5 March 2019

The NDIA wants to reassure NDIS participants, their families and carers that media reports today in relation to the Agency allegedly conducting early plan reviews due to the NDIS ICT system and cutting off plan funding - are absolutely incorrect.

A plan review is an opportunity to review how funded supports are working for participants to achieve their goals.

The plan review process can commence up to three months prior to the review date of a participant's plan. This is standard practice.

A new plan is then developed including the reasonable and necessary supports a participant requires to pursue their goals. Service bookings end when a new plan is approved and participants are supported to contact their service providers following the approval of a new plan. A participant and their service providers negotiate new service bookings and service agreements in line with the approved plan.

A new plan comes into effect from the date it is approved including funding - funding is not cut off.

Processes and funding continue to be in place to allow providers to claim service bookings delivered during the participant's prior plan – for up to 12 months.

Plan budgets may increase, decrease or stay the same at plan review, depending on a person's individual circumstances and goals. This is line with the insurance principles that underpin the Scheme.

We want to reassure NDIS participants, their families and carers there are no technical issues with the NDIS ICT system in relation to plan reviews.

The NDIA will continue to put the best outcomes for participants at the core of our decision making.

If any participant, family member or carer require further assistance with implementation of a plan or plan review, please contact either your Local Area Coordinator, or the NDIA on 1800 800 110.

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