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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 or support coordinator, if you have one, 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: Fill out a request form

The form you use to ask for a change will depend on the type of change you're asking for.

Plan reassessment

Your plan may be reassessed if you have significant and ongoing changes to your support needs.

Use the plan reassessment request form. Only a participant, plan nominee or child representative can submit the form.

Plan reassessment request form

Download the plan reassessment request form:

- Plan reassessment request form (DOCX 257KB)
- Plan reassessment request form (PDF 619KB)

Plan variation

Your plan may be varied if you need smaller changes to your current plan. Use the plan variation request form to ask for this type of change.

Plan variation request form

Download the plan variation request form:

- Plan variation request form (DOCX 131KB)
- Plan variation request form (PDF 619KB)

Other ways to change your details

You can let us know about other changes to your details without asking for a change to your plan. Let us know about changes to your details by:

- calling us on 1800 800 110
- submitting an enquiry through our service hub
- talking to your my NDIS contact
- visiting your local office in person.

Or learn more about how to update your name, pronouns or gender.

Step 3: 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, changes to your plan mean we need to create a new plan. We may need more information to do this. This might include reports from treating health professionals, therapists or support workers.

Speak to your my NDIS contact if you're not sure what kind of evidence you need.

You must give us evidence with the complete form when you ask for a change to 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 4: Send us your request

You can send your completed form and evidence to us in the way that suits you best.

Use our service hub

Submit your form through our service hub .

Send in the mail

Mail your form to NDIA, GPO Box 700, Canberra ACT 2601.

Deliver in person

Deliver your form in person to your local office.

Step 5: We make our decision

We'll decide whether to change your plan

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 contact you with our decision

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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