

Plan Reviews

Frequently Asked Questions

Participants

September 2017

What is a plan review?

Plan reviews are a normal part of the NDIS. Your plan review will help you to measure your progress against your personal goals, explore new goals and identify any changes in your life.

When you become a participant in the NDIS, you will receive a plan which funds reasonable and necessary supports that assist you in your daily living. This plan also helps you achieve your personal goals such as increasing your independence or learning a new skill. Your plan review is the opportunity to check your supports are working for you and are helping you to progress and achieve your goals.

It is expected that your first plan review will take place after your first 12 months in the Scheme.

Towards the end of your first year as an NDIS participant you will be contacted to prepare for the review of your NDIS plan.

Your plan review will be conducted by a NDIS representative. You are welcome to bring a family member or support person to your plan review.

What is discussed at my plan review conversation?

During your plan review, you will be able to provide feedback on what supports are working for you and how you are progressing in achieving your personal goals.

You will also have the opportunity to explore and set new personal goals building on your previous achievements.

Plan reviews also provide the opportunity to talk to your NDIS representative about when to have your next plan review dependent on your personal circumstances and goals.

Plan reviews can be scheduled up to two years apart dependent on personal circumstances and goals. If you know that your situation may change in the near future, such as your living arrangements or a planned move from school to work, your next plan review could be scheduled for up to 12 months' time to make sure your supports best support your needs and goals.

Your NDIS representative will make sure you are comfortable with when your next plan review will take place and will have a conversation with you to ensure you are given the right amount of time to achieve your goals.

You will need to talk to your providers about your plan length to ensure your Service Agreements are up-to-date.

Who will conduct my plan review?

The National Disability Insurance Agency (NDIA) is partnering with suitably experienced and qualified organisations across the country - organisations with strong local knowledge and understanding of the needs of people with disability or developmental delay – to deliver Early Childhood Early Intervention (ECEI) and

Local Area Coordination (LAC) services on behalf of the National Disability Insurance Agency (NDIA).

It is expected that a majority of NDIS participants will work with an ECEI Partner or LAC throughout their journey with the NDIS. This includes accessing the NDIS, developing, starting and reviewing their individualised plan.

For children aged 0 to 6 years, most plan reviews will be conducted by the ECEI Partner in person with the family.

For children and people aged 7 to 65 years, depending on your situation, plan reviews will be conducted by a LAC or an NDIA planner. Plan reviews will be conducted in a number of ways including a face to face meeting or over the phone depending on your preference.

Everyone will have the same access to supports and services regardless of how their plan review takes place.

Find out more about the role of [LAC](#) and [ECEI](#) partners on this NDIS website.

How will my plan be reviewed?

Depending on your needs and circumstances your plan review conversation will be conducted face to face or over the phone.

You might talk to a LAC at their office or over the phone, visit an NDIS office or meet with an ECEI Partner in your home or at their office.

Your next plan will be developed based on your plan review conversation, and formally approved by the NDIA.

Should I keep track of my next plan review date?

It is important that you are aware of the length of your plan and when it is due for a review. You can find this information on your plan in the myplace participant portal. You will usually be contacted four weeks prior to end of your plan.

If you have not been contacted and your plan is due for a review in less than two weeks please contact your ECEI partner, LAC, Support Coordinator or call 1800 800 110 to discuss your situation.

How can I prepare for my plan review?

You can work with your ECEI partner, LAC, Support Coordinator (if you have one), friend or family member to prepare for your plan review.

Have a think about your goals in both the short and long-term. Knowing what you would like to work towards will help you to think about the supports and services you may need to achieve those goals and how you will use the funding in your plan to access the supports and services you need.

it is important that your NDIS plan, and any funded supports, continue to work well for you.

This means your plan is helping you to achieve your goals.

Before you start your plan review, it can also be helpful for you to explore options to get involved in your local community through activities like sports clubs and community groups.

If your circumstances or needs change you can talk to your NDIS representative about changing your plan.

What happens if I want a shorter plan length?

The NDIS is a big change for people with disability, their family and carers.

There will be an opportunity for you, your family or carer to discuss their situation and the length of the plan.

The NDIA, ECEI Partner or LAC will then determine, based on your individual circumstances, what the appropriate length of the plan will be – allowing the right amount of time to achieve your goals.

How will I be notified about the outcome of my plan review?

In some cases the person you had your plan review conversation with will be able to approve the plan, while in other cases they will need to ask a colleague to review and approve the plan.

If there are changes to the funding in your plan your NDIS representative will have a conversation with you to explain the changes.

Once your plan is approved, your plan details and funding will be updated in the NDIS myplace participant portal and we will send you a copy of the plan either by email or post.

Remember – if you have any unspent funding in your plan, this does not roll over to the next plan. The new funding will replace the existing funding.

Do I need to talk to my providers about my new plan?

When you have completed your plan review, it is important you talk to your providers about the length of your plan and goals. You will also need to discuss your Service Agreement and Service Bookings to ensure they cover the period of time you want them to provide supports and services.

Your current supports will not be impacted during the plan review period.

If you wish to change your supports, you can discuss with your LAC, your Support Coordinator or your service provider.

What types of goals will be a focus of my plan review?

Setting goals to increase your skills and independence to engage in the community and employment will continue to be a key focus of the NDIS.

What flexibility is there over my individualised funding package?

To support you to have choice and control over your NDIS plan, there is flexibility to ensure you can choose how to spend your funds to purchase services and supports and help achieve your goals.

Like all Australians who manage their weekly budget, you need to effectively manage the funding in your plan for services and supports. This means identifying services that will effectively help you to achieve your goals, while also representing good value for money.

The funding in your budget for core support is flexible and you are encouraged to be innovative with the funding. For more information see the [Managing Your Funding Package factsheet](#) on the NDIS website.

By providing people with a budget for their supports and services, the NDIS is helping people have genuine choice and control over their lives, as well as the flexibility to get the services they need when they need them to achieve their goals.

What if I do not agree with the planning review decision?

You can request a review of a decision made by the NDIA. This request can be made by completing the application for review of a decision form on the myplace participant portal, request this by phone, mail or face to face through an NDIS office.

To find out more about requesting an internal review of your plan you can contact us on 1800 800 110 or visit the [internal review of a decision page](#) on the NDIS website.

A review will be conducted by an NDIA staff member who was not involved in the original decision making. They re-consider the facts, law and policy aspects of a decision and determine if the original decision was accurate.

The reviewer is also able to consider any new information available.

What happens if I require an unscheduled plan review?

If your circumstances or needs change you can talk to us about changing your plan. Some change of circumstances do not need a plan review.

You can request a plan review at any time by completing the Plan Review request form. Please note your circumstances need to have changed significantly from your last meeting with us for a plan review to take place.

You can download the change of circumstances form and find out more information on the [change of circumstances page](#) on the NDIS website.

You can also visit your local NDIS office to get a copy of this form.

You can ask a family member, friend, carer, LAC, Support Coordinator (if you have one) or provider to support you if your circumstances change or would like a decision reviewed.

How will families be supported if their child no longer meets disability or early intervention access requirements?

Supports will change as participants' needs change - it means they are getting the support they need, achieving their goals, experiencing positive outcomes and increasing their involvement in the community.

In practice, this may mean some children and adults who entered the NDIS under early intervention criteria will achieve their goals over time to the point they no longer require assistance from the NDIS, which is a positive outcome.

In this instance, the NDIA's ECEI or LAC Partner will work with the child and their family to support them in their transition to mainstream and community supports.

Mainstream supports may include therapy and/or allied health providers or assistance from Child and Family Centres.

Where it is deemed necessary for a child's NDIS funded supports to continue, the child will continue as a NDIS participant.

What are in-kind supports?

In-kind supports have been pre-paid by the Commonwealth, state and territory governments. In-kind arrangements will exist at least until the end of the three year scheme transition period ending 30 June 2019.

Specific in-kind supports recorded in your plan must only be utilised with the provider indicated, as the provider has already been paid in advance for this support under that in-kind arrangement.

Will Support Coordination be included in my plan?

Support Coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports.

Not all participants will receive funding in their plan for Support Coordination. It is a special type of support and will only be deemed reasonable and necessary in certain circumstances. The need for Support Coordination is expected to reduce as the capacity of the participant increases.

It is expected that a majority of NDIS participants will work with a LAC or ECEI partner in the community. This includes accessing the NDIS, and developing, starting and reviewing their individualised plan.

LAC partners focus on participant capacity building, including development, implementation and review of plans.

ECEI partners deliver outcomes for children (aged 0-6) and their families through best-practice and family-centred approaches.

Your LAC or ECEI Partner can assist you to explore the flexibility within your plan and build greater links to community and mainstream supports.

If you require a lot of help to access providers and to get support from mainstream services, you may have Support Coordination in your plan to assist you.