5 September 2019

The NDIA is making changes to the NDIS myplace portal to improve the process when there is a gap between new and old participant plans. Sometimes there is a delay in the approval of a new plan. This can create a ‘gap’ between the old plan and the new plan.

The NDIA is committed to ensuring participants continue to have access to supports and services while participating in a plan review.

In early August, we began to automatically extend the end date of some participant plans, for a period of 28 days.

This means a small number of NDIS participants have already had their plan extended and are able to receive supports regardless of any delay in a new plan being approved.

It also means their providers have been able to claim for supports delivered in accordance with the plan until the new plan is approved.

We want to make sure we create the best possible outcome for participants, so we are introducing these changes in stages.

From today, we are rolling out the second stage of system changes, including:

- automated extension of all plans (except plans with periodic transport supports) that ended in the past 28 days and due to end in the next seven days, and
- alerts in the NDIS myplace participant portal and the NDIS myplace provider portal when a plan has been extended.

The system will extend service bookings which are in place until the end of your current plan and you will be able to continue to receive your current services. Providers may need to adjust other service bookings.

Your capital budget remaining from your existing plan will continue to be available during the extension period but will not increase.

If your plan is approaching review please contact the NDIA.

If you have any questions about your plan being extended, please call the National Contact Centre on 1800 800 110.

Participants can find more information on the Reviewing your plan and goals page.

More information for providers is available in the myplace provider portal step by step guides.

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