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Step 1: Understand what to expect

You may have a check-in first

Your my NDIS contact will contact you about 2 to 3 months before your current plan's reassessment date for a check-in. We may also organise a check-in if you let us know your current situation has changed and changes may be needed to your plan.

As part of this process, they'll check to see how you are going with your current NDIS plan and if your situation has changed in the last year. Your my NDIS contact will start the process for you if your situation has significantly changed.

Your my NDIS contact will explain:

- the kinds of information and evidence you'll need for your plan reassessment
- how to go about gathering this information and evidence
- the plan reassessment process.

If you don't have a check-in coming up

You can still ask us to reassess your plan if you don't have a check-in coming up and if your situation has changed significantly.

Step 2: Gather information and evidence

Information helps us decide on your next plan

You should consider what information you need to share to prepare for your plan reassessment. Think about:

- any life changes you're expecting to make over the next 3 years, such as leaving school, starting or leaving work, or a change in your living situation
- how connected you are with your social and community supports
- your goals and preferences about your plan duration.

Evidence also helps us decide on your next plan

We can only include NDIS supports in your plan that our rules say we can fund.

Information and evidence might include assessments or reports from your treating healthcare professionals, therapists or support workers. This is to show how your supports and services are helping you work towards your goals.

These reports can also make recommendations for supports and services you might need in the future.

Learn more about how to gather evidence.

Step 3: Give us your evidence

You can give us your information and evidence by:

- using our service hub
- mailing it to NDIA, GPO Box 700, Canberra ACT 2601
- delivering it in person to your my NDIS contact or local office.

Step 4: After your plan reassessment

An NDIA planner will review the information and evidence you provide for your plan reassessment.

They'll consider what NDIS supports:

- are related to your disability
- will help you to work towards your goals
- will increase your independence
- help you work, study and join social activities.

We'll let you know our decision within 90 days.

There are 3 possible outcomes:

- we vary your plan
- we create a new plan for you

- we don’t change your plan.

We’ll explain our decision. If we create a new plan for you, we’ll book a plan meeting.

Related information

What is a plan reassessment

What is an NDIA planner

What is a plan meeting

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