10 February 2020

The NDIA has made further improvements to the NDIS myplace portal. The changes ensure continuation of service for our participants during a plan review period and reduce claiming errors and manual rework for providers.

From August 2019, we began automatically extending the end date of participant plans to remove any gap between new and old participant plans.

From today, new improvements include:

- Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) supports will have service bookings increased automatically where a 28 day extension has been applied to a plan.
- Unclaimed funds within a participant's previous plan and service bookings will now be available for 90 days after a new plan has been approved. This gives participants and providers more time to make payment requests for services delivered during the previous plan period.

These changes will apply to plans approved after Monday 10 February 2020.

The automatic extensions will mean additional funding will be available in your NDIS plan, however home modifications and assistive technology funding will not be extended.

Service bookings managed by providers will not end where there is a 28 day extension.

Participants and providers will see a message in service booking details in the NDIS myplace portal letting them know that unspent funds will remain available for 90 days after the plan review is completed.

If your plan is approaching review and you do not have an appointment booked, 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 page.

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

Related articles

Removing gaps between plans

Date
5 September 2019

Removing gaps in-between plans

Date
2 August 2019

Testing our new computer system and improvements in Tasmania

Date
10 November 2022
Read more news