

Plan reassessments

Quick summary: A plan reassessment is when you need a new plan. We can reassess your plan if your current plan doesn't meet your disability support needs because of a significant and ongoing change.

A plan reassessment is one type of plan change. A plan change could also be a plan variation, when we make minor changes to your current plan. To learn about plan variations, go to [Our Guideline – Plan variations](#).

When we say 'disability support needs', we mean the NDIS supports you need that directly relate to your disability.

What's in this guidance?

This guidance covers:

- [What is a plan reassessment?](#)
- [When can we reassess your plan?](#)
- [How do we decide if you need a plan reassessment?](#)
- [What else do we think about?](#)
- [How to ask for a plan reassessment](#)
- [Evidence we need to reassess your plan](#)
- [What happens during a plan reassessment?](#)
- [What happens after a plan reassessment?](#)
- [What if you don't agree with our decision?](#)

You may also be interested in:

- [Plan variations](#)
- [Reviewing our decisions](#)
- [Creating your plan](#)
- [Reasonable and necessary supports](#)
- [Your plan](#)
- [What principles do we follow to create your plan?](#)

What is a plan reassessment?

A plan reassessment is when we replace your current plan with a new one.

NDIS laws tell us when we can reassess your plan.¹ You may need a plan reassessment if your ongoing need for NDIS supports has significantly changed and your current plan doesn't meet your needs.²

This could be because of a significant and ongoing change to your:

- [functional capacity](#). This means the daily activities you can and can't do because of your disability.³
- [personal situation or environment](#). This means a change in your living arrangements, education or work arrangements or informal supports.⁴

If you've had a significant and ongoing change to your disability support needs, a plan reassessment will make sure your NDIS plan continues to meet your disability support needs and helps you pursue your goals. We'll only fund a support if it relates to your disability.⁵ This means there must be a direct link between your disability support needs and the NDIS supports we fund.

When you ask for a plan reassessment, you need to give us:

- a completed [plan reassessment request form](#)
- evidence that shows a significant change to your ongoing disability support needs because of a change in your functional capacity or a change in your personal situation or environment.⁶ Learn more about [evidence we need to reassess your plan](#).

Learn about [how to ask for a plan reassessment](#).

If you only need a minor change your plan, you can ask for a plan variation.⁷ A plan variation is when we make changes to your current plan. We can vary your current plan:

- for minor changes that don't impact your support needs. For example, to change how your funding is managed.
- to add urgent temporary funding. For example, you've had a temporary change to your informal supports.
- to add urgent, short-term supports. For example, if you need more funding to repair or replace your assistive technology.

If you think you need a plan variation, you can learn more in [Our Guideline – Plan variations](#).

If you don't know if you need a plan reassessment or a plan variation, you can [contact us](#).

We can support you to:

- understand the difference between a plan variation and a plan reassessment
- make an informed decision about the right type of plan change to request for your situation
- complete the [plan reassessment request form](#) or ask for a plan variation.

When can we reassess your plan?

NDIS laws tell us when we can reassess your current plan and create a new plan. We can reassess your plan at any time if it no longer meets your disability support needs.⁸

Every plan has a reassessment date.⁹ We need to look at your plan with you by this date and decide if we need to make any changes.

We can also reassess your current plan before the reassessment date. We can do this if it no longer meets your disability support needs because of a significant and ongoing change in your functional capacity or your personal situation or environment.¹⁰

We can only reassess your plan before the reassessment date if:

- you, your nominee, child representative or legal guardian ask us to,¹¹ and you've given us a completed plan reassessment request form.¹² You also need to give us evidence that shows the significant and ongoing change to your disability support needs¹³
- we think a plan reassessment is needed.¹⁴ When we decide to reassess your plan, we call this a **CEO-initiated plan reassessment**. We'll work with you to complete your plan reassessment.

If you ask for a plan reassessment, you need to give us evidence to support your request. Learn about the [evidence we need to reassess your plan](#).

Sometimes, we may decide to do a CEO-initiated plan reassessment. We'll talk to you about why you need a plan reassessment and work with you to create your new plan.

We might decide to reassess your plan if:

- we think there's a risk to your safety. For example, we added emergency funding as a plan variation and we now have evidence a new plan is needed to meet your ongoing disability support needs
- you, someone else or another government department gives us information or evidence that you may need a new plan. This may include situations where you, your plan nominee, child representative or legal guardian are unable to ask us for a plan reassessment
- you asked us for a plan variation and give us evidence of a significant and ongoing change to your disability support needs. We'll decide to reassess your plan if the information and evidence you give us shows you need a new plan to support your change in disability support needs
- you need a new plan to include funding for supports for expected changes, where the funding has not already been included in your plan
- you have a significant and ongoing change to your disability support needs because of a new eligible impairment, or an impairment you currently have is now eligible¹⁵
- there's been a change to your right to compensation or supports for personal injury under a scheme of insurance, or another Commonwealth, state or territory law.

We can't reassess your plan if it's suspended.¹⁶ To learn more, go to [Our Guideline – Creating your plan](#).

How do we decide if you need a plan reassessment?

When you ask us for a plan reassessment, we'll consider all available information and the evidence you give us.¹⁷ Learn about the [evidence we need to reassess your plan](#).

NDIS laws tell us when we can reassess your plan.¹⁸ When you ask for a plan reassessment, we look at if there has been a significant change to your ongoing disability support needs.

We can reassess your plan if there's been a significant and ongoing change to your:

- [functional capacity](#)¹⁹
- [personal situation or environment](#).²⁰

We need to consider if the change is:

- **Significant.** When we say the change needs to be significant, we mean you need more NDIS supports to meet your disability support needs.
- **Ongoing.** When we say the change is ongoing, we mean your disability support needs have changed in a way that is likely to continue over time.

The ongoing change needs to be directly related to your disability and your eligible impairments.²¹

We'll review your request to make our decision. We can decide:

- to **reassess your plan.** We'll use the evidence you give us to create a new plan with you, that meets your disability support needs.
- to **vary your plan.** In some situations, you don't need a new plan and your support needs can be met by making a minor change to your current plan. We call this, a plan variation.
- **not to reassess your plan.** If you don't meet the criteria for a reassessment or we don't have enough evidence, we may decide not to reassess your plan.

We need to make our decision within **90 days** of receiving a valid request.²² We can only make a decision if your plan reassessment request includes all the information and evidence we need. Learn about valid plan reassessment requests and [how to ask for a plan reassessment](#).

If we don't make a decision within 90 days of receiving your request, NDIS laws say the plan reassessment request will be declined. We'll review this decision not to reassess your plan automatically. We call this an automatic internal review.

We may decide to vary your current plan instead if:

- the change in your support needs is temporary
- your support needs are expected to return to the amount of supports included in your current plan
- you're asking to change how your funding is managed

- you want to change your statement of goals and aspirations.

Learn more about when we can vary your plan in [Our Guideline – Plan variations](#).

Functional capacity

The laws for the NDIS describe functional capacity in relation to an activity, as your ability to do the activity without help from others, assistive technology or modifications, or only with assistance from commonly used assistive technology or modifications. Commonly used assistive technology or modifications are the things you would usually use to do an activity. For example, glasses, walking sticks and hearing aids.²³

When we think about help or assistance a child needs to do an activity, we look at whether the help the child needs from others is similar to other children of the same age.²⁴

When we think about your functional capacity, we exclude, as much as possible, the impact of your environmental and personal circumstances.²⁵

We'll consider the evidence you give us and all the information and reports we have to understand how your functional capacity has changed.

When you ask for a plan reassessment because of change to your functional capacity, we need evidence that shows:

- a significant change to your functional capacity
- your ongoing NDIS support needs have changed because of the change in your functional capacity
- the change is directly related to your disability and eligible impairments.

We need to know how the change in your functional capacity has had a large impact on your ability to do daily activities.²⁶ You need to tell us how your disability support needs have changed in different areas of your life, including:

- **Communication** – how you speak, write, or use sign language and gestures, to express yourself.
- **Social interaction** – how you make and keep friends, or interact with the community, or how a young child plays with other children. This includes your behaviour, and how you cope with feelings and emotions in social situations.
- **Learning** – how you learn, understand and remember new things, and practise and use new skills.
- **Mobility, or moving around** – how easily you move around your home and community, and how you get in and out of your bed or a chair.

- **Self-care** – personal care, hygiene, grooming, eating and drinking, and health. This includes how you get dressed, shower or bathe, eat or go to the toilet.
- **Self-management** – how you organise your life, plan, make decisions, and look after yourself.

A change in your functional capacity could be caused by a change to your existing impairments or a new eligible impairment. If the change is related to a new impairment, you'll need to give us evidence of the new impairment and how it meets the disability or early intervention requirements.

We may decide not to reassess your plan if the change to your functional capacity is short-term or temporary. For example, you need more support to recover after surgery. You don't need a plan reassessment if your support needs are only expected to change short-term.

Instead, we may help you connect with mainstream or community services for temporary support. We may also think about if we need to vary your current plan to give you urgent and temporary funding.

Example - Mara

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 move around her home and her balance is affected when doing daily activities like getting dressed and preparing her meals. She can no longer do this without assistance.

She met with her allied health professional for a new functional capacity assessment (FCA). The FCA says that Mara's motor skills have declined and she now needs physical assistance and assistive technology to support her with daily living. The FCA also says her functional capacity is likely to stay the same or decline more over time.

Mara asks for a plan reassessment and gives us the recent FCA. Mara's decline in motor skills is a significant and ongoing change in her functional capacity and directly related to her existing eligible impairments.

We decide to reassess Mara's plan to make sure it meets her ongoing disability support needs. We'll only fund a support if it directly relates to her disability.²⁷ We use the information in her functional capacity assessment to make sure there is a direct link between Mara's disability and the reasonable and necessary NDIS supports in Mara's new plan.

Personal situation or environment

We can reassess your plan if there has been a significant and ongoing change to your personal situation or environment.²⁸ This includes changes to your:

- [living arrangements](#)²⁹
- [education or work arrangements](#)³⁰
- [informal supports](#).³¹

When you ask for a plan reassessment because of a change to your personal situation or environment, we need evidence:

- that the change is significant and ongoing
- your ongoing disability support needs have changed because of the change in your personal situation or environment
- the change is related to your eligible impairments.

Living arrangements

We can reassess your plan if your ongoing support needs change because of a significant change to your living arrangements.³² We'll do this if the evidence you give us shows your new living arrangement is ongoing or it will likely last for more than 1 year.

Some examples of significant and ongoing changes to your living arrangements include:

- if you have moved into or out of hospital, a residential care facility or a justice setting. For a child, if they move into out of home care
- changes to your home environment that impact how you access your home, capital supports or home modifications. For example, you've moved house and you need a ramp to access your new home.

A change to your living arrangements doesn't always mean you need a plan reassessment. For example, you move house and still need the same amount of support with daily activities like personal care, meal preparation and community access, you don't need a plan reassessment.

We'll only reassess your plan if the change in your living arrangements significantly impacts your need for NDIS supports.

Example - Liam

Liam is 32 years old and lives in a one-bedroom flat. He uses an attendant propelled wheelchair for his mobility and also uses other assistive technology in his job as a children's writer. Liam has a support worker to help him with his personal care and going to work meetings.

In 3 months, Liam is moving into a new house with a second room for his office. Liam completes the plan reassessment request form to ask for a plan reassessment because of the change to his living arrangements. Liam hasn't given us any evidence that the change to his living arrangements will significantly change his ongoing need for NDIS supports.

Liam's new home is already accessible for Liam's wheelchair and his need for a support worker won't change. We contact Liam to let him know why we can't make a plan reassessment decision.

Liam agrees he can continue to use his current plan to meet his support needs. Liam knows he can contact us if his ongoing support needs change in the future.

Education or work arrangements

We can reassess your plan if your ongoing support needs change because of a significant change to your study or work arrangements.³³ This could include:

- starting school
- starting university
- starting a new job
- changing jobs.

To reassess your plan, the changes need to significantly impact your ongoing need for NDIS supports. We won't reassess your plan if the change to your support needs should be funded by other services, like the education system, employment services or your employer. For example, if you need study support or learning adjustments at university, these supports are usually the responsibility of the education system.

If you already have supports included in your plan for the change, you won't need a plan reassessment. For example, if we knew you would leave school and start university, we wouldn't do a reassessment if we had already included funding in your plan to support you with this transition.

Example - Mei

Mei is a wheelchair user, who will leave school and start university in the next 12 months. Their current plan includes funding to support with the transition. This includes support to find accessible transport routes and connect with the university's Disability Services Team.

Mei's dad is their plan nominee. He completes the plan reassessment request form and sends us a report from Mei's school about the support they need at university and asks us for a plan reassessment. The report says Mei needs study support, like extra time for exams and assignments.

We review the request for a plan reassessment. Mei's plan already includes funding to support the transition, and their functional capacity hasn't changed. We talk to Mei and their Dad and tell them we've decided not to reassess Mei's plan. The supports they've asked for are learning adjustments and are not NDIS supports for Mei.

Informal supports

Informal supports are your family, friends, kin, neighbours and the community who help and support you. We can reassess your plan if your ongoing support needs change because of a significant change to your informal supports.³⁴

We'll consider a plan reassessment if you usually get a lot of regular, disability related support from your informal supports and this significantly changes.

We need to consider if the significant change in your informal supports:

- leaves a gap in the disability supports you need. This means without the type, frequency and amount of support you get from them, you need more NDIS supports in your plan.
- is ongoing or likely to continue and you don't have enough funding to meet your disability support needs in your current plan.

This could be because:

- your informal supports are less available or have less capacity to support you
- there's a breakdown in the relationship between you and your informal supports, or there is a risk of a relationship breakdown
- it's no longer suitable for your informal supports to give you support. This could be because of the type of support they provide you, considering age and gender. We consider the cultural needs and preferences of you and your informal supports

- there is evidence your informal supports are at risk of burnout. This may mean you need more or different supports to help maintain your arrangement with your informal supports
- there is evidence your informal support arrangement may put you or them at risk of harm, abuse or neglect.

Sometimes, the change to your informal supports is temporary. For example, if your informal supports who usually support you every day need to recover from surgery. If the change to your informal supports isn't significant and ongoing, we'll consider if you can use your plan flexibly or if we can vary your current plan to include some urgent, short-term support instead.

Example – Tony

Tony has an intellectual disability and has recently turned 20. He became a participant when he was a child and his parents supported him with personal care, including showering. Tony has told us he doesn't feel comfortable when his parents help him with personal care. He needs urgent funding to continue to get the personal care he needs. Tony asks for a plan variation.

Tony gives us information from his parents about the situation and a report from his Occupational Therapist about the support he needs. We review the request and consider Tony's age, the type of support he needs and his preferences.

The significant change in his informal supports means his ongoing support needs have changed, and this change can't be met with supports in his current plan. Because this is a significant and ongoing change, Tony's needs are more appropriately met through a plan reassessment. We decline Tony's plan variation request so we can reassess his plan instead.

Tony has already given us the information and evidence we need to reassess his plan so he doesn't need to complete another request. We decide to do a CEO-initiated plan reassessment and explain the decision to Tony. We work with him to create a new plan to meet his ongoing NDIS support needs.

What else do we think about?

When deciding if you need a plan reassessment, we need to consider if the changes to your support needs can be met in other ways. For example, by:

- varying your current plan. For example, to increase the length of your funding periods
- using your current plan flexibly to meet your disability support needs
- informal or community supports
- a mainstream service, for example, the education system or employment services.

We'll also consider:

- your plan reassessment date. We'll consider if the significant change to your ongoing disability support needs means we need to reassess your plan before this date
- if your impairments have changed, leading to a significant change to your need for NDIS supports
- if there's been a change to your right to compensation or supports for personal injury under a scheme of insurance, or another Commonwealth, state or territory law. For example, you're eligible to get an amount of money for personal injury under an insurance claim following a car accident³⁵
- if 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.

We expect that your funding will last for the length of your plan. If you've used all the funding in your plan without evidence of a significant and ongoing change, we might not be able to reassess your plan. We'll talk to you to understand your situation and look at supports and strategies to help you manage your funding.

We have a responsibility to identify any risks and put supports or safeguards in place to support you.

These safeguards could include:

- giving you information and support to use your plan. This could include more regular check-ins or helping you connect with providers
- varying your plan to help you spend in line with your plan. For example, a change to your fund management type or including funding periods
- varying your plan to include additional safeguards to reduce the risk of ongoing overspending, such as a change in plan management type or changes to funding periods
- connection with mainstream or community services where appropriate.

For First Nations participants, this may include referral to culturally safe supports such as, Aboriginal Community-Controlled Health Organisations (ACCHOs) or Aboriginal Community-Controlled Organisations (ACCOs).

How to ask for a plan reassessment

To ask for a plan reassessment, you need to complete the [plan reassessment request form](#) and attach the evidence we need to make our decision.³⁶

We can only make a decision if you give us evidence of a significant and ongoing change to your need for NDIS supports.

You can [contact us](#) if you need help completing the form.

When you ask for a plan reassessment, you need to use the plan reassessment request form to give us:

- details about the significant and ongoing change to your functional capacity or change in your personal situation or environment.³⁷ For example, how the significant change to your functional capacity is impacting your daily activities
- evidence of the ongoing and significant change,³⁸ and the NDIS supports you need.
- if the change is related to a new impairment, you will need to give us evidence that the new impairment meets the [disability or early intervention requirements](#).³⁹

Learn about the [evidence we need to reassess your plan](#).

If your request isn't in the plan reassessment request form, including all the information and evidence we need, it won't be a valid request. We can't make a plan reassessment decision if your request is not valid.

If this happens, we'll tell you why we haven't accepted your request and the information we need to make a decision. You'll need to send a new plan reassessment request with the information or evidence we need to make a decision.

Who can ask for a plan reassessment?

NDIS laws tell us who can ask for a plan reassessment.⁴⁰ We can only accept plan reassessment requests from:

- you
- your [plan nominee](#)
- if the participant is a child, the [child representative](#)
- your legal guardian.

You can't give consent to someone else to ask for a plan reassessment on your behalf.

If someone else tells us you're at risk because of a change in your support needs, we'll contact you. We'll talk to you to understand your situation.

Evidence we need to reassess your plan

When you ask for a plan reassessment, you need to give us evidence.⁴¹ The evidence needs to show a significant change to your ongoing support needs because of a change to your functional capacity or a change in your personal situation or environment.

The evidence you give us needs to be recent. This means it should be:

- within 4 months of the date you ask us to reassess your plan
- after the date your current plan was approved.

Evidence includes any assessments, reports, or other information from an appropriately qualified professional relevant to your disability support needs.

When reviewing your evidence, we'll check whether there are any concerns with the evidence or information provided. This may include whether the person providing it may have a real or apparent conflict of interest. To learn more, go to [conflict of interest](#).

If we decide to reassess your plan, we might ask for [more information about the NDIS supports you need](#).

Evidence is important to help us understand how your disability support needs have changed and make a decision.

The type of information or evidence we need depends on the reason you're asking for a plan reassessment. This section will explain the evidence we need for changes to your:

- [functional capacity](#)
- [living arrangements](#)
- [education or work arrangements](#)
- [informal supports](#).

Evidence we need for a change in your functional capacity

If you need a plan reassessment because of a significant and ongoing change in your functional capacity, you need to give us evidence.⁴² The evidence you give us needs to be recent and show a change to your functional capacity since your plan was approved.

When you ask for a plan reassessment because of change to your functional capacity, we need evidence that shows:

- a significant change to your functional capacity. This means your ability to do the things you do every day has significantly reduced.⁴³
- your ongoing NDIS support needs have changed because of the change in your functional capacity
- the change in your disability support needs is directly related to your disability and eligible impairments. This could be an existing impairment or a new impairment.⁴⁴

If the significant change is related to a new impairment, you'll need to give us evidence of the new impairment and how it meets the disability or early intervention requirements.

Learn more about impairments and the [disability or early intervention requirements](#).

The evidence needs to be from an appropriately qualified professional.⁴⁵ This could be your:

- general practitioner or medical specialist
- allied health professional
- psychologist or mental health practitioner
- Aboriginal Community Controlled Health Organisation (ACCHO) service provider
- behaviour support practitioner.

Your evidence needs to show:

- the impact of your current functional capacity on one or more of your daily activities. For example, how you communicate and how you move around your home.
- how your functional capacity is expected to improve, decline or stabilise over time. This should consider the nature of your disability, how it may change in the future, any planned treatment or rehabilitation and any available or suitable home modification or assistive technology supports. For example, if home modifications would support your long-term functional capacity.

The evidence you can give us includes:

- a letter or report from your treating health professional. They need to have appropriate qualifications that are relevant to your disability⁴⁶
- a new functional capacity assessment
- a behaviour support plan
- a psychology report.

Evidence we need for a change in your living arrangements

If you need a plan reassessment because of a significant and ongoing change to your living arrangements, you need to give us evidence.⁴⁷ The information and evidence you give us needs to be recent and show the changes to your living arrangements since your plan was approved.

You need to give us evidence that shows:

- the change to your living arrangements is significant and ongoing. This includes if there is a significant risk your living arrangements will break down
- how the change impacts your ongoing disability support needs
- the change in your disability support needs is directly related to your disability and eligible impairments.

The information and evidence must be from someone appropriate for your situation and the supports you need.

For example, the evidence you give us could be:

- a functional capacity assessment, home modification assessment or behaviour support plan that shows your need for NDIS supports that you can't get in your current living arrangement
- information from a Specialist Disability Accommodation (SDA) or Supported Independent Living provider. This includes incident reports, sleep logs or confirmation of an SDA offer
- letters or reports from a hospital, mental health service or Aboriginal Community-Controlled Organisation (ACCOs)
- a letter from a child safety service, an aged care provider or justice service.

Evidence we need for a change in your education or work arrangements

If you need a plan reassessment because of a significant and ongoing change to your education or work arrangements, you need to give us evidence.⁴⁸ The evidence we need will be based on your situation and the type of change.

You need to give us evidence that shows:

- the change to your education or work arrangements is significant and ongoing
- how the change impacts your ongoing disability support needs
- the change in your disability support needs is directly related to your disability and eligible impairments.

The evidence you can give us includes:

- information or reports from mainstream services like health service providers, schools, tertiary education providers or employers. They should also confirm the new arrangement and the start date.
- from you, describing the NDIS supports you need for the new work or study arrangement. These supports can be alongside other supports that aren't funded by the NDIS. For example, you may need a support worker more frequently, to use the learning assistance program at your university.

The change needs to impact your ongoing need for NDIS supports. For example, a new job offer is not enough evidence. You need to give us evidence of how your ongoing support needs will significantly change because of the new job.

Evidence we need for a change in your informal supports

If you need a plan reassessment because of a significant and ongoing change to your informal supports, you need to give us evidence.⁴⁹ The evidence we need will depend on your situation.

The information and evidence you give us needs to show:

- the change to your informal supports is significant and ongoing or there is a risk that your informal supports will breakdown
- how the change impacts your ongoing disability support needs
- the change in your disability support needs is directly related to your disability and eligible impairments.

The evidence you can give us includes:

- a medical report about how the change in capacity or availability of your informal supports is impacting you
- a report from hospital about your hospital admissions
- a letter from a mental health or community health provider that shows how the change to your informal supports is impacting your disability support needs
- a functional capacity assessment or behaviour support plan that describes the changes or any risks related to your informal support arrangements. For example, a risk to your informal supports due to a manual handling requirement.

We also need to consider if there is a risk of relationship breakdown or harm to you or your informal supports. If you don't have other evidence, we may be able to make our decision using the information you give us about your situation and lived experience.

You, your authorised representative, your informal supports or another appropriate person can describe your informal supports arrangement and how it's impacting your ongoing disability support needs.

What happens if we need more information about the supports you need?

If the evidence you give us shows there has been a significant and ongoing change to your need for NDIS supports, we can decide to reassess your plan⁵⁰.

If we decide to reassess your plan and you need new or different NDIS supports, we may need more information about the NDIS supports you need. The information and evidence you give us will help us decide if the new or different supports meet the NDIS funding criteria for you. Learn about the NDIS funding criteria in [Our Guideline – Reasonable and necessary supports](#). We'll ask for different types of information for different types of supports.

It's important you give us this information so we can make a decision and include the right NDIS supports in your plan. We will give you a reasonable amount of time to give us the information.⁵¹

We might ask you for:

- a new assessment and report,⁵² 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.

Learn more about the different evidence we need to add specific NDIS supports in your plan in [Factsheet – Evidence we need to include NDIS supports in your plan](#).

If you don't give us the information we need and we're unable to contact you, we may think about suspending your plan. We'll only suspend your plan if we can't make a decision without the information we've asked you for.

Learn more about plan suspensions in [Our Guideline – Your plan](#).

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.

What happens during a plan reassessment?

We'll reassess your plan with you. We think about all your information including your goals, situation, and disability support needs. We look at the NDIS supports you need to meet your disability support needs. We'll only fund a support if it relates to your disability.⁵³ This means there must be a direct link between your disability support needs and the NDIS supports we fund. 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.⁵⁴ We also look at if you've spent your funding on NDIS supports and in line with your plan.⁵⁵ This will help us decide if the supports are still working for you.

If you haven't used all your funding by your plan reassessment date, it doesn't mean we'll reduce the funding in your next plan. There may be reasons why you weren't able to use your 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 meet the [NDIS funding criteria](#). For example, they may not be effective and beneficial for you if you're not 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've 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](#).

Learn more about how we create a new plan in [Our Guideline – Creating your plan](#).

What happens after a plan reassessment?

After we reassess your plan, we'll send you a copy of your new plan within 7 days of your plan being approved.⁵⁶

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 you don't agree with our decision?

You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you're not happy with your new plan, we can explain our decision, support you to understand how to use your funding, or help you fix any problems. If you'd like more details about the supports in your plan, we can send this to you. You can contact us and ask for a funding breakdown.

If you don't agree with our decision or your new plan, you can ask us to review our decision. We call this process an internal review.⁵⁷

You'll need to ask for an internal review within 3 months of our decision.⁵⁸

Learn more about [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.⁵⁹ You can also ask for a participant-requested plan change.⁶⁰

If we decide to change your plan while we're completing the internal review, our decision will form part of that internal review.⁶¹ 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 an NDIA 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](#).

Reference list

- ¹ NDIS Act s 48A.
- ² NDIS Act s 48A(1)(a).
- ³ NDIS Act s 48A(1)(b)(i).
- ⁴ NDIS Act s 48A(1)(b)(ii).
- ⁵ NDIS Act s 34(1)(aa), NDIS (Supports for Participants) Rules r 5.1(b).
- ⁶ NDIS Act s 48A(2).
- ⁷ NDIS Act s 47A.
- ⁸ NDIS Act s 48 (1).
- ⁹ NDIS Act s 33(2)(c).
- ¹⁰ NDIS Act s 48A(1).
- ¹¹ NDIS Act s 48(2)(b).
- ¹² NDIS Act s 48(2A)(a).
- ¹³ NDIS Act s 48(2A)(b).
- ¹⁴ NDIS Act s 48(2)(a).
- ¹⁵ NDIS Act s 48A(2)(b)(ii).
- ¹⁶ NDIS Act s 41(2)(c).
- ¹⁷ NDIS Act s 48(2A)(b).
- ¹⁸ NDIS Act s 48(2).
- ¹⁹ NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(a)(i).
- ²⁰ NDIS Act s 48A(1)(b)(ii).
- ²¹ NDIS Act s 48A(1)(a).
- ²² NDIS Act s 48(3).
- ²³ NDIS Act s 9B(1)(a)(i)
- ²⁴ NDIS Act s 9B(1)(a)(ii)
- ²⁵ NDIS Act s 9B(1)(b)
- ²⁶ NDIS Act s 48A(2)(c).
- ²⁷ NDIS Act s 34(1)(aa), NDIS (Supports for Participants) Rules r 5.1(b).
- ²⁸ NDIS Act s 48A(1)(b)(ii).
- ²⁹ NDIS Act s 48A(3)(a).
- ³⁰ NDIS Act s 48A(3)(b)-(c).
- ³¹ NDIS Act s 48A(3)(d).
- ³² NDIS Act s 48A(3)(a).
- ³³ NDIS Act ss 48A(3)(b)-(c).
- ³⁴ NDIS Act s 48A(3)(d).
- ³⁵ NDIS (Variation and Reassessment of Participants' Plans) Rules r 6.3(b).
- ³⁶ NDIS Act s 48(2A).
- ³⁷ NDIS Act s 48A(1)(b).
- ³⁸ NDIS Act s 48A(2)(a).
- ³⁹ NDIS Act s 48A(2)(b)(ii).
- ⁴⁰ NDIS Act s 48 (2) (b)
- ⁴¹ NDIS Act s 48(2A)(b).
- ⁴² NDIS Act s48A(1).
- ⁴³ NDIS Act s 48(2)(a).
- ⁴⁴ NDIS Act s 48A(2)(b).
- ⁴⁵ NDIS Act s 50(2)(b).

- ⁴⁶ NDIS Act s 50(2)(b)(ii).
- ⁴⁷ NDIS Act s 48A(3)(b)(ii).
- ⁴⁸ NDIS Act s 48A (3)
- ⁴⁹ NDIS Act s 48A (3)
- ⁵⁰ NDIS Act s 48(2)-(3).
- ⁵¹ NDIS Act s 50(3).
- ⁵² NDIS Act s 50(2)(b)(i)
- ⁵³ NDIS Act s 34(1)(aa), NDIS (Supports for Participants) Rules r 5.1(b).
- ⁵⁴ NDIS Act s 33(5)(f).
- ⁵⁵ NDIS Act s 33(5)(g).
- ⁵⁶ NDIS Act s 38.
- ⁵⁷ NDIS Act s 100.
- ⁵⁸ NDIS Act s 100(2).
- ⁵⁹ NDIS Act s 48(2).
- ⁶⁰ NDIS Act s 48(2).
- ⁶¹ NDIS s 101.