- **S48**, you'll need to create another s48 request. Use section **Create a participant requested plan reassessment (s48) request** in article Create a participant plan change request.

If there's an open internal review case:

- add further information to the existing internal review case. Use article Add documents to a case
- log an activity and record the details to help the review delegate make their decision. Use article Log an activity or internal note.

Cancel or close a plan change case

Don't close an open plan change case and create a new case if it's been generated from a reassessment check-in case.

If it's still in progress or pending outcome and you have delegation to make a decision:

- you can change the legislative type
- you need to talk to the participant if you're changing the legislative type from a plan variation (s47A) to plan reassessment (s48)
- complete the steps in section **If the plan change case is generated from a reassessment check-in** in article Assign and review a plan change case.

Only close the open plan change case if:

- there's no plan change request recorded, or
- there's a closure reason, but the case is still open. For example, if the case was created as part of a plan continuation and needs to be cancelled so the plan can automatically extend.

To do this, go to article Cancel or close a plan change case.

Withdraw a plan change request

A plan change request can be withdrawn if the participant or their authorised representative has:

- asked us to withdraw their plan change request
- endorsed the withdrawal of the plan change request after you've explained to them the plan change requests will be included in another case in PACE
- told us their situation has changed.

To withdraw a plan change request, you'll need expressed and informed consent from the participant or authorised representative. You need to make sure the authorised representative has the correct permission. Use articles Check consent, nominee, child representative or self-representation authorities and Withdraw a plan change request.

If the request has been withdrawn, you can create a new plan change request that captures the participant's current circumstances.

Understand the Plan change request type

Make sure you've discussed the plan change request with the participant or authorised representative before creating the request in PACE.

If you don't have delegation to make a decision, you need to select **Participant plan change request** for all requests, unless the participant or authorised representative specifically states they are requesting a plan variation (s47A) or plan reassessment (s48).

You'll learn more in article, Create a participant plan change request.

If you have delegation to make a decision to vary or reassess a plan and have identified a need for a CEO-initiated plan change, go to article Create a CEO-initiated plan change request.

You can check your Delegations and authorisations on the intranet.

When a participant makes a request for a plan change and isn't specific, the delegate will consider the most suitable option to meet the participant's needs.

Plan variation (s47A)

This request type is to make minor changes to a plan. For example, to:

- add crisis or emergency funding due to a significant change in the participant's NDIS support needs. This can be for a once-off support or for a specific period of time
- include a new support as a once-off or for a specific period of time
- change the fund management type
- change the reassessment date after a reassessment check-in to continue the participant's current NDIS supports for up to 12 months.

Due to limitations for plans with funding periods, some changes can't be completed in a plan variation (s47A).

You can't:

- change the plan reassessment date. This is because those funding periods don't calculate correctly when a new reassessment date is selected. This will be updated in a future PACE release
- change the budget type or instalment type of a support category in the participant's plan. For example, from flexible to stated, or from once-off to regular
- change the length or reduce funding for past or current funding periods
- remove a funded support from the participant's plan. In certain circumstances, you can reallocate funds to another funded support, but this still has to meet the NDIS funding criteria. This doesn't apply to updating a participant's plan through an s100 decision, though you're still unable to remove a funded support
- change the fund management type for an individual flexible core support category when it's been grouped with other flexible core supports in the same funding component
- change the fund management type for individual flexible core supports at the support category level. You can still do this at the funding component level.

Note: if the plan was approved between 9 October 2024 and 18 May 2025 and has a duration other than 12 months, it won't have funding periods. The above limitations don't apply.

Plan reassessment (s48)

This is a request to initiate the plan reassessment process outside of the scheduled plan reassessment. A plan can only be reassessed if the participant has had a significant change in their need for NDIS support due to a change in their situation.

The situations we think about are:

- if the participant's functional capacity has changed
- if the participant's informal supports have changed
- if the participant's living situation has changed
- if there has been a significant life transition, like starting or leaving school
- if the participant's right to compensation for personal injury from another Commonwealth, state or territory agency or under another insurance scheme has changed.

To learn more about these requests, go to article Understand and choose the right plan change request.

To learn more go to section **What is a plan reassessment?** in Our Guideline – Changing your plan (external).

Note: if the participant or authorised representative requests a replacement support, go to article Understand, create and action a request for a replacement support.

Next Steps

Discuss the plan change request with the participant or authorised representative before creating it in PACE. To learn more, go to article Discuss a participant plan change request.

To create a participant plan change request, go to article Create a participant plan change request.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
12.0	CS0074	Class 3 approval Changes made to sections Determine the plan change request type and Next steps to explain the different types of plan change requests and using Participant plan change request as the preferred option Guidance updated to remove reference to scripting in article Discuss a participant plan change request	APPROVED	2025-05-15
13.0	AHB706	Class 1 Approval Guidance updated to explain: • all plan change requests must be submitted as a Participant plan change request, unless one of 2 exceptions apply • the plan change request must be submitted if the participant confirms there's no supporting evidence for their request how to action a plan change request if the plan is still in SAP CRM.	APPROVED	2025-10-30
14.0	AJG505	Class 2 Approval Guidance updated to advise staff to cancel the plan change case that's created as part of a plan auto-continuation. Updates to incorporate guidance for Sustainability Initiative 3.2:	APPROVED	2025-12-08

		• to align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025 • to strengthen requirement to have evidence consent from the participant for the plan change request • to consider any COI with the plan change request being made.		

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Progress a plan change (s47A and s48) request over 21 days

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate and national reassessment delegate to:

- understand what happens when a plan change request hasn't met the Participant Service Guarantee (PSG) timeframe of 21 days
- contact the participant about their request
- update the plan change request status
- create an internal review case
- make a decision on an internal review case.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel plan change cases generated after a check-in where the plan was automatically continued.

Before you start

You have:

- been assigned a participant plan change request where the PSG timeframe to make a decision in 21 days has not been met
- the right delegations and validations to submit and approve internal review decisions in PACE. For this you'll need **Validation Delegation Review of Decisions** and **Validation Internal Review Decision Preparation skills**. If needed, use the PACE User Management case to request the skills be added. Go to intranet page Troubleshoot PACE access issues.

- read and understood relevant sections of Our Guideline – Changing your plan (external). For example, **What is a plan variation?** and **What is a plan reassessment?**
- read and understood relevant sections of Our Guideline – Reviewing our decisions (external). For example, **What are internal and external reviews?**
- reviewed the plan change request. For participant plan change request types, determine if s47A or s48 is most appropriate for the request.

Understand what happens when a plan change request hasn't met the PSG timeframe of 21 days

The Participant Service Guarantee (PSG) needs us to make a plan change decision within 21 days of receiving the request. When we don't meet this timeframe, we're taken to have decided not to reassess or vary the plan. This creates an automatic internal review. Go to section **What happens after I request a change to my plan?** in Our Guideline – Changing your plan (external).

You need to:

- attempt to contact the participant (or their authorised representative) about their request if you need more information
- complete or cancel the plan change request
- create an internal review case
- make a decision on the internal review case to action the outcome for the participant. This includes sending a manual letter with the outcome of your decision.

Contact the participant about their request

To action the plan change request, you may need to contact the participant to clarify their request or gather additional details. To learn more about discussing this with the participant, go to article Discuss a participant plan change request.

When you contact the participant, use their preferred methods of communication and correspondence. To learn more, go to article Check a person's preferred contact method. If their preferred method is electronic text or delivery by post, you should still attempt to call them to clarify the request.

Note: the exceptions are if the person has requested no phone calls and to contact them via the National Relay Service, or if they haven't provided a phone number.

When you contact the participant, you should:

- go to section **Understand SMS options in PACE** in article Send an SMS in PACE
- make 3 contact attempts (a maximum of 2 per day, at different times of the day) to the participant
- leave a brief message and ask them to call the NDIA on 1800 800 110, if you reach voicemail and the person identifies themselves
- record each contact attempt on the plan change case. Go to article Log an activity or internal note.

You should also contact the participant to tell them the outcome of your decision. Go to section **Confirm the decision** or **Set aside the decision** in this article.

Update plan change request status

The chevron must be In Progress to complete the following process. You can't move the chevron manually.

You'll need to make sure there's a plan change request submitted. You can check this in the **Plan Change** case. Select the **Decision** tab and review the **Plan Change Requests** table.

IMPORTANT: if the plan change case was automatically created as part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work due to limitations of the **Participant Budget Update** case that will be created if you progress the case. This is for plans approved after 9 October 2024.

To check if the case is part of a plan continuation:

1. Go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
2. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, cancel it using article Cancel or close a plan change case.

If the plan change request in this case was made after the scheduled check-in, you'll need to add it to a different plan change case that's not part of a plan continuation. You can add it to an open case or you may need to create a new case.

To learn how to find an open case, go to section **Check for related open cases** in article Prepare to submit a plan change request.

1. The case will be assigned to a plan change routing queue. You'll need to reassign the case to yourself. In the top right-hand corner of the plan change case, select **Change Case Owner**.
2. At **Please select if the case owner is a user or a queue**, select **User**.
3. At **Select User**, enter your name into the field.
4. Select **Change Owner** to assign the case to yourself.
5. Select **Finish**. The case stage will move to **In Progress**.

Complete the plan change case

This option is only for **Participant requested – S48** requests with the milestone '**Decide on Participant Requested Plan Reassessment**'. For all other plan change requests, you'll need to cancel the plan change case. Go to section **Cancel the plan change case** in this article.

1. In the top right-hand corner of the case, select **Complete Case**.
2. Select **Next**.
3. At **Closure Reason** drop-down list, select **Lapsed plan change request**.
4. At **Closure Comments**, copy the below comment and paste in the free text field:

   Case completed without making a decision as the request is over 21 days and will progress to an internal review.

   Note: you'll need to remember the **Plan Change** case number as you need this when creating the **Internal Review** case.
5. Select **Confirm**.
6. You'll see a note confirming the case has been completed successfully. Select **Done**.

7. The chevron will show as **Closed**. The plan change case is now closed.

Cancel the plan change case

Use this option for plan change requests with the milestone, **Make Plan Change Decision 21 days SLA**.

Note: for **Participant requested – S48** requests, you'll need to complete the plan change case. Go to section **Complete the plan change case**.

1. In the top right-hand corner of the case, select **Cancel Case**.
2. Select **Next**.
3. At **Closure Reason** drop-down list, select **Outstanding planning activities in SAP CRM**.
4. At **Closure Comments**, copy the below comment and paste in the free text field:

   Case cancelled without making a decision as the request is over 21 days and will progress to an internal review.

   Note: you'll need to remember the **Plan Change** case number as you need this when creating the **Internal Review** case.
5. Select **Confirm**.
6. You'll see a note confirming the case has been cancelled successfully. Select **Done**.
7. The chevron will show as **Cancelled**. The plan change case is now closed.

Create an internal review case

You need to create an internal review case to make your decision.

From the **Person Account**:

1. Select **Cases** tab.
2. Select **New**.
3. Select **Internal Review**.
4. Select **Next**.

5. At **Type**, select the relevant option from the drop-down list.
6. Check **Internal** is selected for **Case Origin**.
7. Select **Save**. The **Internal Review** case will now show as **Draft**.

Create an internal review request

From the **Internal Review** case, select **Request** tab.

1. Select **Date review request received**. Record the date as 21 days after the plan change request was received.
2. If you're backdating the request, record a reason for this in the **Provide a reason why the request is being backdated and reference evidence** free text field. For example, 'An automatic internal review has been created as plan change request decision was not made in the PSG timeframe of 21 days'.
3. Select the relevant **Who is requesting review?** option. Record this as the person who initially submitted the plan change request.
4. Select **Next**.

Complete the Decisions

1. Select **Decision from SAP CRM**.

   Note: the decision won't be available from **Decision Log** as the plan change request has been automatically declined.
2. Select **Planning** from the **Type** drop-down list.
3. Select **New**.
4. On the **Reviewable SAP CRM decisions** pop-up screen, select the **Decision Name** from the drop-down list. This will be **Lapsed S47** or **Lapsed S48**.
5. Add **Original Decision Date**, record this as 21 days after the plan change request was received.
6. Record the **Decision Reference** as the plan change case number.

7. Select the checkbox **Unable to find original decision maker user ID**.
8. Record your user ID in the **Decision user code** field. This is because you're the person who received the plan change request where the decision was not made within the PSG timeframe of 21 days. If the request is made:
   - within 100 days, go to step 11
   - outside of 100 days, go to step 9.
9. Select **Other extenuating circumstances** from the **Reason for selecting decision over 100 days** drop-down list.
10. Record a reason in the **Provide details of why you are submitting this request outside of 100 days** free text field. For example, 'An automatic internal review has been created as plan change request decision was not made in the PSG timeframe of 21 days'.
11. Select **Save**.
12. Select **Next**.

Complete the Add Request Details

1. Record the reason in the **Capture Reasons for Review Request** free text field:
   - for a **variation**: 'An automatic internal review has been created as plan change request decision was not made in the PSG timeframe of 21 days. The delegate is taken to have decided not to vary the plan'.
   - for a **reassessment**: 'An automatic internal review has been created as plan change request decision was not made in the PSG timeframe of 21 days. The delegate is taken to have decided not to reassess the plan'.
2. Select **Save**.
3. Select **Next**.

Complete the Documents

1. Link any documents provided in the plan change request, if needed. Select **Link Documents** to link documents from the plan change case to the internal review case. To learn more about adding or linking documents, go to article [Add documents to a case](#).
2. Add any new documents provided by the participant, if needed. Select **Add Documents** to upload new documents.
3. Select **Next**.

Complete the Risk Matrix

1. Under **Has there been any risk identified that may impact the participant, nominee or NDIS associated with this request?**, select **Yes** or **No**.
2. If **Yes**, you need to select **Yes** or **No** to each risk question.
3. For each risk identified, select the relevant risk level: **LOW, MEDIUM, HIGH** or **EXTREME**.
4. Select **Next**.

Complete the Request Summary

1. Review the information recorded.
2. If any information needs to be corrected or added, select the relevant step to return and update.
3. Once everything is correct, select **Next**.

Complete the Submit Internal Review Request

1. Record your call notes for conversations with the participant in the **Call Notes** free text field, if applicable.
2. Select **Submit**.

3. The **Internal Review** case stage will change to **New**. New internal review cases are automatically assigned to the **Internal Review Routing Queue** and you'll need to update the case owner to yourself.
4. From **Change Case Owner**, in the top right-hand corner of the case, in **Please select if the case owner is a user or a queue**, select **User**.
5. In **Select User** search and select yourself.
6. Select **Change Owner** and **Finish**.
7. The chevron will now move to **In Progress**.

Make a decision on an internal review case

From the **Internal Review** case:

1. Select **Decision** tab.
2. From the **Request for PACE Decisions** table, select the hyperlink under **Name** heading.
3. On the **RORD Request** screen, select **Make a decision** on the right-hand side of the screen.

Complete the Decision pop-up

1. Within the decision pop-up, complete the free text fields that can be completed. Most of the fields will be automatically populated.
2. From **Decision** step in **Decision Outcome** select the relevant option for the plan change request:
   - select **Set Aside** if you disagree with the decision to not change the plan and intend on changing the plan
   - select **Confirm** if you agree with the decision to not change the plan.
3. In **Additional Information** free text field add information, if needed.
4. Select **Next – Justification**.

5. From **Justification** step, select available **Justification**.
6. Select available **Sub-justification**.
7. Select **Next – Evidence**.
8. From **Evidence** step, complete **Evidence Name** free text.
9. Select **Evidence Type** from the drop-down list.
10. If selecting **Document**, complete **Evidence Link**. The **Evidence Link** name can be found in the **Evidence** tab under the **Document Type** heading. The evidence linked must relate to your justifications.
11. Complete **Explanation** free text field.

    Note: using personal information in AI tools such as Copilot is a breach of privacy. Don't add any participant information into AI tools.
12. Select **Next**.
13. From the **Confirmation** step, select **Done** which will move the decision to the **Drafted decision status** in the **Requests for PACE decisions** table.

Submit the internal review decision

From the **Internal Review** case:

1. From the **Decision** tab, select **Submit Decisions**.
2. From the **Confirmation** step, select **Next**.
3. From the **Summary** step, select **Done**. The decision will now show as a **Completed decision**.
4. From the **Decision** tab, select **Confirm manual letter has been sent**.
5. From the **Confirmation** step, select an appropriate option from **Did you speak to the participant about decision**. Select **Next**.
6. From the **Decision Letter Sent** step, select **Next**.
7. You'll now be returned to the **Internal Review** case.

8. You send the letter when you either:
   - Confirm the decision by following the steps in section **Confirm the decision**.
   - Set aside the decision by following the steps in section **Set aside the decision**.
9. You may need to manually close the **Internal Review** case. To learn more about closing the **Internal Review** case, go to article IRT – Complete remaining closure tasks for an internal review.

Confirm the decision

1. Advise the participant you've decided to confirm the automatic decline of their request. You'll need to explain what this means. Confirm you'll send them a letter with the outcome of your decision. Tell them they have Administrative Review Tribunal (ART) rights and if they want a review from the ART, they'll need to lodge an application within 28 days.
2. Follow the guidance in article Send a manual letter to send the participant the **Letter – s47A and s48 decision outside 21 days manual – decline**.

Set aside the decision

1. From the **Decision** tab, select either:
   - **Create Budget Update Case** if you've decided to vary the plan.
   - **Create a Plan Approval Case** if you've decided to reassess the plan.
     Note: only the option relevant to your decision will be available to select.
2. A child case will now be created.
3. Select **View Child Case** to either:
   - progress the **Create Budget Update Case**, go to article Action a budget update
   - progress the **Create a Plan Approval Case**, go to article Change the draft budget.
4. When the plan has been updated, or a new plan is approved, you need to advise the participant of your decision.
5. Explain to the participant you've decided to vary or reassess the plan. Tell them:

- how the plan will be provided
- what has changed in the plan and offer them support to implement their plan
- advise them you'll send a letter with the outcome.

6. Use article Send a manual letter to send the manual decision outcome letter:

- for a variation send the participant **Letter – s47A and s48 decision manual – vary**
- for a reassessment send the participant **Letter – s47A and s48 decision outside 21 days manual – reassess**.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
7.0	EJW211	Class 2 approved Update to include new dropdown option	APPROVED	2025-03-07
8.0	GCP654	Class 1 approved.	APPROVED	2025-05-13

		Reference to scripting in KA Discuss a participant plan change request removed.		
9.0	AHB706	Class 1 Approval Note added to inform planners not to enter participant data into AI tools.	APPROVED	2025-09-12
10.0	AHB706	Class 1 Approval Guidance updated to advise staff to cancel plan change cases generated after a check-in where the plan was auto-continued.	APPROVED	2025-12-05

Knowledge Article

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Understand and choose the right plan change request

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a complaints officer, early childhood partner, liaison officers (HLO/JLO), local area coordinator, participant support officer, planner (non-partnered area), planner delegate, review officer, access delegate, National Contact Centre or technical advisors to understand:

- why it's important to complete the Choose the Right Request in an Enquiry case
- situations that don't require a plan change or internal review of a decision
- plan change requests
- internal review requests (s100)
- how to complete the Choose the Right Request in an enquiry case.

Recent updates

15 December 2025

Guidance updated to:

- align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025
- strengthen why it's important to use the Choose the Right Request tool.

10 November 2025

Guidance updated to explain:

- when to use new article Action a request to explain a decision
- all plan change requests must be submitted as a Participant plan change request unless you have delegation to make a plan change decision
- the limitations of Enquiries and Choose the Right Request related to plan change or explanation of a decision requests.

Before you start

You have:

- received a plan change request and need to choose the next steps.
- checked the request or enquiry was submitted by a person with the relevant authority and permission. Use article Check consent, nominee, child representative or self-representation authorities.

You have read and understood:

- relevant sections of Our Guideline – Changing your plan (external). For example, **What is a plan variation?** and **What is a plan reassessment?**
- relevant sections of Our Guideline – Reviewing our decisions (external). For example the list of reviewable decisions in section, **What are internal and external reviews?**
- articles Understand and talk about a plan continuation in SAP CRM or Understand and talk about a plan continuation in PACE
- article Understand milestones in a case.

Understand why it's important to complete a Choose the Right Request in an Enquiry case

You need to use the choose the right request in the enquiry case for participant requested plan changes, reassessments and reviews. There are several plan change and review categories. It's important you use this tool to make sure you choose the right request type. This can reduce delays in actioning the participant's request.

The Participant Service Guarantee (external) requires NDIA staff to:

- make a decision about whether or not to change a plan within 21 days of receiving a request. If we don't make a decision within 21 days, we are taken to have decided not to vary or reassess the plan. This decision will be automatically reviewed
- complete an internal review or review of reviewable decision (RoRD) within 60 days of receiving the request.

You need to follow the steps in section **Complete the Choose the Right Request in an Enquiry case** in this article.

Situations that don't require a plan change or internal review of a decision

The participant or authorised representative may request a change to their plan, a review of a decision or a plan continuation. However, there may be other ways to meet their needs. You need to choose the most suitable action for their request. Consider the following options.

Information or evidence provided in preparation for a plan reassessment or scheduled check-in

Information or evidence may need to be considered by a delegate right now and sometimes it'll be for the next plan reassessment or scheduled check-in. For example, a participant has a new report from a therapist for their upcoming plan reassessment.

Participants or providers can submit information or evidence at any time. If you receive information or evidence, check it carefully and choose the most suitable action. To learn more, go to articles Add documents to a case and Add and link evidence to a case.

Implementation support

Participants may request a plan change because they're finding it difficult to implement their plan.

Talk to the participant about an implementation meeting or a check-in to help them better understand their supports and how to use their plan. If the participant hasn't had an implementation meeting you could:

- ask if they'd like one and use article Offer an implementation meeting
- book a discretionary check-in instead. Use article Understand types of check-ins.

Their my NDIS contact, support coordinator or psychosocial recovery coach can help them to implement their plan or utilise their budget. This may include linking to community supports or connecting with providers.

If the participant needs help to contact their local area coordinator or early childhood partner, create an enquiry case to request implementation support. Use article Create an enquiry case.

Request for an explanation of a decision

We usually explain decisions at the time they're made by connecting with the person and sending them relevant correspondence.

Sometimes the participant or their authorised representative may contact us later about a decision we've made. They can do this at any time. For example they may:

- email their my NDIS contact
- call the National Contact Centre
- ask to discuss it during a check-in or implementation meeting.

All staff and partners need to help a person understand a decision. Talk to them about the decision using details from the decision tab on the person account. If it's still unclear to them, ask if they would like the delegate to provide a formal explanation of the decision. To learn more about explaining decisions and requests for an explanation, go to article Action a request to explain a decision.

The participant wants to change their statement of goals and aspirations (s47)

The participant's plan includes a statement of their goals and aspirations that tells their story.

This statement provides information about:

- About Me and their life
- Goals, or things they want to work towards
- existing supports, including Informal, Community and Mainstream supports.

The participant or their authorised representative can provide details about a change to their statement of goals and aspirations at any time. Check if that's the only change the participant wants. If the participant confirms it's the only change they want, don't create a plan change request. You can update this without delegation.

You can action this by:

- using article Complete a s47 request to update a participant's goals, About Me and informal, community and mainstream supports
- completing a check-in using article Create a check-in case
- conducting an implementation meeting using article Create a plan implementation case.

PACE will automatically send the participant a copy of their varied plan within 7 days of updating their goals and aspirations. This will be sent using the participant's preferred correspondence method.

You need to make sure that the participant understands this isn't a new plan. There's no changes to funded supports, fund management or the plan reassessment date.

Feedback or complaints

A participant or authorised representative may contact us to give feedback about their experience with us. This could be a compliment, a complaint or general feedback. They may not be asking for a plan change.

Go to article Create a feedback and complaints case.

External review

The participant or authorised representative may not agree with an internal review decision. If they don't agree, they can ask the Administrative Review Tribunal – ART (external) to review this decision. It's called an external review. The participant must have received an internal review decision from the NDIA before they can submit an external review request. They can only ask for one internal review of each decision.

The participant or authorised representative must request the external review from the ART within 28 days of the internal review decision.

Note: to identify if the participant will need to contact the ART, go to the decision tab on the person account and check if an internal review case has been completed. To learn more, go to Our Guideline – Reviewing our decisions (external).

Plan change requests

The participant or authorised representative may request a plan change at any time. We can also decide to change their plan through a CEO-initiated plan variation or reassessment.

When a participant makes a request for a plan change, the delegate will use the information provided and make a decision about whether or not to change their plan. A plan variation or reassessment must be prepared with the participant.

To learn more, go to Our Guideline – Changing your plan (external).

Note: don't link an enquiry case to a closed plan change or plan approval parent case. PACE will automatically close enquiry child cases linked to any closed cases of these types. The enquiry won't be received or actioned by the decision maker.

Plan continuations

The participant will receive a letter 116 days before their plan reassessment date. There are different letters and outcomes based on the recommended confidence levels generated in PACE. This letter may tell them we'd like to arrange a check-in meeting and what they'll need to prepare.

For participants with a plan in PACE, the outcome could be:

- a plan continuation without the need for a check-in. If they have a recommended confidence level of high, with no known concerns, we'll continue their current NDIS supports for up to 12 months
- a plan continuation recommendation after a reassessment check-in
- a plan reassessment recommendation after a reassessment check-in.

Use these articles to help you choose the most suitable next steps for the participant's situation and needs:

- Understand types of check-ins
- Understand and talk about a plan continuation in PACE.

Plan variation (s47A)

There are some situations where a participant's current plan can be varied without the need to conduct a plan reassessment. This plan change type means we look at a part of their plan and decide whether to make changes to it.

We can vary a plan to:

- add crisis or emergency supports due to a significant change in the partcipant's NDIS support needs. This can be for a once-off support or for a specific period of time
- include a new support as a once-off or for a specific period of time
- change the fund management type
- change the plan reassessment date.

Note: plans approved on or after 9 October 2024 have funding periods. You can't complete fund management or change the plan reassessment date through a plan variation (s47A). To learn more, go to section **Plan variation (s47A)** in article Prepare to submit a plan change request.

This doesn't create a new plan for the participant. They keep their current plan with the relevant changes.

You can use Our Guideline – Changing your plan (external) for:

- a full list of situations where we might vary a plan
- information on variation requests for a minor change in funded supports.

A plan variation can be participant requested or CEO-initiated at any time.

You **must** submit all plan change requests in PACE as a **Participant plan change request** unless:

- the participant or authorised representative specifically states they are requesting a plan variation (s47A)
- you have delegation to make a plan change decision.

Plan reassessment (s48)

This plan change type means the whole plan is reassessed before the plan reassessment date. If we decide to reassess the plan, the participant will get a new plan. A plan reassessment can be a participant requested or CEO-initiated.

We can only reassess the plan if the participant has had a significant change in their need for NDIS supports due to a change in situation.

The situations we think about are:

- if the participant's functional capacity has changed
- if the participant's informal supports have changed
- if the participant's living situation has changed
- if there has been a significant life transition, like starting or leaving school
- if the participant's right to compensation for personal injury from another Commonwealth, state or territory agency or under another insurance scheme has changed.

We may also think about if:

- we've varied the participant's plan several times but it's not meeting their needs
- the participant's plan needs to change, and the changes don't meet the s47A legislative requirements.

To learn more, go to section **What is a plan reassessment?** in Our Guideline – Changing your plan (external).

You **must** submit all plan change requests in PACE as a **Participant plan change request** unless:

- the participant or authorised representative specifically states they are requesting a plan reassessment (s48)
- you have delegation to make a plan change decision.

Go to article Prepare to submit a plan change request.

Internal review requests (s100)

An internal review (s100) can be requested if the participant doesn't agree with a decision we've made. This is also called a review of a reviewable decision (RoRD).

An internal review must be requested by the participant or authorised representative within 3 months of receiving the decision in writing. An internal review of a decision checks if we made the right decision under the law. We look at the facts and circumstances at the time of the internal review decision.

The Internal Review Branch manages requests for internal reviews. A delegate who wasn't involved in the original decision will consider the evidence and information related to the decision and check if that decision is right. To learn more, go to Our Guideline – Reviewing our decisions (external).

The legislation tells us what types of decisions can be reviewed. These decisions are known as reviewable decisions. To learn more, go to **Appendix 1: What decisions can we review?** in Our Guideline – Reviewing our decisions (external).

Complete the Choose the Right Request in an Enquiry case

You need to use the **Choose the Right Request** in the **Enquiry** case to check if a plan change or internal review is needed.

1. From the **Details** tab on the **Person Account**, select **Create Enquiry**.
2. At **Who is Making the Request?**, select the relevant drop-down options for **Requested By** and **Case Origin**.
3. Select **Next**.
4. At **Enquiry Details**, select **Review** as the **Enquiry Type**.

5. At **Category**, select **Choose the Right Request**, then select **Next**.
6. Complete the **Risk Matrix** and select **Next**.
7. From **Request Questionnaire**, follow the onscreen prompts to help you choose the right request. This will recommend the most suitable next steps for the request.
    - If you select **Yes** at **Is the participant wanting to understand how a decision was made?**, you must go to article Action a request to explain a decision for your next steps after you close this enquiry. **Don't** follow the onscreen guidance
    - If you select **Yes** at **Does the participant want to request a plan variation (s47A) or reassessment (s48)?**, you **must** go to article Prepare to submit a plan change request for your next steps after you close this enquiry. **Don't** follow the onscreen guidance.
8. Select **Next**.
9. Add **Enquiry Notes**.
10. At **Enquiry Outcome**, select **Close Enquiry (Completed)** if you don't need to progress this enquiry.
11. At **Select the closure reason**, choose the most suitable option from the drop-down list.
12. Add **Closure Comments** in the free text field, if needed, then select **Next**.
13. At **Review and Submit**, check the details and select **Submit**.

    Note: this doesn't automatically create a new plan change or internal review case. You need to create the correct case yourself if that's your next action.

Next steps

- If the request you're reviewing is a plan change, go to article Prepare to submit a plan change request then Create a participant plan change request.
- If the request you've received is for an internal review, go to article Submit a request for an internal review (s100).

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
11.0	AHB706	Class 1 Approval Guidance updated to explain: • when to use new article, Action a request to explain a decision • all plan change requests must be submitted as a Participant plan change request unless you have delegation to make a plan change decision • the limitations of Choose the Right Request related to plan	APPROVED	2025-10-27

		change or explanation of a decision requests		
12.0	AJG505	Class 2 approval Guidance updated to: • align with National Disability Insurance Scheme (Variation and Reassessment of Participants' Plans) Rules 2025 • strengthen why it's important to use the Choose the Right Request tool..	APPROVED	2025-12-08

Knowledge Article

For Internal Use Only

The contents of this document are OFFICIAL.

Update the reassessment date in a participant budget update

Guidance in this document is not approved for use unless you view it in PACE.

This article provides guidance for a planner delegate, planner (non-partnered area) or an external review officer to:

- update the reassessment date
- reduce the plan duration.

Recent updates

15 December 2025

Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan continuation.

Before you start

You have:

- read and understood Our Guideline – Changing your plan (external)
- read and understood Our Guideline – Creating your plan (external)
- made a decision on a plan change to vary a plan without funding periods.

Update the reassessment date

IMPORTANT: if the **Participant Budget Update** case was created because you accidentally made a decision in a **Plan Change** case which was part of a plan continuation, you need to cancel it. If you don't, the plan continuation won't work.

To check if the case is part of plan continuation:

1. Go to the **Details** tab and select **Parent Case**. This will take you to the **Plan Change** case related to this case.

2. In the **Plan Change** case, go to the **Details** tab and confirm the **Case Reason** is **Plan continuation**.
3. Go to the **Decision** tab and confirm the **Plan Continuation Confidence** option shows. This only shows for cases created as part of a plan continuation.

After you've confirmed the case is part of a plan continuation, you'll need to cancel the **Participant Budget Update** case.

1. Select **Cancel Case**.

Because you made a decision in the plan change case, the participant will receive a letter telling them we're going to change their plan. You'll need to contact them to let them know the letter was sent accidentally and their plan will be extended as discussed in the check-in.

If the plan was approved on or after 9 October 2024, you cannot change the reassessment date with a plan variation (s47A), you'll need to complete a plan reassessment (s48). Go to section **Create a CEO initiated plan reassessment (s48) request** in article [Create a CEO initiated plan change request](#).

To update the reassessment date in the **Participant Budget Update** or **Plan Change case**:

1. Select the **Budget Updates** tab.
2. Select **Update Plan Reassessment Date**.
3. **Select Year** and **Select Month** from the drop-down lists.
4. Select **Calculate New Reassessment Date**.
5. At **Justifications**, select **Agency set plan duration** from the drop-down list.
6. Select **Adjust Reassessment Date**.

Reduce the plan duration

There will be limited situations where you'll need to reduce the plan duration for less than 12 months. This includes for orders received from the Administrative Review Tribunal (ART).

1. In the **Participant Budget Update** or **Plan Change case**, select the **Budget Updates** tab.
2. Select **Update Plan Reassessment Date**.

3. **Select Year** and **Select Month** from the drop-down lists.

   Note: the new reassessment date must be at least one month after the last plan approval date. You'll receive an error if the date is less than one month from the last approval date.

4. Select **Calculate New Reassessment Date**.

5. Check the **New Reassessment Date** aligns with the expected date. For example, the date in the ART order.

6. Select **Justifications** reason from the drop-down list.

   Note: if you're reducing the plan duration based on an ART order, use **Plan duration set based on AAT** order as the justification.

7. Select **Adjust Reassessment Date**.

Next steps

Finalise and approve the participant budget update case. Go to article Finalise and approve a budget update.

Article labels

PACE user role names

No change.

Topics

No change.

Case names

No change.

Ownership

No change.

Version control

Version	Amended by	Brief Description of Change	Status	Date
10.0	DD0014	Class 1 approved Removed requirement for 12-month plan duration and reference to funding period running for full length of the plan.	APPROVED	2025-06-06
11.0	AHB706	Class 1 approved Guidance updated to advise staff to cancel the participant budget update case if it was created as part of a plan auto-continuation	APPROVED	2025-12-05

SGP Knowledge Article Template

For Internal Use Only

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Understand and view plan change decision letters

This article provides guidance for a **planner delegate** and **internal review delegate** to:

- understand plan change decision letters
- understand what the decision letter includes
- view the plan change decision letter.

Recent updates

October 2023

Current guidance

Before you start

You have:

- read and understood Our Guideline - Changing your plan (external)
- made a plan change decision. Refer to article Make a plan change decision.

Understand plan change decision letters

A change in a participant's plan is determined under two sections of the National Disability Insurance Scheme Act 2013 (NDIS Act) (external).

- Section 47A, known as s47A, is for a variation of a participant's plan on the request of a participant or the CEO's own initiative.
- Section 48, known as s48, is for the reassessment of a participant's plan on the request of a participant or the CEO's own initiative

The possible outcomes during a plan change are:

- s47A request: Approved
- s47A request: Partially approved
- s47A request: Unsuccessful
- s48 request: Approved
- s48 request: Decision to vary instead of reassess
- s48 request: Unsuccessful
- Withdrawal of a plan change request.

What does the decision letter include?

Depending on the type and outcome of the request, each outcome letter will include different information. Below are the different letters that can be generated in a plan change case and what is included in each letter.

s47A Approved

- we have decided to vary their plan
- we will contact them to vary their plan
- once we vary their plan, we will send them an updated plan.

s47A Partially approved

- we have partially varied their plan
- the plan variations we have approved
- the plan variations we have not approved
- we will send them an updated plan.

s47A Unsuccessful

- we have decided not to vary their plan
- why we have made this decision
- their plan has not changed.

s48 Approved

- we have decided to reassess their plan
- when we will contact them to talk about their reassessment

- how to prepare for their reassessment
- they can use their current plan in the meantime.

s48 Vary instead of reassess

- we have decided to vary instead of reassess their plan
- we will contact them to vary their plan
- once we vary their plan, we will send them their updated plan.

s48 Unsuccessful

- we have decided not to reassess their plan
- why we have made this decision
- their plan has not changed.

Withdrawal of a plan change request

- we have received their request to withdraw the plan change request
- which plan change requests have been withdrawn
- what the participant or authorised representative needs to do

  Note: If this is only a partial withdrawal, there will also be decision on the other plan change request. This decision will generate one of the other plan change decision letters.

Note: Depending on the outcome and the letter the participant or authorised representative has received, you may need to explain how you came to that decision. To learn more about how to explain a decision, refer to article Explain a plan change decision.

View the plan change decision letter

You can view a decision letter from within the plan change case or from the person account.

From a **Plan Change** case or **Person Account**:

1. Select the **Documents** tab.
2. Select the document you want to view.
3. Select the document hyperlink next to **Name**. This will open a new tab.
4. Select the **Related** tab.
5. Open the letter from **Files**.

Note: For more information on how plan change decision letters are generated, refer to article Make a plan change decision.

Article topics and case names – internal use only

Topics

This article relates to the following topics:

- **Add**: t_planmanagement
- **Add**: t_implementation

Case names

You can use this guidance for the:

- **Add**: case_planapproval
- **Add**: case_planchange
- **Add**: case_participantbudgetupdate

Version control

Version	Amended by	Brief Description of Change	Status	Date
1.2	AMK633	Article aligned to SOP Create or update a knowledge article during CI. Communicating s48 document marked as 'did not proceed'. 'Communicating s47 decisions' now merged and renamed 'Understand plan change decision letters'.	DRAFT	2023-05-31
1.3	MSM312	Peer review	DRAFT	2023-06-06

SGP Knowledge Article Template

For Internal Use Only

Version	Amended by	Brief Description of Change	Status	Date
1.4	AMK633	Action peer review comments and save clean version for VT Number of long sentences: 0 (0.00%) Number of Passive Sentences: 5 (6.10%) Readability: 65 Grade Level: 5.6	DRAFT	2023-06-07
1.5	AMK633	Action VT comments	DRAFT	2023-06-07
1.6	DD0014	EL1 review	DRAFT	2023-06-08
1.7	RWN540	Amendments following EL1 review	DRAFT	2023-06-09
1.8	MJB576	Sent for EL2 Class 1 approval	DRAFT	2023-06-09
1.9	JS0082	Class 1 review CLEAN for BiL	DRAFT	2023-06-09
1.10	DCM308	Change to system steps in View the plan change decision letter. Sent for EL1 review	DRAFT	2023-08-08
1.11	DD0014	EL1 review	DRAFT	2023-08-11
1.12	DCM308	Actioned EL1 feedback Sent for EL2 review and clearance to Business Implementation Leads.	DRAFT	2023-08-17
1.13	JS0082	EL2 review to send to BiLS Cleaned for BiL review	DRAFT	2023-08-18
2.0	JS0082	Class 1 Approval	APPROVED	2023-09-27

Changing your plan

Quick summary: we may need to change your plan for many reasons. If your situation changes, your disability support needs may change. You might need more supports, fewer supports, or different supports. There are different ways we can change your plan. In certain situations, we might be able to vary your current plan. If we need to make major changes we'll do a plan reassessment, and you'll get a new plan.

We'll check in with you during your plan to see if you need any changes to your plan. We'll talk with you about your situation and look at any information you have given us to work out if we need to change your plan. If a change is needed, we'll then decide what type of change we need to do. You can ask us for a change to your plan at any time, or we could decide to do this. If you want us to review a decision we have already made about your plan, talk to us first. A plan change isn't used to review any of our decisions.

We'll work with you to make any changes to your plan. We'll talk with you about your situation to work out what we need to change. We'll then either update your plan or create a new plan. We still need to follow the laws for the NDIS that apply when making a change to your plan. For example, any changes to the reasonable and necessary supports in your plan must meet the NDIS funding criteria.

Note:

- When we say 'your plan' we mean your NDIS plan.
- As part of the recent changes to the NDIS laws we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

  Until then, all current plans will be known as 'old framework' plans, and we will continue to develop these until all participants have transitioned to the new framework. The information in this Our Guideline is about our 'old framework' plans, which includes the recent changes to the NDIS laws.
- If you're aged between 9 and 65 years and are looking for information about community connections, go to Our Guideline – Community Connections.
- If your child is younger than 9 and you're looking for information about early connections, go to Our Guideline – Early Connections.

What's in this guidance?

This guidance covers:

You may also be interested in:

- Reviewing our decisions
- Creating your plan
- Reasonable and necessary supports
- Your plan
- What principles do we follow to create your plan?

What do we mean by changing your plan?

Your NDIS plan has information about you and your goals and aspirations. We call this the 'participant's statement of goals and aspirations'.[1]

Your plan also has information about:

- any general supports provided
- your reasonable and necessary supports that meet the NDIS funding criteria
- how your NDIS funds and the other parts of your plan will be managed.

We call this the 'statement of participant supports.'[2] To learn more go to Our Guideline – Creating your plan.

Every plan must include a reassessment date.[3] We need to look at your plan with you by this date and decide if we need to make any changes. You can ask us to change your plan at any time. We can also decide to change your plan at any time if we think we need to. You don't have to wait until the reassessment date to ask about changing your plan. We'll work with you to change your plan if we need to.

In certain situations, we can change your plan by updating part of your current plan. We call this a plan variation.[4] Or we can decide to approve a new plan after a plan reassessment.[5] Both the decision to vary your plan and the decision to approve a new plan are reviewable decisions.[6]

If you're not happy with a decision we've made about your plan, you can ask for an internal review of our decision.[7] A plan change is not the right pathway to seek a review of a decision we have made.

Learn more about the difference between plan variations, plan reassessments and internal reviews.

What is a plan variation?

A plan variation is where we make changes to your current plan. We can make changes to your current plan without doing a plan reassessment. There are certain situations when we can do this and the laws for the NDIS tell us what these situations are.[8] The NDIS rules can also say how we should vary your plan. If we decide to make changes to your plan, we'll prepare the varied plan with you.[9]

We can vary your plan if you ask us to, or if we think a plan variation is required.[10] When you ask for a variation, we call it a 'participant-initiated plan variation'. When we decide to vary your plan, we call this a 'CEO-initiated plan variation'. The varied plan we approve may be different to what you ask for.[11] We'll talk to you about this when we're varying your plan. If the plan variation is about funding in your plan, the varied plan must still meet the NDIS funding criteria.[12]

We'll vary your plan to:

- fix a small or technical error[13]
- vary your total funding amount (limitations apply)[14]
- vary your funding component amount(s) and funding periods[15]
- change the reassessment date of your plan[16]
- update how the funds or other aspects of your plan are managed [17]
- update who must provide a support or how a support must be provided[18]
- add crisis or emergency supports because of a significant change to your NDIS support needs.[19]

Fix a small or technical error

If there is a minor or technical error in your plan, we can usually update your plan to correct it.[20] For example, a small mistake in your plan might be a spelling mistake we need to fix. Or we may need to add in a word that was missed.

A technical error is where there has been a mistake in how we have processed something. For example, if we have classified or calculated a support the wrong way, we can fix it so it's right.

We'll fix any small or technical errors as fast as we can. We'll let you know if we have fixed an error in your plan.

If there's an error in your participant's statement of goals and aspirations, we'll contact you before we make any changes or corrections.

Vary your total funding amount

Your plan will have a total funding amount. We'll call this a 'total budget amount' in your plan. We can vary the total funding amount in your plan in certain situations.[21] These include:

- where you need crisis or emergency funding because of a significant change to your support needs[22]
- the CEO (delegate) receives requested information after the plan comes into effect (for example, on an item of assistive technology)[23]
- a change to your reassessment date,[24] or
- a minor variation which means the total funding amount in your plan has increased.[25]

New and reassessed plans approved **on or after 9 October 2024** will have funding component amounts and funding periods.

Vary your funding component amount(s) and funding periods

Funding component amount(s) is funding for a specific support or group of reasonable and necessary supports funded in your plan.[26]

Your funding period is the time that a part of your funding becomes available and how long it needs to last. You can spend up to the amount of funding that is available in that time. Funding periods can be for the total funding amount of your plan or each funding component amount in your plan.[27]

The laws for the NDIS state what we can change in your plan without making a whole new one. If your plan has funding component amount(s) and funding periods,[28] we can change:

- how we group your NDIS supports. This may change some funding component amounts, but not the total funding amount in your plan.

- changes to funding periods, if these are already in your plan. This may change the time we provide funding for, or the amount in some funding periods. If we vary your funding periods, it won't change the total amount of funding in your plan.
- your general supports, if you have any.[29]

We don't add funding component amounts and funding periods to plans through a plan variation if you don't already have them in your plan. We'll include them in new plans and plan approval decisions made through a plan reassessment.

Learn more about funding component amount(s) and funding periods in Our Guideline – Creating your plan.

Change the reassessment date of your plan

How far in advance we set a plan reassessment date isn't the same for everyone. Your reassessment date will be specific to you and your situation. In some situations, we can change your reassessment date to a later date or an earlier date if we need to.[30] We'll talk with you and work with you if we need to make these types of changes.

For example, if your plan is working for you, we may change the reassessment date to a later date. We call this a plan continuation.

We need to make sure we reassess your plan at least every 5 years. This means we can't change the reassessment date if this would extend your plan longer than 5 years from when it started.[31] We won't change your reassessment date if there are concerns about how your plan is working for you. Or, you haven't been using the funds in your plan. In this situation we'll check-in with you.

If we change the reassessment date in your plan, we may need to vary the statement of participant supports in your plan. We'll work with you to do this.[32]

Case example

Fatima is a 27-year-old participant who lives with a mild intellectual disability. She speaks Arabic and uses an interpreter.

At Fatima's last check-in, she and her planner discussed that her current plan was working well for her. At the time, Fatima requested that her current NDIS supports continue for the next 12 months. We didn't make any changes during her check-in as her plan was near its reassessment date.

When developing Fatima's next plan, her planner suggests they continue her current plan for 3 years. Fatima's planner can see that she has found providers she is working well with, and she is working towards her goals. Her current supports have been working well over the past 12 months and are likely to continue to meet her support needs.

At the plan meeting, Fatima and her planner discuss continuing her plan. Fatima would like to continue with her current supports. Fatima's planner approves a variation to her reassessment date. Fatima's plan will continue with the same supports for the next 3 years. Fatima's planner also tells her that if her situation changes, she can contact the NDIS.

Update how the funds or other aspects of your plan are managed

We can update your plan to change how the funds or other aspects of your plan are managed.[33] You can ask us to do this, or we may decide to do this. When we decide to change how the funds or other aspects of your plan are managed, this is called a CEO-initiated plan variation. When we make a decision about how your plan funds are managed, we'll consider if you[34], your child representative[35], your plan nominee[36], or registered plan manager[37] are unlikely to spend your funding only on NDIS supports and in line with your plan[38]

If we think this is the case, we may not approve your request to change your fund management type.

There are some situations that mean we would have to manage your plan for you. This is when you or your plan nominee:

- have been convicted of an offence that is punishable by imprisonment of 2 years or more[39]
- have been convicted of an offence that involves fraud or dishonesty.[40]

We'll also think about if there's an unreasonable risk to you if you, your nominee, child representative or registered plan manager manages your funding.[41] Learn more about how we decide who manages your funding in Our Guideline – Creating your plan.

If we change how your funds are managed, this may change how we group the funding components in your plan. For example, if you self-manage one part of your plan, and Agency manage another part, we'll split these into separate components. Learn more in our Guide to self-management.

When self-managing plan funding, we understand that most people try to do the right thing but sometimes make mistakes. We want to help you do the right thing. This means if you do make a mistake, such as spending your NDIS funds on something that's not an NDIS support, we'll work with you to resolve the issue. We'll also look at supports and strategies we can include in your plan to help you manage your funding in the way you want. Find out more about spending in accordance with your plan.

If we think there's an unreasonable risk to you if you, your nominee, child representative or registered plan manager manages your funding, we may need to do a CEO-initiated plan variation. We might also do this if you don't spend your funding in line with your plan or on

NDIS supports. Learn more about what we mean by an unreasonable risk to you in Our Guideline – Creating your plan.

Update who must provide a support or how a support must be provided

If your current plan specifies that an NDIS support must be provided in a certain way or by a specific provider your plan can be updated. We do this to update who must provide a support or how a support must be delivered.[42] Learn more about how we include NDIS supports in your plan in Our Guideline – Creating your plan.

For example, your plan might say that a specific provider must provide your NDIS supports. If that provider closes down, then we can vary your plan to update who the new specific provider is.

Add crisis or emergency supports because of a significant change to your NDIS support needs

If a significant and unexpected change happens in your life, we may be able to vary your plan to add crisis or emergency supports.[43] To do this, there are certain criteria that must be met.

We'll do this when your needs for NDIS supports have changed and you need an urgent change to your NDIS plan.[44] Sometimes we won't need to vary your plan if you have a crisis or emergency because we don't need to change your NDIS supports. When we're thinking about varying your plan to include crisis or emergency supports, we must look at if there has been a significant change to your:

- functional capacity. When we say functional capacity, we mean the things you can and can't do because of your disability[45]
- informal supports. This means a change in family, friends and unpaid carers who were providing you with support but suddenly they can't[46]
- living situation.[47] For example, following a natural disaster you may need extra supports to live in temporary housing that doesn't meet your disability support needs.

We must also make sure that the crisis or emergency support is for either:

- a specific period of time.[48] For example, this could be for one-month if a family member who supports you every day suddenly goes to hospital. We could fund a support worker until the family member can support you again.
- a once-off support.[49] For example, if a sudden change in your mobility means you urgently need a wheelchair.

We may need to respond quickly in the event that you need crisis or emergency supports. In this case, we may need to do a plan variation. This is to make sure your disability support needs are met until we can do a plan reassessment.

We must also think about if we should be funding the support. Some supports are funded by other state, Commonwealth or territory programs.[50] For example, if a storm damages your home, they may offer you a natural disaster payment and crisis accommodation funding. In this case, we won't vary your plan to include crisis or emergency supports.

When we add these emergency supports to your plan, we'll let you know how you can use them and for how long. Generally, these NDIS supports won't be for the whole length of your plan. We'll check in with you regularly over this time. Near the end of this specific time period, we'll check in to see if your plan can continue without these emergency supports. If it can't, we may need to do a plan reassessment.

If we're not sure your disability-related support needs will be met, we might decide to vary your plan. We may add funds for a specific period of time and bring your reassessment date forward. This is so we can provide the immediate support you need and see if your disability-related support needs are met. Towards the end of this specific time period, we'll do a reassessment to see what your ongoing disability-related support needs are.

We might decide not to vary your plan if there are supports in your plan that you can use flexibly.

Case example

Leigh is 20 years old and lives at home with his dad, Geoff. Geoff is Leigh's only informal support and helps him with all of his personal care needs. Leigh also has support workers to help him get around his house and the community.

Recently, Geoff had an accident and suffered a broken leg. Geoff needs rehabilitation and won't be able to help Leigh like he usually does. Geoff is expected to recover well and receive medical clearance to provide care to Leigh again in 10 weeks' time.

Because of Geoff's accident, Leigh needs urgent personal care support as he is unable to manage this independently. This is a significant change for Leigh because Geoff usually supports him with all of his personal care needs. He needs an increase in his support worker hours for personal care and support with his mobility. He calls his local area coordinator and asks for a change to his plan to get more NDIS supports to cover this.

Leigh's planner thinks about all the information and can see that his current plan won't cover his urgent support needs. Leigh's change in support needs is only for a short time so his planner decides to vary his current plan.

Leigh's planner approves 10 weeks of personal care support to cover this specific period of time. We don't need to reassess Leigh's plan because we can include crisis or emergency funding in a plan variation.

Leigh's local area coordinator checks in with him to see if he needs more help or linkages to supports in the community.

Understand section 45(5) amendments

Plans approved on or after 9 October 2024 now include total funding amounts, funding components and funding periods. You must stay within the funding amounts set out in your plan, including any funding component amounts and funding periods.

Staying within your plan funding helps you manage your supports and makes sure your plan lasts for the full length of time so you can continue to pay for the supports you need. Usually, we are not allowed to pay for supports outside of your plan if you use up your funding before the end of your funding period.

Under the laws for the NDIS, there are some very limited circumstances when we may pay for supports outside of your plan. This might happen if there's a serious risk to your life, health or safety, if you couldn't ask for a plan change because of your disability, or if your plan funding was misused due to fraud. We'll generally only consider paying for essential supports you rely on every day, like personal care, disability-related health supports or behaviour supports.

Learn more about what if you spend your funding before the end of the funding period in Our Guideline – Your Plan.

We receive information or reports after your plan has started that we requested during planning

We can vary your plan if it relates to the information or report we requested.[51]

For example, when we created your plan, we asked for an occupational therapist assessment and report. This told us about your assistive technology needs to support your mobility goal. If we receive this report after we have already approved your plan, we may decide to vary your plan to include any assistive technology that is recommended in the report which meet all the NDIS funding criteria.

We need to adjust your plan due to a change to the reassessment date

If we extend your plan reassessment date, the NDIS supports in your plan will not change. As the funding will now be for a longer time, we'll adjust the funds in your plan to account for the longer timeframe.[52]

For example, if your plan is meeting your needs, we might change the reassessment date, so your plan goes for longer. If we do this, we'll adjust the funding for NDIS supports to cover the extra time.

If we bring your reassessment date forward, the NDIS supports in your plan won't change. However, as the funding is now for a shorter time, we'll adjust the funds to account for the shorter plan timeframe.[53]

We make a minor variation to your plan which increases your funding

Sometimes we'll make a minor variation to your plan which increases your funding by adding another reasonable and necessary support.[54] We can do this if the support is:

- only needed for a specific amount of time. For example, one-month
- a once-off support.[55] For example, a wheelchair.

We must also make sure that the support is not the same or doesn't give you the same support outcomes as another support already included in your plan.[56] It must also be one or more of the following. The support is:

- for replacing, repairing or maintaining assistive technology in your previous or current plan.[57]
- urgently needed to support your economic participation for a period of time.[58] For example, if you have an opportunity to start a job before there is time to do a plan reassessment. In this case, we may add specific employment supports that you need so you don't miss out on the opportunity.
- urgently needed to help you build your skills or support a life change.[59] For example, if your child is starting school a year earlier than planned. Now they may need more support to help build their skills to manage this life change.

We may decide to increase the amount of funding for a reasonable and necessary support in your current plan.[60] We can only do this if the support is:

- a home modification, design or construction[61]
- vehicle modification[62]
- assistive technology.[63]

We can vary the funding for one of these supports if:

- you can't buy that support with the funding in your current plan.[64] For example, you have funding in your plan for vehicle modifications based on an approved quote. When you contact the provider the cost of materials has increased. In this case, you'll need more funding to cover the cost of the same vehicle modifications.
- the way the supports were agreed to be provided has changed.[65] For example, you are living in a remote area and a single physiotherapist travels there regularly. They had agreed to fit your assistive technology on one of their regular trips. The provider

shuts down and there are no other physiotherapists in the area who can fit your assistive technology. You now have to pay extra for another physiotherapist to travel and fit your assistive technology. In this case, you'll need more funding to cover the cost of the same supports.

- there is extra unexpected information needed such as quotes, assessments, services or materials.[66] For example, you're having home modifications completed. After work started, termites and rot were discovered in the floor. The floor must be repaired for the home modifications to be completed. So, you'll need more funding to cover the costs of the same home modifications.

To learn more go to Home modifications explained.

We may need to respond quickly in the event that you need urgent supports before your plan reassessment date. In this case, we may need to do a plan variation. This is to make sure your disability support needs are met until we can do a plan reassessment.

Case example

Elijah is 5 years old and has cerebral palsy. Elijah requires an ankle foot orthotic (AFO) to improve his walking pattern and stability.

He has had a growth spurt and his current AFO is now too small and needs to be changed.

Elijah's mum Rose is his child representative. Rose asks their early childhood partner to help them make this change to Elijah's plan.

It is clear to Elijah's planner that Elijah still requires the use of an AFO. We said this was a reasonable and necessary support in his current plan.

Elijah's planner decides to vary his plan and approves funding for a new AFO. Elijah doesn't need any other changes to his plan.

What is a plan reassessment?

A plan reassessment is when we replace your current plan with a new one. You may need a plan reassessment to make sure you have an NDIS plan that meets your support needs and helps you pursue your goals.

When can your plan be reassessed?

We can do a plan reassessment at any time.[67] Under the laws for the NDIS, the reasons we may reassess your plan are:

- you ask us for a plan reassessment[68] and we agree with your plan reassessment request[69]
- we think your current plan is not meeting your support needs[70]

- your plan reaches its reassessment date.[71]

When you ask us to do a reassessment, we have to think about all the information you tell us and any evidence you give us. Once we have looked at this information, we may decide not to reassess your plan. We won't reassess your plan if it doesn't meet the criteria in section **When can we reassess your plan** or we don't have enough evidence to change your plan.[72]

When we do a plan reassessment, we create a new plan.[73] We can also decide not to reassess your plan and vary your current one.[74] We may decide to vary your current plan instead if this meets your need for NDIS supports. Whether we choose to vary your current plan or create a new one will depend on your situation.

When can we reassess your plan?

When we decide if we can reassess your plan we think about if there has been a significant change in your situation. We can only reassess your plan where the evidence you give us shows your change in situation has led to a significant change to your need for NDIS supports.

Learn more about what evidence you need to give us before we create or change your plan.

The types of changes in your situation that we'll look at to decide if we do a plan reassessment are:

- if your functional capacity has changed.[75] When we say functional capacity, we mean the things you can and can't do because of your disability
- if your informal supports have changed.[76] This means a change in family, friends and unpaid carers who were providing you with support. For example, a family member's situation changes, and they can no longer support you on an ongoing basis
- if your living situation has changed[77]
- if life is changing in a significant way. For example, you are starting or leaving school, tertiary education or employment[78]
- if there's been a change to your right to compensation for personal injury. For example, you're eligible to get an amount of money for personal injury under an insurance claim following a car accident[79]
- anything you, your plan nominee or child representative tell us that we think is relevant or that we think we should look at.[80]

Some other reasons we may need to reassess your plan are:

- we need to include funding periods, funding components or the total funding in your plan for the first time. This is because of the updated laws for the NDIS

- if it's been 5 years since your last plan reassessment.[81]

We'll also think about when your next plan reassessment is due.[82] For example, if your next plan reassessment date is in one month we'll wait until then. If it's in 6 months, we may reassess your plan earlier.

When we think about doing a plan reassessment, we'll look at any documents or information you give us. To reassess your plan the evidence you give us needs to show your change in situation and significant change to your need for NDIS supports. For example, you can give us a report from your allied health professional.

We'll also think about your individual situation and anything you tell us.[83] We may use this information, or other information that we think is relevant, to decide if we need to do a plan reassessment.[84]

To learn more, go to [What happens if we need more information?]

What is an example of a significant change in support need?

Mara has multiple sclerosis and until recently her NDIS plan was working well to meet her support needs. In the past few months, Mara has found it more difficult to get dressed for work in the morning. She can no longer do this without assistance. She met with her health professional, and they assessed that Mara's fine motor skills have declined, and this is likely to be permanent.

Mara has requested a change to her plan so she can access a support worker to help her get ready for work in the morning. Mara's decline in motor skills is a change in Mara's functional capacity which has significantly changed her need for NDIS supports. The change is also likely to be permanent so to make sure Mara has access to the NDIS supports she needs, we decide to reassess her plan.

Mara is also able to provide us with evidence about her change in situation and NDIS support needs. Mara gives us a report from her health professional so her planner can make a decision to reassess her plan. It also helps us to include the right NDIS supports in Mara's new plan.

What is an example that isn't a significant change in support need?

Liam is 32 years old and lives in a one bedroom flat. He is an attendant propelled wheelchair user and uses assistive technology for his job as a children's writer. Stuart is Liam's support worker and helps Liam with his personal care and going out to work meetings.

Liam has recently bought a new 2-bedroom house which has space for his office. He will be moving in 3-months. He got in touch to let us know his living arrangements will be changing and he may need a new plan or a change to his current one.

A planner calls Liam to discuss the home move. The new 2-bedroom house is already accessible for Liam's wheelchair. Stuart is also going to continue to be Liam's support worker in his new home providing the same amount of support. Liam and Stuart think that 3 months will be enough time to prepare for the move.

Liam's planner decides that he doesn't need a change to his plan. This is because even though Liam's living arrangements will change it hasn't caused a significant change in Liam's need for NDIS supports.

We can update Liam's personal details to make sure we can contact him about his NDIS plan when he moves to his new home.

Liam can let us know at any time if his situation changes and ask for a change to his plan in the future.

How can I ask for a change to my plan?

A change to your plan could be a plan variation or a plan reassessment.

There are 3 ways you can ask us for a change in your plan:

- complete change of details or change of situation form
- call us
- visit one of our offices.

You may decide to ask for a change to your plan if, for example:

- there has been a change in your situation that is significantly impacting your need for NDIS supports
- you want to change how the funding is managed
- you urgently need a change in supports.

You need to give us any new information to help us decide if we'll do a plan change. The type of information or evidence we need can depend on the reason you're asking for a plan change. This may include any assessments, reports, or other information. These are important to help us understand how your situation has changed and make a decision on whether your plan needs to be changed.

Learn more about what evidence you need to give us before we create or change your plan?

You can give us any new evidence about your support needs when you get it. If you're not sure what to give us, you can talk to us, your my NDIS contact, support coordinator or recovery coach. You can also give us new evidence during your check-in.

For example, you might ask for a change in your plan because your disability needs have changed. You may have trouble doing things you used to be able to do. We'll need an assessment or report from an appropriately qualified professional about how your support needs have significantly changed. This may be your doctor, a specialist, or an allied health professional like an occupational therapist.

If you only want to change how the funding is managed in your plan, we might be able to do a plan variation. We may not need new information if everything else is the same, for example, you probably won't need assessments or reports. We may ask you some questions about this change to make sure there aren't any risks to you.

There may be some situations where you won't be able to self-manage or use a registered plan manager for your NDIS funding.[85] Learn more about your options for managing your funding Our Guideline – Creating your plan.

Can someone else ask to change my plan?

Your plan nominee or child representative can ask us to make a change to your plan on your behalf.

You can also give consent for someone else to ask us to do a change to your plan on your behalf. For example, this could be an advocate, family member or friend.

If you want to give consent for this, there are 3 ways you can do it:

- fill in the Consent for a third party to act on your behalf form
- send us a letter or email
- contact us and we'll make a written note.

Learn more about consent.

Before you decide to give consent for someone else to ask for a change to your plan, you should think about if they have a conflict of interest. You should think about:

- if you've given the person consent to make a plan change request
- how long you have given them consent for.

To learn more go to conflict of interest.

You can't ask for a change to your plan if your plan is suspended.[86] Learn more about plan suspensions and when can't you use your plan in Our Guideline – Your plan.

How can I change my goals?

You can change your statement of goals and aspirations at any time, you just need to let us know.[87] We'll update your plan with your new statement of goals and aspirations. We'll give you a copy of your varied plan within 7 days of getting your changed statement.[88] This change results in a variation to your statement of goals and aspirations rather than a new plan.[89] We can only change your statement of goals and aspirations if you ask, we can't decide to change them for you.

We don't make any other changes to your plan if you only ask us to change your participant statement of goals and aspirations. The NDIS supports funded in your plan, how your funding is managed, and when we must reassess your plan, all stay the same.[90]

Learn more about setting goals and the information about you in Our Guideline – Your plan.

What happens after I request a change to my plan?

When we receive your request to change your plan, we'll look at the information you have given us to make our decision.

Request for a plan variation

If you request a plan variation, we can decide to:

- vary your plan[91]
- not vary your plan[92]
- let you know we need more time to make our decision.[93]

We must make our decision about your request for a plan variation request within **21 days** of receiving your request.[94] We'll send you a letter telling you about our decision and our reasons behind it.[95]

There may be times we'll tell you we need more time to make our decision. When we do, then we must either vary the plan or decide to not vary the plan as soon as reasonably practicable.[96] What is reasonable will depend on whether we have requested any information or reports.[97] We may ask you to provide more information to help us make our decision.[98] Or we may ask you to get an assessment or examination or both, and provide us with a report or reports.[99]

If we request more time to make our decision, we'll decide whether to vary your plan within:

- 28 days; or
- 50 days if we are addressing complex needs.[100]

If you don't agree with our decision to vary your plan, or not vary your plan, you can ask us to review this decision.[101] Learn more about internal reviews in Our Guideline – Reviewing our decisions.

Request for a plan reassessment

If you request a plan reassessment, we can decide to:

- vary your plan[102]
- reassess your plan[103]
- not reassess your plan.[104]

Just like plan variations, we must make our decision about your request for a plan reassessment within **21 days** of receiving your request.[105]

We'll send you a letter telling you about our decision. If we decide to vary your plan, or not reassess your plan, we'll provide you with reasons for our decision.[106] If you don't agree with our decision to vary your plan, or not reassess your plan, you can ask us to review this decision.[107]

If we don't decide within **21 days**, we are taken to have decided not to reassess your plan.[108] We'll review this decision automatically.[109] We call this an automatic internal review. We'll let you know in writing if we do an automatic internal review.[110] You don't need to do anything.

Learn more about internal reviews in Our Guideline – Reviewing our decisions.

If we decide to reassess your plan, we must complete the reassessment[111] and either:

- vary your plan (as a result of the reassessment)[112] or
- prepare and approve a new plan.[113]

When do we decide to change your plan?

We may decide to do a CEO-initiated plan change if your plan needs a variation[114]. For example, to make changes to how your funding is managed if you, your child representative, your plan nominee or registered plan manager have not:

- spent funding on NDIS supports
- spent funding in line with your plan.[115]

We understand that people can make mistakes when they or their plan manager are managing their NDIS funding. This is why before we change your plan management type, we'll think about supports and strategies you could use that reduce the risks to you. This is so that you can use your preferred plan management type. To find out more about when we may do a CEO-initiated plan variation to change your fund management type, go to Our Guideline – Creating your plan.

We may also decide to do a CEO-initiated plan change if your plan needs a reassessment[116] For example, due to a significant change in your situation or if there is an issue with how your funding is being used.

Spending in line with your plan means only spending your funding on the NDIS supports included in your plan. To spend in line with your plan, you need to:

- spend your funding in the way we describe. This includes any stated supports, where we describe the supports you can buy more specifically
- make sure your funding will last for the whole length of your plan
- make sure your funding will last for the length of each funding period, if your plan includes funding periods and funding component amounts.

There are rules that help us decide if you'll spend your NDIS funds only on NDIS supports and in line with your plan. For more information, go to What supports can you buy with your NDIS funding?

When you buy supports in line with your plan, you need to make sure they're:

- NDIS supports or
- an agreed replacement support that relates to your disability.

For information on what is an NDIS support, what is not an NDIS support, and what can be considered a replacement support, go to What does the NDIS fund?

If we decide to change your plan, we'll let you know we're doing this and what type of plan change we're doing.[117]

We must also reassess your plan before the reassessment date in your plan.[118] We'll write to you around 3 months before your plan reassessment date to let you know it's coming up. We'll confirm the check-in details in the letter. After the reassessment we may decide to approve a new plan[119] or vary your current plan,[120] depending on your situation. We'll prepare the variation of your plan, or your new plan, with you.[121]

If you don't agree with our decision to vary your plan, or approve a new plan, you can ask us to review this decision.[122] Learn more about internal reviews in Our Guideline – Reviewing our decisions.

If we can't reassess your plan before your reassessment date, your current plan will continue beyond the reassessment date. We'll write to you to let you know if this is going to happen.

Sometimes a plan will say that in certain situations we must reassess the plan.[123] For example, your plan might say we need to reassess it once you leave school.

We must reassess your plan at least every 5 years. However, this doesn't mean we'll only reassess your plan every 5 years. This will depend on your individual situation. We'll talk to you about this to work out when your plan reassessment will be, based on what best suits your needs.

During your plan, we'll check in to see how you're going. We'll talk with you about how the NDIS supports in your plan are meeting your disability support needs.

We'll check in with you:

- at regular times, for example each year
- if we think your plan might not be working for you.

Learn more about check-ins in Our Guideline – Your plan.

If the check-in shows your plan is meeting your disability support needs, we won't do a plan change and your current plan will continue. If we find you have a significant change to your NDIS support needs, we will discuss changing your plan.

We may decide to do a plan change if we know your plan isn't working for you. For example, you may not have the right NDIS supports you need, or you may not be using your NDIS supports. This information might come from:

- you or someone else in your life
- your local area coordinator, early childhood partner, or support coordinator
- our system that shows how you're using the funding in your plan.

If we think you need a change to your plan, we'll get in touch to explain why a plan change is needed. We'll also make sure you understand what this means for you and what happens next.

We'll prepare your plan with you, and we might not need to ask you all the usual planning questions. Your goals can stay the same if you don't want to change them.[124]

If we decide to change your plan, we must provide you with a copy of your:

- varied plan **within 7 days** of being approved[125]
- new plan **within 7 days** after your plan is approved.[126]

There may be times where you only want to change your statement of goals and aspirations. When you do, we'll provide you with a copy of your varied plan **within 7 days** of receiving your changed statement.[127]

Learn more about how long this takes in our Participant Service Charter.

How do we make a change to your plan?

We'll work with you to change your plan. We'll think about the type of change your plan needs to meet your disability support needs. We'll let you know what type of plan change we're doing, a plan reassessment or plan variation, and what that means.

We'll do a plan change either in person or over the phone. It depends on what suits you best. You can ask a family member, friend, advocate, or other support person to be involved in your plan change.

Everyone's plan changes are different. When we're working with you to change your plan, we may look at different things. This will depend on what type of change we're doing and the sort of changes we're making.

Until we have finished updating our computer systems, new and reassessed plans completed in our new computer system will go for one year.

Sometimes when we're doing a plan reassessment or plan variation we may also check to see if you're still eligible for the NDIS. We call this process an eligibility reassessment. This is a normal part of the plan reassessment and variation process. Learn more about when you're no longer eligible for the NDIS.

What happens during a plan variation?

When we do a plan variation, we'll work with you to understand how your situation has changed. We may be able to make changes to your plan without doing a full plan reassessment. We think about the information you have provided and work with you to make any necessary changes to your current plan.

All NDIS supports in your varied plan must meet the NDIS funding criteria. This includes the NDIS supports that were already in your plan.

When we vary your plan, we'll let you know the date when the variation to your plan starts. This can only be on or after the day we decide to vary your plan.[128]

What happens during a plan reassessment?

When we do a plan reassessment, we must complete the reassessment and decide to either:

- make changes to vary your plan without doing a full reassessment[129]
- prepare and approve a new plan.[130]

If we vary your plan, it will only include a total funding amount, funding component amounts and funding periods if they're already in your plan.

If we prepare and approve a new plan because of a reassessment, your new plan will include:

- a total funding amount
- funding component amount(s) and
- funding periods.[131]

This is because of changes to the laws for the NDIS.

When we do a plan reassessment, we think about all your information including your goals, situation, and disability support needs. We reassess all the supports you require to meet your disability support needs. You may not need some of your supports anymore, while others may increase or change.

We'll usually look at how you've been using your NDIS supports and how well your previous plans worked for you.[132] We also look at if you have spent your funding on NDIS supports in line with your plan.[133] This will help us decide if the NDIS supports are still working for you.

If you haven't used all the funding by your plan reassessment date, it doesn't mean we'll reduce the funding in your next plan. There may be very good reasons why you weren't able to use the funding.

We might talk about any problems you have using your funding and support you may need to get help with this. If you consistently don't use your NDIS funding, we think about whether the supports really do meet the NDIS funding criteria. For example, they may not be effective and beneficial for you if you're not actually using them.

Your needs and situation will most likely change over time. This means your NDIS funding may change over time. For example, your disability support needs might increase, and we might consider funding more NDIS supports.

Or we might fund NDIS supports to help you build your skills in a particular area. Once you have built those skills, you won't need that funding anymore. So, we probably won't include that funding in your next plan. NDIS supports to build your skills may have met the NDIS funding criteria before, but they might not in the future.

All NDIS supports in your new plan must meet all NDIS funding criteria.

What happens if we need more information?

To help us decide whether we can change your plan, we may ask you for more information or to provide an assessment. This information will help us work out your disability support needs. It's important you give us this information as without it, we may need to decline your plan change request.

We'll ask for different types of information for different types of supports. We might ask you for:

- a new assessment and report,[134] if your last assessment was a long time ago and doesn't tell us about your current support needs. For example, an occupational therapist may write a letter to explain why you need a specific type of wheelchair
- more information about the types of supports you need and how often you need it, from a suitably qualified person. This could be your doctor or psychologist
- information from a provider about how you have progressed towards your goals.

The most important information we gather about what NDIS supports to include in your plan comes from you. We collect this information during check-ins. You can also give us this information anytime there's a change in your situation.

We must give you a reasonable opportunity to give us the information.[135] We'll review the information you give us to make sure the NDIS supports meet the NDIS funding criteria for you. The sooner you can give us the information, the sooner we can change and approve your plan.

In some situations, we may need to approve your plan before you get an assessment or give us information. If this happens, we may then do a CEO-initiated plan change after we receive the reports. This could be a plan variation or a plan reassessment.[136]

For example, we might approve your plan, so you have funding for urgent self-care supports. We could then do a CEO-initiated plan change afterwards, once you have the assessments and reports for other supports, such as assistive technology.

How can I prepare for my plan change?

We have some guides you can use to help you prepare for your plan change. You can find the Changing your plan factsheet on our website. You can also check out our pages on Supports you can access and Would we fund it.

Before your plan change, you need to gather any assessments, reports, and other information to help us change your plan. You might have this information yourself, or you might need to get it from a support coordinator or provider.

If you have a support coordinator or specialist support coordinator, we'll need a report from them. The report should tell us how your NDIS supports are meeting your needs and helping you pursue your goals.

For children younger than 9, we have an Early childhood provider report form. Providers should complete this form to tell us about the supports the child has received. The form tells us the information we need, such as:

- what services were provided and who provided them
- a progress update, including what stage the child has got to
- future recommendations.

When would we decide not to change your plan?

There may be several reasons we decide not to change your plan if you ask us to do a plan reassessment or plan variation.

When would we decide not to do a plan reassessment?

If you ask us to do a plan reassessment, we need to think about whether your current plan can meet your support needs. We also think about the reason you are asking for a plan reassessment. Reasons we would decide to not do a plan reassessment[137] include:

- if you don't have any new information or evidence of a significant change to your support needs
- if your request is only about wanting more funding, or NDIS supports that other participants have
- if informal, community or mainstream supports can meet your needs
- if your plan is suspended
- if your plan reassessment date is soon, we may decide to wait until then.[138]

If you don't have any new information or evidence

We generally won't change your funding if there's no new information about how your support needs have changed. For example, we generally won't do a plan change if:

- you changed your mind about the NDIS supports you want after we've approved your plan
- there's no evidence, or not enough evidence to show there has been a change to your situation
- there's no evidence, or not enough evidence there has been a significant change to your need for NDIS supports. This means, you can still do the same things you could do when we approved your plan.

Remember, you can give us new information or evidence anytime there is a change in your situation. Learn more about what evidence you need to give us before we create or change your plan.

If your request is only about wanting more funding, or NDIS supports that other participants have

We can't change your funding just because you want more NDIS supports, or the same supports as other participants. This may include:

- more funding because you've used all the funding in your plan, even though your situation hasn't changed
- extra NDIS supports because another participant has these supports
- NDIS supports added to your plan without enough evidence showing why you need them
- funding for NDIS supports that don't relate to your disability support needs.[139]

If informal, community or mainstream supports can meet your needs

We can't change your funding if friends, family or other services can meet your needs. For example, if you ask for things:

- that are not NDIS supports[140]
- that we'd reasonably expect family or friends to do for you. For example, short-term care if the family members who usually support you are sick.[141]

If your plan is suspended

We can't do a plan change if your plan has been suspended.[142] This usually happens after:

- you've been overseas for more than 6 weeks. However, there are some situations we can extend the 6-week period of your plan.
- you don't claim compensation you're entitled to after we ask you to, for example, after you've had an injury.

To learn more about plan suspensions and when you can't you use your plan in Our Guideline – Your plan.

If your plan reassessment date is soon, we may decide to wait until then

When deciding to reassess your plan we must think about when we'd next be required to reassess it. This will depend on the reassessment date in your current plan.[143]

We do this because it's not practical for us to reassess your plan if your plan reassessment date is soon. For example, if your reassessment is in less than one month it's likely that a planning meeting has already been organised. However, if your reassessment date is 6 months away it may be better to do one sooner.

When might we decide not to do a plan variation?

NDIS laws tell us when we can do a plan variation.[144]

We'll decide not to vary your plan if the request doesn't meet the things the rules say about plan variations, or the following reasons.

For example:

- your plan is suspended or ceased[145]
- you have flexible funding left in your plan that can be used
- it is to avoid or replace an existing review or appeal pathway
- we don't have enough evidence to support a variation
- you've used all the funds in your plan quicker than specified in your plan, without evidence showing why this was needed
- you're requesting to self-manage or use a registered plan manager, but we think it's an unreasonable risk to you.[146] Learn more in Our Guideline – Creating your plan.

We'll also decide not to vary your plan if we think we should do a plan reassessment instead. The reasons we may decide that your plan needs a reassessment instead of a variation are:

- we have varied your plan several times and your plan isn't meeting your needs, so we need to do a reassessment
- we can't vary your plan without looking at the other supports in it
- your situation has changed significantly, and you need a reassessment
- you're wanting more funding to help with a new or changed goal, and the request is not minor
- your informal, community or mainstream supports can't meet your needs.

How can we support you?

If we decide not to change your plan, we can link you with other services who may be able to help you. Talk to us, your my NDIS contact, support coordinator or recovery coach about how they can help you get other supports you may need.

If you don't agree with our decision not to change your plan, you can ask us for an internal review of that decision. This means another one of our staff, who wasn't involved in the original decision, will look at whether we made the right decision.

Learn more about reviewing our decisions go to Our Guideline – Reviewing our decisions.

What if you're waiting for an internal review decision?

If your situation and support needs change while you're waiting for an internal review, contact us. Depending on the changes to your situation and support needs, we may decide to do a CEO-initiated plan change.[147] You can also ask for a participant-requested plan change.[148]

If we decide to change your plan while we're completing the internal review, our decision will form part of that internal review.[149] This will happen automatically, and you don't need to do anything. Learn more about internal reviews in Our Guideline – Reviewing our decisions.

What if you're waiting for an external review decision?

If you're a participant and your situation or disability support needs change during the external review process, contact your case manager. Your case manager is our staff member who helps us at the Tribunal. Your case manager will explain the options available to you. We may also need to let the Tribunal know what we think we should do if it might affect your external review.

You can still use the NDIS supports in your plan while the Tribunal considers your external review.

Learn more about external reviews in Our Guideline – Reviewing our decisions.

What happens after I have had a change to my plan?

After we decide to change your plan, you'll get a copy of it. We'll also give you a letter with the reasons for the decision we made. If we vary your plan, you'll get a copy of your plan within 7 days of the day the variation to your plan starts.[150] If we approved a new plan, you'll get a copy within 7 days of your plan being approved.[151]

Your local area coordinator, early childhood partner or support coordinator can help you start using your plan. For example, they can explain the NDIS supports in your plan, help you connect with supports outside the NDIS, and help you find service providers.

Learn more in Our Guideline – Your plan.

What if I'm not happy with my plan?

If you're not happy with your new plan, you should talk to us, your my NDIS contact. They may be able to explain the decision, clarify how you can use the funding, or help you fix any problems. If you'd like more details about the supports that make up your plan's total funding amount, we can send this to you. You can contact us and ask for a funding breakdown. This could be when you get your varied plan or when we meet with you to approve your new plan.

If you don't agree with your new plan or varied plan, you can ask us to review our decision. We call this process an internal review.[152] This means another one of our staff, who wasn't involved in the original decision, will look at whether we made the right decision.

It's up to you to decide whether you want an internal review. We don't decide this for you.

You need to ask for an internal review of our decision within 3 months of receiving our decision. We can't do an internal review if you ask us after 3 months has passed. If you ask us after 3 months, we'll let you know what other options you have. To earn more about reviewing our decisions go to [Our Guideline – Reviewing our decisions].

Reference list

[1] NDIS Act.s33(1)
[2] NDIA Act s 33(2)
[3] NDIS Act s 33(2)(c).
[4] NDIS Act ss 47; 47A.
[5] NDIS Act s 48.
[6] NDIS Act s 99.
[7] NDIS Act s 100.
[8] NDIS Act s 47; NDIS Act s 47A.
[9] NDIS Act s 47A(1).
[10] NDIS Act s 47A(2).
[11] NDIS Act s 47A(9).
[12] NDIS Act s 47A(3).
[13] NDIS Act s 47A(1)(a)(ii).
[14] NDIS Act s 47A(1A).
[15] NDIS Act s 47A(1A).
[16] NDIS Act s 47A(1A)(d)(iii).
[17] NDIS Act s 47A(1A)(b).
[18] NDIS Act s 47A(1A)(c).
[19] NDIS Act s 47A(1A)(d)(i).
[20] NDIS Act s 47A(1)(a)(ii).
[21] NDIS Act s 47A(1A)(d).
[22] NDIS Act s 47A(1AB)((j)(i);NDIS Act s 47A(1A)(d)(i).
[23] NDIS Act s 47A(1A)(d)(ii).
[24] NDIS Act s 47A(1A)(d)(iii).
[25] NDIS Act s 47A(1A)(d)(iv).
[26] NDIS Act s 33(2A)(b)(c).
[27] NDIS Act s 33(2A)(d).
[28] NDIS Act s 47A.
[29] NDIS Act s 47A(1A)(ag).
[30] NDIS Act s 47(1A)(a).
[31] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.2.
[32] NDIS Act s 47A(1A)(d)(iii).
[33] NDIS Act s 47(1A)(b).
[34] NDIS Act s 44(1)(c).
[35] NDIS (Management of Funding and Plan Management) Rules r 6.5.
[36] NDIS Act s 44(2A).
[37] NDIS Act s 44(2).
[38] NDIS Act ss 44(1)(c), 44(2A)(c), 74(3C)(b).

[39] NDIS Act s 44(1AA)(i); NDIS Act s 44(2AA)(i).
[40] NDIS Act s 44(1AA)(ii); NDIS Act s 44(2AA)(ii).
[41] NDIS (Management of Funding and Plan Management) Rules r 6.2.
[42] NDIS Act s 33(3);NDIS Act s 47A
[43] NDIS Act s 47A(1A)(d)(i).
[44] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3(a,c).
[45] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3(b)(i).
[46] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3(b)(ii).
[47] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3(b)(iii).
[48] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3)(d)(i).
[49] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3)(d)(ii).
[50] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.3(e).
[51] NDIS Act s 47A(1A)(d)(ii).
[52] NDIS Act s 47A(1A)(d)(iii).
[53] NDIS Act s 47A(1A)(d)(iii).
[54] NDIS Act s 47A(1A)(d)(iv); NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.4(a).
[55] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.5(a)(i)-(ii).
[56] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.5(c).
[57] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.5(b)(i).
[58] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.5(b)(ii).
[59] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.5(b)(iii).
[60] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.6(a).
[61] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.6(a)(i).
[62] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.6(a)(ii).
[63] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.6(a)(iii).
[64] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.7(a).
[65] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.6(b).
[66] NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.7(c).
[67] NDIS Act s 48(1).
[68] NDIS Act s 48(2).
[69] NDIS Act s 48(3)
[70] NDIS Act s 48(2).
[71] NDIS Act s 49(a).
[72] NDIS Act s 48(3)(c)
[73] NDIS Act s 48(7)(a)
[74] NDIS Act s 4(7)(b)(i-ii)
[75] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(a)(i)
[76] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(a)(ii).
[77] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(a)(iii).
[78] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(a)(iv).
[79] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(b).
[80] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(d)-(e).
[81]NDIS (Variation and Reassessment of Participants' Plans) Rules r 5.2.
[82]NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(c).
[83]NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(d).
[84]NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(e).
[85] NDIS Act s 44(1)(c); NDIS (Management of Funding and Plan Management) Rules r 6.3.
[86] NDIS Act s 41(2)(c).
[87] NDIS Act s 47(1).
[88] NDIS Act s 47(3).
[89] NDIS Act s 47(2).
[90] NDIS Act s47(2).
[91] NDIS Act s 47A(4)(a).
[92] NDIS Act s 47A(4)(b).

[93] NDIS Act s 47A(4)(d).
[94] NDIS Act s 47A(4).
[95] NDIS Act s 100(1).
[96] NDIS Act s 47A(8)(b).
[97] NDIS Act ss 47A(8),50.
[98] NDIS Act s 50(2)(a).
[99] NDIS Act s 50(2)(b).
[100] Participant Service Charter
[101] NDIS Act s 99(1) Items 6, 6A, 6B.
[102] NDIS Act s 48(3)(a).
[103] NDIS Act s 48(3)(b).
[104] NDIS Act s 48(3)(a).
[105] NDIS Act s 48(3).
[106] NDIS Act ss 99(1), Items 6 and 6C; 100(1).
[107] NDIS Act ss.99(1) Item 6C; 100(2)
[108] NDIS Act s 48(4).
[109] NDIS Act s 100(1A)(a)(ii).
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[111] NDIS Act s 48(7)(a).
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[117] NDIS Act s 48(6).
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[119] NDIS Act s 49(1)(b)(ii).
[120] NDIS Act s 49(1)(b)(i).
[121] NDIS Act ss 47A,33(2)
[122] NDIS Act s 99(1)item 6,6A, 6B,6C
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[124] NDIS Act s49
[125] NDIS Act s 47A(11).
[126] NDIS Act s 38.
[127] NDIS Act ss 47(3), 47A(11).
[128] NDIS Act s 47A(10).
[129] NDIS Act s 48(7)(b)(i).
[130] NDIS Act s 48(7)(b)(ii).
[131] NDIS Act s 33(2).
[132] NDIS Act s 33(5)(f).
[133] NDIS Act s 33(5)(g).
[134] NDIS Act s 50(2)(b)(i).
[135] NDIS Act s 50(3).
[136] NDIS Act s 50(3) Note.
[137] NDIS Act s 48(3)(c).
[138] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(c).
[139] NDIS Act s 34(1)(aa).
[140] NDIS Act ss 10(4),(9).
[141] NDIS Act s 34(1)(e).
[142] NDIS Act s 41(2)(c).
[143] NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(c).
[144] NDIS ss 47, 47A.
[145] NDIS Act s41(2)(c)
[146] NDIS (Management of Funding and Plan Management) Rules r 6.2.

[147] NDIS Act s 48(2).
[148] NDIS Act s 48(2).
[149] NDIS s 101.
[150] NDIS Act s 47A(11).
[151] NDIS Act s 38.
[152] NDIS Act s100.

Reviewing our decisions

Quick summary: If you don't agree with a decision we've made, please contact us. We can explain our decision and the reasons behind it. You can also ask for an internal review of the decision. This means that one of our staff, who wasn't involved in the original decision, will have a look and decide if the decision was right. There are a number of decisions we can review. We call these reviewable decisions. If you still don't agree with our decision after the internal review, you can ask the Administrative Review Tribunal (the Tribunal) to review our decision. We call this an external review.

This guideline has information on what decisions we can review and how you can ask for a review of a decision. It also has information on what happens during the review, and what you can do if you don't agree with our review.

What's on this page?

You may also be interested in Our Guidelines:

- Applying to the NDIS
- Creating your plan
- Changing your plan
- Reasonable and necessary supports
- Principles we follow to create your plan

What if you don't agree with a decision we make?

We're committed to helping you understand how and why we make decisions. We're also committed to helping you have a decision reviewed, if you believe the original decision we made was wrong. When we say reviewable decisions, we mean decisions that can be reviewed under NDIS laws.

We'll give you written notice and the reasons for our reviewable decisions.[1] You can ask us at any time about how we make decisions. We can explain our decision and answer your questions. If you'd like more information about one of our decisions, get in touch. You can contact us by phone, email or at one of our offices. If you're a participant, you can also speak to your my NDIS contact, local area coordinator or early childhood partner.

If you don't agree with our decision, you may be able to ask for a review of the decision.

What do we mean by reviewing a decision?

We make decisions under the law for the NDIS.[2]

This law tells us how we should make decisions that affect you and your NDIS plan. We need to make all our decisions under this law.

We are committed to making the right decisions under the law. If you don't agree with our decision, you may have a right to have that decision reviewed.[3] If you want a decision reviewed,[4] you'll need to ask for a review within 3 months of when we made the decision.

If you ask for a decision review, someone who wasn't involved with the original decision will have a look at it. They'll check if we made the right decision under the law, or if they need to make a new decision.

Learn more about internal and external reviews.

What are my other options besides a review of a decision?

If you want to ask us to make changes to your plan, we call this a plan reassessment or plan variation. This is different to asking us to review a reviewable decision.

If you're not satisfied with our service, you can always give us feedback or make a complaint.

We're committed to improving our services and making sure you get the reasonable and necessary NDIS supports you need. We encourage you to let us know if things aren't right.

If you're not satisfied with a service provider, you can contact them directly. Or you can contact the NDIS Quality and Safeguards Commission to make a complaint about a service provider. The NDIS Quality and Safeguards Commission also handle all internal reviews relating to provider registration.

What are internal and external reviews?

There are processes we have to follow to review our decisions. We call this an internal review. There are also processes the Administration Review Tribunal (ART or Tribunal) needs to follow when reviewing our decisions. We call this an external review.

First, we need to make the decision. You can't ask for a review before we make the decision. We call this the **original decision**. For example, we could decide you're not eligible for the NDIS. Or if you're a participant, we could decide to approve your plan without some requested supports.

If you don't think our original decision is right, you may be able to ask for an **internal review**. This is where one of our staff, not involved in the original decision, checks if the right decision was made the first time.

If you don't agree with the internal review decision, you may then ask the Tribunal for an **external review**. This is where the Tribunal checks if the internal review decision was the right decision.

The Tribunal is an independent legal body that can review reviewable decisions made by the NDIA. The Tribunal is separate to us, so external reviews are independent from our decisions. You can't have an external review until we've done the internal review.

To find out more about the Tribunal, go to When can you ask for an external review?

What decisions can be reviewed?

The NDIS law tells us what decisions can be reviewed.[5]

Many decisions are reviewable. Some of the common ones include when we decide:

- you're not eligible for the NDIS[6]
- you're no longer eligible for the NDIS[7]
- to approve your plan, which includes approving the supports we fund in your plan[8]
- not to do a plan reassessment[9]
- not to do a plan variation[10]
- to vary your plan[11]
- if you need a plan nominee or a different child representative[12]
- the categories of impairment you meet for disability requirements, early intervention requirements or both.[13]

If you're a participant and don't agree with your plan, you can ask us to review some parts of your plan. We can review:[14]

- what NDIS supports we include in your plan
- how we describe those supports
- how your funding is managed
- how long your plan goes for
- how your plan has been varied
- how we group your NDIS supports
- funding periods we apply to your plan.

Learn more about how we create your plan.

If the original decision we make is reviewable, we'll write to you to let you know about our decision and the reasons for our decision.[15] We include the reasons for our decision in the letter we send you when we make our decision. When we say 'you', we mean only those people who are directly affected by our decision.

If you're not sure if our decision is reviewable, you can look at Appendix 1: What decisions can we review? for a list of all the decisions we can review.

If you've requested a review of the decision that you aren't eligible for the NDIS, you can't reapply while we are doing the review. This includes when you apply for the NDIS or leave the NDIS after your status as a participant has been revoked.[16] To learn more, you can go to Leaving the NDIS.

What can't be reviewed?

We fund NDIS supports in your plan. NDIS laws set out what we can and can't fund.[17]

Sometimes, we may agree that you can spend your funding on a support that isn't an NDIS support if the NDIS laws allow for it.[18] We call this a 'replacement support'. You can only spend your funding on a replacement support if we have agreed in writing that you can buy the support.

You can't ask for a review if we don't agree to your request to buy a replacement support with your NDIS funding. This is because this is not a reviewable decision.

For more information about replacement supports, go to What does NDIS fund?

When can you ask for an internal review?

After we inform you of the original decision, you then have **3 months** to ask for an internal review.[19] This is 3 months from the day after you receive our decision in writing.[20]

We can't do an internal review if you ask us after more than 3 months. If you ask us after 3 months, we'll let you know what other options you have.

For example, if we decided you're not eligible for the NDIS, and it's been more than 3 months since we made our decision, you can apply again. You can also apply if you used to be a participant, and it's been more than 3 months since we let you know that you're not eligible anymore. Learn more about applying to the NDIS.

If you want the supports in your plan reconsidered, and it's been more than 3 months since our decision to approve your plan, you can ask for a:

- plan reassessment
- plan variation.

If we decide not to do a plan reassessment or variation, we can always consider your situation at your next check-in.

Learn more about plan reassessments and plan variations in Changing your plan.

Example

Amir is an NDIS participant and just received his first plan. He doesn't think we made the right decision on the NDIS supports we included in his plan. He wants to ask for an internal review.

He received his plan in the mail on 1 July. He has 3 months from 2 July – the day after he received our decision in writing – to ask for an internal review.

This means Amir will need to ask for an internal review on or before 2 October.

Amir can't ask for an **internal review** after 2 October.

If his situation changes after we approved his plan, he can ask us to change his plan with a plan reassessment or plan variation at any time.

Who can ask for an internal review?

You can ask for an internal review if you're **directly affected** by our decision.[21]

Who can ask for an internal review depends on the decision. We have a list of who can usually ask for an internal review for different types of decisions.

Example

Sharon is an NDIS participant. She had funding in her first plan for physiotherapy. Her new plan doesn't include funding for physiotherapy. We didn't have evidence that physiotherapy still meets the NDIS funding criteria for Sharon.

Sharon can ask for a review of our decision to approve her plan without funding for physiotherapy. She's directly affected by our decision, as it's about her and the NDIS supports we included in her plan.

But her physiotherapist can't ask us for a review, as they're not directly affected by the decision. Even though this might cause Sharon to stop going to the physiotherapist because it's not in her plan, the link isn't direct. It's Sharon's decision if she wants to use her own money to keep going to the physiotherapist.

I need help to ask for an internal review.

You can get help to ask for an internal review from your family or friends.

Your local area coordinator, early childhood partner, my NDIS contact, or an advocate can also help you if you need them to. We can also help you book a translator or interpreter if you need one.

How to give someone consent to ask for an internal review.

If someone is helping you to ask for an internal review, you need to let us know they have your permission. We call this **consent**. This could be someone like a family member, friend, advocate, or a support coordinator.

We prefer you let us know in writing if you're giving someone consent. You can:

- send us a letter or email telling us that you give someone consent to ask for a review
- fill in the Consent for your NDIS information form
- contact us and we'll make a written note of this.

We check that your consent is for the internal review we received, and your consent still applies. We may still contact you to check you're happy for us to do an internal review.

You can provide consent for a set period of time and can also take away your consent at any time. Learn more about consent.

Can other people ask for an internal review on your behalf?

You can give someone consent to ask for an internal review on your behalf. If a person wishes to apply for an internal review without your consent, they'll need to have legal authority to act on your behalf.

If you're a participant under 18 years and have a child representative, they'll have legal authority to request an internal review on your behalf.[22]

If you're a participant aged 18 years or older and have a nominee, they may be able to request an internal review on your behalf. Your nominee will need to check if the consent you have provided allows them to request this review.

If your support coordinator has your consent to request an internal review, we need to check that you know about this request before we proceed. We won't proceed with an internal review request from your support coordinator if you haven't provided consent for them to request this on your behalf.

How do you ask for an internal review?

There are a few ways to ask us for an internal review. You can:

- complete our form
- contact us by phone or at one of our offices
- send us a letter or email.

Remember, you need to ask for the internal review within **3 months** after we inform you of our original decision.

We need to know why you're asking for an internal review. This will help us understand your situation and make the internal review decision. We'll contact you if we need more information to make our decision.

To help us do the internal review, let us know:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already given us that you'd like us to reconsider
- if you have any new evidence, such as medical or therapy reports, you'd like us to consider.

We'll note the day you ask us for an internal review. This will be either:

- the day you ask us in person or over the phone
- the day we receive your letter or email.

What if we need more information to do the internal review?

In some situations, we may need more information to make our decision. If so, we'll contact you to confirm what information we need and why we need it.

You might also want to give us more information to help with the internal review. If you want to, you can also give us consent to discuss your situation with your doctor or other appropriately qualified person.

If we ask you for more information, or you want to provide more information, we'll wait for up to **28 days**. This means you'll have time to give us the information we need.

If you give us the information we need before 28 days have passed, we can sometimes make the internal review decision sooner.

If we don't get the information within 28 days, we need to make our decision based on the information we have. If you think you need more time to provide the information or send us a report, let us know. We may be able to give you more time if your request is reasonable.

You might give us information that's different to what you're asking for in the internal review. If so, we'll work with you to decide what we should do.

For example, you may be a participant lodging an internal review about a decision we have made that you don't agree with. You may also need different NDIS supports since we approved your plan because your support needs have changed. This may mean you need a plan reassessment or in some limited circumstances, a plan variation. Or we may be able to consider those NDIS supports as part of our internal review.[23]

What if you don't want an internal review anymore?

You can withdraw your request for an internal review any time before we make our internal review decision.[24]

To withdraw your request for an internal review, you can:

- contact us by phone or in person at one of our offices
- send us a letter or email.

If you tell us in person or over the phone that you withdraw your request, we'll make a note of this. This will include the date you let us know.[25]

When do we do an internal review without you asking?

There are some situations where we need to do an internal review even though you haven't asked for one. This happens if you've requested a particular decision, and we didn't make that decision within our legal timeframes. This is because under the NDIS law, we must do an internal review if we didn't make our original decision on time. We call this an automatic internal review.

This could happen if you ask for:

- a plan reassessment and we don't decide within **21 days** if we'll do the plan reassessment[26]

- a plan variation, and we don't decide within **21 days** if we'll do the plan variation[27] or inform you that we need more time to decide.[28]

There are also two situations where this could happen when you apply to the NDIS:

- We don't decide if you're eligible for the NDIS, or ask you to give us more information, within **21 days** of you applying to the NDIS.[29]
- You provided more information or an assessment, after we made a request[30], but we don't decide if you're eligible, or ask for more information again, within **14 days** of receiving the additional information or assessment.[31]

We'll let you know in writing if we'll do an automatic internal review.[32] You don't need to do anything. We'll let you know what the outcome is after we have made a decision.

What happens during an internal review?

After you ask for an internal review, our original decision will stand until we finish the review.[33]

For example, you might be a participant and ask for an internal review of your current plan. If so, you can keep using the same NDIS supports described in your plan until we have made a decision.

Or you might ask for an internal review because we decided you're not eligible for the NDIS. A local area coordinator or early childhood partner can help you link in with other supports.

Who does the internal review?

The person who does the internal review will be one of our staff. They can only do the internal review if they weren't involved in making the original decision.[34] We call this person the internal reviewer.

Your internal reviewer will look at:

- your situation – for example, if you're a participant and we're reviewing our decision to approve your plan[35]
- NDIS laws
- Our Guidelines
- reasons for the original decision, and the information we used to make the original decision
- any new information you give us.

We'll make our decision based on the evidence at the time of our internal review decision.[36]

How long will your internal review take?

We aim to complete all internal reviews within **60 days** after you ask for one. This is 60 days from the day after we receive your request for an internal review.[37]

If this isn't possible, we will contact you, or the person who asked for the internal review. We'll explain why we need more time, and let you know when we'll make a decision.

Find out more about our Participant Service Guarantee.

Where the original decision is reviewed automatically, the 60 days to make an internal review decision begins on the day after the timeframe to make the original decision ended.[38]

For example, if you asked for a reassessment to your plan and we didn't make a decision **within 21 days**, then we'll be taken to have made a decision not to reassess your plan.[39] This decision will be automatically reviewed.[40] We will need to make an internal review decision within 60 days, beginning on the day after the 21 days expired.[41]

What if you need your internal review done sooner?

We can sometimes do urgent internal reviews sooner. We may do this if:

- there's a risk of harm to your health or wellbeing, or for someone you care for
- you're at risk of homelessness or have unstable accommodation
- your care arrangements are at risk – for example, if your primary carer can't care for you while we make our review decision
- there's a risk relating to your disability – for example, if your disability is rapidly changing or becoming more serious
- you're in hospital waiting for discharge
- you're waiting for urgent assistive technology, home modifications or supported independent living NDIS supports.

If you're in one of the above situations, let us know when you ask for a review. We'll contact you, or the person who asked for the internal review, within 48 hours to talk about your situation. We'll then complete the internal review as soon as we reasonably can.

What if you need a change to your current plan, while we are completing your internal review?

If you're a participant, and your situation changes while you're waiting for an internal review, contact us. We'll let you know what options are available for your situation, and how this might affect your plan and your internal review.

Your plan may need to change **before** we complete our internal review:

- You can ask for a plan reassessment or plan variation. We call these a participant-requested plan reassessment [42] or participant requested -variation.[43]
- Depending on your situation, we may decide to do a plan reassessment or vary your plan. We call these a CEO-initiated plan reassessment,[44] or CEO-initiated variation.[45] You can then ask for an internal review of this decision, if you don't agree.

Example

Robert is an NDIS participant.

He has requested an internal review as he is unhappy with the plan management decision in his plan. Robert wants to self-manage some of his NDIS supports.

While the internal review officer is reviewing Robert's request, he mentions his sister has been admitted to hospital.

Robert lives with his sister and relies on her to help him daily.

The internal review officer can vary Robert's plan to include additional supports as part of the internal review decision.

This means Robert will have some new NDIS supports in his plan to help him while his sister is in hospital. His internal review of the plan management decision is then considered at the same time.

If Robert doesn't agree with the decision we make relating to his internal review, he can ask for an external review.

Robert may also decide he doesn't want to proceed with his internal review due to his change of circumstances.

What happens if we make a second decision to approve a new plan, or vary your current plan, before your internal review is complete?

If we approve a new plan or vary your current plan **before** we make our internal review decision, then the internal review will cover both:

- the first decision to either approve a new plan, or vary your plan (**original decision**); and
- the later decision to either approve a new plan, or to vary your plan (**second decision**).[46]

This means if you're unhappy with the second decision, you **won't** need to ask for another internal review. This is because the internal reviewer will review the second decision automatically (as part of the current review process). The internal reviewer will consider if both decisions have been made correctly.

What if we approve a new plan, or vary your current plan, after your internal review is complete?

If the second decision is made **after** we make our internal review decision, then we can't consider the second decision as part of the existing internal review. This is because the internal review decision has already been made.[47]

If you're unhappy with the decision, you'll need to ask for an internal review within 3 months after you receive notice of the second decision in the usual way.[48]

Example

Neha is an NDIS participant. We undertake a reassessment of Neha's plan and approve a new plan (**original decision**). Neha isn't happy with the NDIS supports in her new plan and requests an internal review.[49]

What happens if we make a second decision to vary or approve a new plan before Neha's internal review is complete?

If our **second decision** occurs **before** our **internal review decision**, Neha's internal review will now include both:

- our **original decision** to approve her plan; and
- our **second decision** to vary her current plan.

This means the internal reviewer will review both decisions.[50]

What happens if we decide to approve a new plan, or vary Neha's current plan, after we have made her internal review decision?

If the **second decision** occurs **after** our **internal review decision**, then Neha will need to ask for an internal review if she's not happy with the decision. Neha will need to ask for an internal review within 3 months from when she receives the notice of our decision.

In the letter we send Neha with the outcome of our decision we would tell her about her review rights.

What internal review decisions can we make?

When we complete the internal review, there are 3 different types of decisions we can make. We can:[51]

- **confirm** the original decision – we don't make any changes

- **vary** the original decision – we make some changes to the original decision
- **set aside** the original decision and make a new decision.

We review all the information we have when we make our internal review decision. For example, we can look at new information you give us after we made our original decision.

When we conduct an internal review of the original decision to approve your plan, we look at the decision we've made. We do this based on the evidence we have at the time we make our internal review decision.[52] We call the decision that fits best, based on NDIS laws, the preferable decision.

The internal reviewer can also consider NDIS supports that were not raised, or requested, by you when we made our original decision to approve your plan.[53]

When would we confirm the original decision?

We may confirm the original decision.[54] This means there's no change to the original decision.

We confirm the original decision if we decide it was the correct or preferable decision.[55] This means, out of the decisions we could make, the internal reviewer decides the original decision is the correct decision, or the decision that fits best, based on:

- NDIS laws
- the evidence
- the facts.

For instance, we might decide you're not eligible for the NDIS, and the internal reviewer confirms the original decision. This means you're still not eligible for the NDIS.

Example

Jasmine asked for an internal review of our decision to approve her NDIS plan. Her plan includes $3,000 funding for therapy, but she believes she needs more.

Jasmine's internal reviewer looks at all the information we have about Jasmine and her NDIS supports. Her internal reviewer decides the original plan was the preferable decision under the law. This means her plan does not change. She still has $3,000 funding for therapy.

Example

Aimee seeks an internal review of the decision not to give her access to the NDIS.

Aimee's internal reviewer looks at the information about Aimee's age. Aimee was 70 years of age when she made her access request. The internal reviewer decides the original decision was the correct decision under NDIS laws because Aimee doesn't meet the age requirements.[56] This means the original decision not giving Aimee access to the NDIS does not change.

When would we vary the original decision?

We may also vary the original decision.[57] This means we decide to change part of the original decision.

For example, we could decide to include a different funding component amount, or a different number of hours, for a particular NDIS support. If so, you'll get a new plan with a revised funding component amount or hours for that NDIS support. The rest of the plan will stay the same.

Example

Sam asks for an internal review of our decision to approve her plan. Her plan includes $3,000 for therapy.

Sam's internal reviewer looks at all the information we have, including a new report from her occupational therapist with additional information.

Sam's internal reviewer decides to vary the original plan and include $4,000 for therapy in a new plan. All the other NDIS supports in Sam's plan stay the same.

When would we set aside the original decision, and make a new decision?

Finally, we may set aside the decision and make a new decision.[58] This means the original decision no longer applies. The internal reviewer will now make a new decision.

We do this if we decide the original decision wasn't correct or preferable. Out of the decisions we could make, there's one that fits better with the NDIS laws based on the facts and evidence.

For example, if we originally decided you're not eligible for the NDIS, the internal reviewer could decide you are eligible.

Example

Jamal asks for an internal review of our decision to approve his plan. His plan did not include funding for occupational therapy. We didn't have enough evidence that it met the NDIS funding criteria. After asking for an internal review, Jamal gives us more evidence on why he needs occupational therapy.

Jamal's internal reviewer looks at all the information, and decides the original plan wasn't the correct or preferable decision.

His internal reviewer decides to set aside the original decision. His internal reviewer makes a new decision to approve a plan that includes funding for occupational therapy.

What happens after we make the internal review decision?

We'll let you know in writing about what decision we made and why.

Our letter or email will explain:

- our internal review decision
- the reasons for our decision
- what evidence we looked at if we decided to confirm or vary the original decision, or make a new decision
- what you can do if you don't agree with the internal review decision.

If we vary or set aside the decision, your internal reviewer will make the changes to your NDIS record or NDIS plan to reflect their new decision.

What happens to your plan after an internal review decision?

If you're a participant, your plan may need to change depending on our internal review decision.

If we confirm the original decision to approve your plan, your plan will stay the same. You'll have the same NDIS supports, the same plan management, and your plan review date will stay the same.

If we vary or set aside the original decision, we'll then vary or replace your plan. This means your replacement plan will have any changes we decided to make about:[59]

- the reasonable and necessary supports in your plan
- how we describe the NDIS supports in your plan
- how the funding in your plan is managed
- how we group your NDIS supports
- funding periods within your plan
- when we'll next review your plan.

What if you're still not happy after the internal review decision?

If you disagree with our internal review decision, you can ask for an external review of the decision. You have **28 days** after you receive our internal review decision to ask the Tribunal for an external review.

When can you ask for an external review?

If you don't agree with the internal review decision, you can ask the Administrative Review Tribunal to review it.[60] We call this an external review. You can't ask for an external review until after we make the internal review decision.

The Administrative Review Tribunal reviews decisions made by Australian Government ministers, departments and agencies. This includes our decisions, as well as decisions from other parts of government like Centrelink.

We call the Administrative Review Tribunal 'the Tribunal' in this guideline. It is also called the ART.

The Tribunal is separate from us. It has different processes on how it makes decisions, and it has different staff and its own laws. The reviews it does are independent of our decisions.

For more information about asking for an external review of an NDIS decision, check out the Tribunal website.

Who can ask for an external review?

You can ask for an external review if you're **directly affected** by the internal review decision.[61]

If you were able to ask for an internal review, you should be able to ask for an external review. But the Tribunal will decide if you can ask for an external review.

You can also ask a friend, family member, advocate, or lawyer to help you.

How long do you have to ask for an external review?

After we make the internal review decision, you then have **28 days** to ask for an external review. This is 28 days from the day after you receive our internal review decision in writing.

In some situations, you can get more than 28 days to ask for an external review. The Tribunal may give you more time if it thinks it's reasonable, based on your circumstances.[62]

If you need more time, you'll need to fill out an application for extension form on the Tribunal's website or write to the Tribunal. Learn more about how the Tribunal can help you.

How do you ask for an external review?

You can apply for a Tribunal review online, or you can fill out an application form. Lodge the form directly with the Tribunal in person, by email, by fax, or by post.

You can also give the Tribunal new information, if you think it will help them with the external review.

If you need help asking for an external review, you can contact the Tribunal.

What if you don't want an external review anymore?

You can write to the Tribunal at any time to withdraw your application.[63] You must notify the Tribunal in writing. You can use the notice of withdrawal form or send them an email or letter. For more information go to Ending a review without a hearing.

What happens during an external review?

When you ask the Tribunal for an external review, it'll go through a few steps before making a decision.

You can find information about the steps in the external review process on the Tribunal website.

You can provide more information to the Tribunal to help them make a decision. We may also ask you, or other people, for more information to help us resolve the issue or help the Tribunal decide. If you're a participant or applying for the NDIS, we may ask you to get an assessment.

If you're a participant, you can still use the same NDIS supports described in your plan during the Tribunal process.

What support can you get at the Tribunal?

If you want an advocate or legal support at the Tribunal, you may be eligible for the NDIS Appeals Program. For example, someone could represent you at the Tribunal and help you explain your situation.

If you're a participant, you can use your NDIS funding for NDIS supports during the hearings. For example, you might need support for personal care or communication supports to help you participate in discussions.

But you can't use your NDIS funding for someone to represent you at the Tribunal. For example, you can't use your NDIS funding for a lawyer, support coordinator or other provider to represent you. We also can't fund any legal advice or legal support when you go to the Tribunal.[64]

Learn more about the support you can get at the Tribunal.

What's our role and how can we support you at the Tribunal?

We are committed to the principles of our Participant Service Charter. We want a fair outcome and to support you through the Tribunal process.

We'll let you know in writing which of our staff is assigned to work with you at the Tribunal. We call them a case manager.

You can contact your case manager if you have any questions about the process. They can also answer any questions you might have on how the process could affect you.

We will also have a lawyer if we are not able to resolve your issues quickly. They will help you and the Tribunal with the legal aspects of the review. For example, they prepare documents that explain the issues.

We need to have lawyers to meet our legal obligations at the Tribunal. We need to help the Tribunal make its decision, and act as a model litigant at the Tribunal.[65]

For example, this means we must act honestly and fairly at the Tribunal by:[66]

- dealing with matters quickly and without unnecessary delay
- acting consistently, and working with you the same way we work with all other people at the Tribunal
- avoiding or limiting Tribunal hearings where possible, including trying to reach an agreement together where this is the best outcome for everyone
- not taking advantage of people who don't have a lawyer at the Tribunal.

We can still act firmly and properly at the Tribunal to pursue our interests as a government agency.[67] For example, we can still defend our decision at the Tribunal if we think the right decision was made.

In some situations, we may need the Tribunal to make a decision, instead of us making an agreement together. This might be if there's a complex and unclear area of law we need to resolve at the Tribunal.

You can read more about our legal obligations in the Legal Services Directions on the Federal Register of Legislation website.

What if your situation changes while waiting for the external review?

An external review means the Tribunal decides if we made the correct or preferable decision, or if it needs to make the decision again.

If you're a participant and your situation changes during the external review process, contact us. You may need a plan reassessment or a plan variation while the Tribunal is reviewing a decision about your plan.

Your case manager will explain the options available to you. We may also need to let the Tribunal know what we think we should do, as it might affect your external review.

You can still use the NDIS supports described in your plan while the Tribunal considers your external review. And you can contact us at any time if you have questions about your plan.

What if we approve a new plan or vary your current plan before the Tribunal completes their external review?

Some decisions that affect your plan will be reviewed by the Tribunal automatically, as part of an existing external review.[68]

If you're unhappy with our internal review decision and have applied for an external review, the Tribunal will review the original decision. This is the decision reviewed by the internal reviewer. But they will also review any later decisions made after you applied to the Tribunal that either approve a new plan or vary your plan.[69]

Example

Tim is an NDIS participant and is unhappy with our internal review decision. Tim applies to the Tribunal for an external review **on 1 July 2022**.

Any later decisions to approve a new plan or vary Tim's existing plan, made after 1 July 2022, will be included in the Tribunal's external review.

This means that the Tribunal will be able to review all decisions that have changed Tim's plan after he applied to the Tribunal for an external review. The Tribunal will consider all plans and variations approved after Tim applied to the Tribunal. The Tribunal's review will not be limited to the original decision, which was reviewed by the internal reviewer.

Can we make an agreement together instead of waiting for a Tribunal decision?

Yes. We can make an agreement together at any time during the external review. This means we come to an agreement about the decision, instead of the Tribunal making a decision.

This often means you can get the decision faster and avoid some of the Tribunal process.

Any agreement we make needs to follow NDIS laws. The Tribunal also needs to approve the agreement, to make sure it's fair and you're happy with it. This is called a consent decision.

If we don't come to an agreement, the Tribunal will make a decision after the hearing.

What external review decisions can the Tribunal make?

The Tribunal will take an independent look at:

- your situation – for example, if you're a participant and the Tribunal is reviewing our decision to approve your plan[70]
- NDIS laws

- Our Guidelines
- the reasons for our internal review decision, and the information we used to make the internal review decision
- any new information you give the Tribunal.

The Tribunal will then make the 'correct or preferable' decision.[71] This means, out of the decisions it can make, it will make the decision it thinks is the correct decision, or the best decision, under the law based on the evidence.

When the Tribunal reviews our decision to approve your plan, the Tribunal will look at whether we made the correct or preferable decision based on the evidence at the time the Tribunal makes its decision.[72]

After the hearing, the Tribunal can make one of 4 types of decisions. It can either:

- **affirm** the internal review decision[73] – the Tribunal agrees with the internal decision and doesn't make any changes
- **vary** the internal review decision[74] – the Tribunal makes some changes to the internal review decision
- **set aside** the internal review decision and **make a new decision**[75]
- **set aside** the internal review decision and **send it back to us** for further consideration.[76]

If the Tribunal sends the decision back to us, it often gives us instructions on how to make the new decision.

The Tribunal will give reasons for its decision and provide you with a written copy of the decision. Most of the time, it'll publish those reasons on the AustLII website.

Learn more about the types of decisions the Tribunal can make.

Learn more about the steps in the external review process.

What happens after the Tribunal makes its decision?

Once the Tribunal makes the external review decision, it'll let you and us know. The Tribunal may tell you their decision verbally or in writing. For more information about how you will receive the decision, go to the Tribunal's website.

If the Tribunal changes our decision, we'll then apply its decision. This means we may need to make changes so your NDIS record or NDIS plan reflects the Tribunal's decision. We're committed to doing this within **28 days** of the Tribunal's decision.

What if you don't agree with the Tribunal's decision?

You can't ask for an internal review or an external review of the Tribunal's decision.

The Tribunal's decision can only be appealed to a Federal Court. It's a good idea to get legal advice if you're thinking of appealing to a Federal Court.

A lawyer can tell you if you can appeal the decision. If so, they can help you lodge an appeal if that's what you want to do.

Appendix 1: What decisions can we review?

This list has all the decisions we can review under NDIS laws. It also has a list of the common groups of people who can ask for a review of those decisions.

If this list says you can ask for a review, you can also give someone else consent to ask for you.

If you're not on this list, you may still be able to ask for a review. But you'll need to show us that you're directly affected by our decision.

If you're not sure if you can ask for a review, contact us and we'll help you work it out.

Applying to the NDIS

- if we decide you're not eligible to become an NDIS participant[77]
- if we decide not to give you more than 90 days to give us information or a report for your NDIS application[78]
- if we decide to vary, or not to vary, a notice of impairment.[79]

Who can usually ask for a review?

- the person who applied to the NDIS
- a person appointed by a court or tribunal to make decisions for the person who applied to the NDIS
- a parent or legal guardian for a child younger than 18 applying to the NDIS.

Leaving the NDIS

- if we decide you're no longer eligible for the NDIS.[80]

Who can usually ask for a review?

- the person who used to be a participant
- a person appointed by a court or tribunal to make decisions for the person who used to be a participant

- a nominee or child representative of the person who used to be a participant.

Creating your plan

- approving your plan.[81] This includes:
    - what NDIS supports we include
    - how we describe those NDIS supports
    - how we group your supports
    - funding component amounts and funding periods
    - how long your plan goes for, and
    - who manages the funding in your plan.

Who can usually ask for a review?

- the participant
- a nominee or child representative for the participant
- a person appointed by a court or tribunal to make decisions for the participant.

Your plan

- if we decide not to extend a grace period for your temporary absence from Australia.[82]
    - the grace period is 6 weeks unless we decide to extend it. Your plan is suspended from the end of the grace period, until you return to Australia.

Who can usually ask for a review?

- the participant
- a plan nominee or child representative
- a person appointed by a court or tribunal to make decisions for the participant.

Varying your plan

- if we decide to vary your plan,[83] or decide not to vary your plan when you request a variation to your plan.[84]

Who can usually ask for a review?

- the participant
- a plan nominee or child representative

- a person appointed by a court or tribunal to make decisions for the participant.

Plan reassessment

- if we decide not to do a participant-requested plan reassessment.[85]

Who can usually ask for a review?

- the participant
- a plan nominee or child representative
- a person appointed by a court or tribunal to make decisions for the participant.

Child representatives

- if we decide that someone, who doesn't have parental responsibility, is a child representative for a participant younger than 18. Or, if we don't decide they're the child's representative[86]
- if we decide that a child can't represent themselves[87]
- if we decide that someone with parental responsibility for a child is the child's representative, instead of the child's guardian.[88] Or, if we don't decide they're the child's representative
- if we decide that only some of the people with parental responsibility are child representatives.[89] For example, if we decide one parent is a child representative, and another parent isn't.

Who can usually ask for a review?

- a participant younger than 18
- a person who has parental responsibility for someone younger than 18, including a parent or guardian
- a State or Territory Minister, or the head of a State or Territory government department.

Nominees

- if we decide to appoint a plan nominee[90]
- if we decide to appoint a correspondence nominee[91]
- if we decide whether we cancel or suspend the appointment of a nominee.[92]

Who can usually ask for a review?

- the participant
- a person appointed by a court or tribunal to make decisions for the participant
- a nominee, someone who wants to be appointed as a nominee, or someone who used to be a nominee.

Compensation

- if we decide that a participant must take reasonable action to claim or obtain compensation[93]
- if we refuse to extend how much time a participant has to take reasonable action to claim or obtain compensation[94]
- if we decide to take action to claim or obtain compensation[95]
- if we decide to take over the conduct of a compensation claim[96]
- if we give notice that we propose to recover an amount of compensation.[97] We call this a ‘recovery notice’.
- if we decide that not all or part of a compensation payment was fixed by a judgment or settlement, for the purposes of calculating how much we can recover.[98]

Who can usually ask for a review?

- the participant
- a plan nominee or child representative
- a person appointed by a court or tribunal to make decisions for the participant.

Debt recovery

- if we decide not to write off a debt.[99] That is, we decide we’ll still try to recover a debt.
- if we decide not to waive a debt, or we don’t need to waive a debt.[100] That is, we decide a person still owes us money.

Who can usually ask for a review?

- the person who owes us money.

Specialist Disability Accommodation – dwelling enrolment

- if we decide not to enrol a dwelling[101]
- if we decide to cancel a dwelling enrolment.[102]

Who can usually ask for a review?

- the service provider who wants to enrol the dwelling, or had enrolled it, as specialist disability accommodation.

Reference List

[1] NDIS Act s 100(1).
[2] NDIS Act and delegated legislation made under the NDIS Act.
[3] NDIS Act ss 99 and 100(2).
[4] NDIS Act s 100(2); also see s 100(1A)(a)(ii) for the decisions that will be reviewed automatically.
[5] NDIS Act s 99.
[6] NDIS Act ss 99(1) item 1; 20(1)(a); 21(3); 26(2)(c).
[7] NDIS Act ss 99(1) item 3; 30(1)(5); para 30A(1)(c); subs 30A(7).
[8] NDIS Act s 99(1) item 4; 33(2).
[9] NDIS Act s 99 (1) item 6C.
[10] NDIS Act s 99 (1) item 6B.
[11] NDIS Amendment Act 2022 s 99 (1) item 6.
[12] NDIS Act s 99(1) items 17-22.
[13] NDIS Act ss 32(BA); 99(1) item 3A.
[14] NDIS Act s 99(1).
[15] NDIS Act s 100(1).
[16] NDIS Act s 19(2).
[17] NDIS Act s 10.
[18] NDIS Act s 10.
[19] NDIS Act s 100(2).
[20] Acts Interpretation Act s 36.
[21] NDIS Act s 100(2).
[22] NDIS Act s 74(1).
[23] *QDKH, by his litigation representative BGJF v National Disability Insurance Agency* [2021] FCAFC 189.
[24] NDIS Act s 102.
[25] NDIS Act s 102(2).
[26] NDIS Act ss 48(4);100(1A)(a)(ii).
[27] NDIS Act ss 47A(5); 100(1A)(a)(ii).
[28] NDIS Amendment Act 2022 s 47A(4)(d).
[29] NDIS Act ss 20; 21(3)(a);100(1A)(a)(ii).
[30] NDIS Act ss 21(1)(b); 26(1).
[31] NDIS Act ss 21(3)(b); 26(2); 100(1A)(a)(ii).
[32] NDIS Act ss 21(3); 47A(5); 48(4); 100(1).
[33] NDIS Act s 100(7).
[34] NDIS Act s 100(5)(d).
[35] NDIS Act s 33(2).
[36] *Frugtniet v Australian Securities and Investment Commission* (2019) 266 CLR 250 at [14]-[15] (Kiefel CJ, Keane and Nettle JJ).
[37] NDIS Act s 100(6A)(b)(i).
[38] NDIS Act s 100(6A)(b)(ii).
[39] NDIS Act s 47A(5).
[40] NDIS Act s 100(1A)((a)(ii).
[41] NDIS Act s 100(6A)(b)(ii).
[42] NDIS Act s 48(2).
[43] NDIS Act s 47A(2).
[44] NDIS Act s 48(2).

[45] NDIS Act s 47(2).
[46] NDIS Act s 101(2).
[47] NDIS Act s 101(2).
[48] NDIS Act s 100(2).
[49] This means that the *new* subsection 101(2) of the NDIS Act applies. See *NDIS Amendment (Participant Service Guarantee and Other Measures) Act 2022*, s68(1).
[50] NDIS Act s 101(2)(c).
[51] NDIS Act s 100(6).
[52] *Frugtniet v Australian Securities and Investment Commission* (2019) 266 CLR 250 at [14]-[15] (Kiefel CJ, Keane and Nettle JJ).
[53] *QDKH, by his litigation representative BGJF v National Disability Insurance Agency* [2021] FCAFC 189.
[54] NDIS Act s 100(6)(a).
[55] *Drake v Minister for Immigration and Ethnic Affairs* (1979) 24 ALR 577 at 591 (Bowen CJ and Deane J).
[56] NDIS Act s 22.
[57] NDIS Act s 100(6)(a).
[58] NDIS Act s 100(6)(c).
[59] NDIS Act ss 33(2); 33(2A).
[60] NDIS Act s 103.
[61] NDIS Act s 103; ART Act s 17.
[62] ART Act s 19.
[63] ART Act s 95.
[64] NDIS Act s 200A.
[65] Legal Services Directions 2017; see also ART Act s 56.
[66] Legal Services Directions 2017, Appendix B, paragraphs 2-3.
[67] Legal Services Directions 2017, Appendix B, paragraph 2, Note 4.
[68] NDIS Act s 103(2).
[69] NDIS Act s 103(2); NDIS Amendment (PSG and Other Measures) Act 2022 s 68(2).
[70] NDIS Act s 33(2).
[71] *Drake v Minister for Immigration and Ethnic Affairs* (1979) 24 ALR 577 at 591 (Bowen CJ and Deane J).
[72] *Frugtniet v Australian Securities and Investment Commission* (2019) 266 CLR 250 at [14]-[15] (Kiefel CJ, Keane and Nettle JJ).
[73] ART Act s 105 (a).
[74] ART Act s 105 (b).
[75] ART Act s 105 (c)(i).
[76] ART Act s 105 (c)(ii).
[77] NDIS Act ss 20(a); 21(3); 99(1) item 1.
[78] NDIS Act ss 26(2)(b); 99(1) item 2.
[79] NDIS Act ss 32(BA); 99(1) item 3A.
[80] NDIS Act ss 99(1) item 3; 30(1)(5); para 30A(1)(c); subs 30A(7).
[81] NDIS Act 2013, ss 33(2); 99(1) item 4.
[82] NDIS Act ss 40(2)(b); 99(1) item 5.
[83] NDIS Act ss 99(1), item 6; 47A(1).
[84] NDIS Act ss 99(1), item 6A and item 6B; 47A(4)(b); 47A(5); 47A(8).
[85] NDIS Act ss 99(1) item 6C; 48(3)(c); 48(4).
[86] NDIS Act ss 99(1) item 17; 74(1)(b).
[87] NDIS Act ss 99(1) item 18; 74(5)(c).
[88] NDIS Act ss 99(1) item 19; 75(2).
[89] NDIS Act ss 99(1) item 19; 75(3).
[90] NDIS Act ss 99(1) item 20; 86.
[91] NDIS Act ss 99(1) item 21; 87.
[92] NDIS Act ss 99(1) item 22; 89-91.
[93] NDIS Act ss 99(1) item 23; 104.
[94] NDIS Act ss 99(1) item 24; 104(5A).

[95] NDIS Act ss 99(1) item 25; 105(4)(a).
[96] NDIS Act ss 99(1) item 25; 105(4)(b).
[97] NDIS Act ss 99(1) item 26; 111.
[98] NDIS Act ss 99(1) item 27; 116.
[99] NDIS Act ss 99(1) item 29; 190.
[100] NDIS Act ss 99(1) items 30-33; 193; 195.
[101] NDIS Act s 99(2); NDIS (SDA) Rules r 26(3).
[102] NDIS Act s 99(2); NDIS (SDA) Rules r 27(4).