18 November 2019

Reading and understanding your NDIS plan is key to getting the most out of it. The NDIA are pleased to confirm that participants are now able to request a copy of their NDIS plan in their preferred accessible format including large font, audio, e-Text and braille.

To receive your next approved NDIS plan in an accessible format, you will need to update your communication preferences in the 'My contact details' tab of the myplace participant portal or call our National Contact Centre on 1800 800 110.

If you would like to request your existing plan in another format, please speak with your planner, LAC or call the National Contact Centre on 1800 800 110.

You will receive your accessible plan via email or post within seven (7) working days of having your plan approved.

How to update your communication preferences in the myplace participant portal

1. Log into the myplace participant portal
2. Click 'My contact details'
3. Select 'How can NDIA contact me?' and press the edit button
4. Select your preferred format type under the heading 'format type'.

Related articles

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Date
9 June 2022

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Date
11 September 2019

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Date
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