

On this page:

[Step 1: Asking about a change to your plan](#)

[Step 2: Gather any evidence](#)

[Step 3: Contact us](#)

[Step 4: We make our decision](#)

Step 1: Asking about a change to your plan

Some changes in your life are temporary. Others will be longer term or permanent.

We can help you to make the most of your plan if your situation has changed.

Using your plan flexibly

You can use your plan flexibly to buy the NDIS supports you need if you expect the change in your situation is short-term.

You can use your flexible budgets in the way that best suits your needs because your plan has funding components listed at the support category level.

Speak to your [my NDIS contact](#) if you need help using your plan flexibly.

You need more, less or different NDIS supports

We can work with you to change your plan if you expect the change in your situation to be longer term or permanent, and your treating healthcare professionals recommend different NDIS supports.

Step 2: Gather any evidence

You might need to give us information and evidence to change your plan

Some changes, like updating your goals or changing how your funding is managed, can be [made to your current plan without creating a new one](#) for you.

We might ask you some questions about why you want to make these changes, but we don't usually need evidence to support them.

Sometimes, a [change to your plan that means we need to create a new plan](#) needs more information. This might include reports from treating health professionals, therapists or support workers.

If you aren't sure what kind of [evidence](#) you'll need, speak to your my NDIS contact.

It's a good idea to make sure you have your evidence ready before asking us to change your plan.

Tip: Do we fund what you're asking for?

It's a good idea to check our rules first to see if we can fund what you would like to ask for if you want to ask for different NDIS supports.

Some supports are not funded by the NDIS, but they might be available from other government services like health or education.

Learn more about what [NDIS supports](#) we fund.

Step 3: Contact us

Call us

Call us on [1800 800 110](tel:1800800110).

Use our service hub

Submit an enquiry through our [service hub](#) .

Speak to us in person

Talk to your [my NDIS contact](#) or visit your [local office](#) in person.

Submit a form

Fill out the [change of details or change of situation form](#).

Learn more about [how to tell us about a change of situation](#).

Step 4: We make our decision

We'll decide what type of change you might need

Once you've sent us your form to let us know what you'd like changed in your plan, we can look at the information and evidence you've given us to decide.

We'll work out the best way to make the change you've asked for, if we agree.

We'll contact you with our decision within 21 days

There are 3 possible outcomes.

They are that we:

- vary your plan
- create a new plan for you
- don't change your plan.

If you're unhappy with our decision, you have options

You can request an internal [review of a decision](#) if we make a decision about your plan you don't agree with.

Related information

[How to tell us about a change of situation](#)

[What is a my NDIS contact](#)

[What are NDIS supports](#)

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