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With changing circumstances, you may have questions about your plan and the planning process.

We have also answered questions about [using your budget](#).

## Plan reassessments

### What happens if I am due to have a scheduled plan reassessment (with video)?

Your plan will be automatically extended by 12 months on the day your plan ends to make sure you have the funding you need.

Your extended plan will have the same core and capacity building budget funding (excluding capital) as your current plan.

Your planning or plan reassessment meeting will be held over the phone.

You can let us know if you would prefer the meeting to take place by email.

As part of this plan reassessment process, we will discuss with you the option of having a plan in place for up to 24 months.

Once your new plan is finalised, it will replace this extended plan and you will receive a copy of your new plan in the mail.

[Transcript for 'My plan is about to end'](#)

### I have a significant or urgent change in circumstances, and my plan no longer meets my needs (with video)

If you have a plan in place, or your plan was extended by 12 months, and you;

- have a significant or urgent change in circumstances, and
- your plan cannot be used flexibly for your disability-related needs,

Please phone us on 1800 800 110.

Your funding will be available until a new plan or plan extension has been put in place.

To help us work with you on any changes, or to include different supports in your new plan, you can provide us with important information and evidence by email.

Once the plan reassessment is completed, we can provide you with a plan that is in place for up to 24 months.

[Transcript for 'I have a significant or urgent change in circumstances, and my plan no longer meets my needs'](#)

### Has the NDIS stopped planning meetings?

Scheduled plan reassessments are still occurring and we will call you to organise a planning meeting at a time that suits you.

Your planning or plan reassessment meeting may be held over the phone or email, depending where you live.

If you live somewhere under health restrictions, some offices may be closed. Check the list of closed [NDIA offices on our website](#).

Your plan will be automatically extended by 12 months on the day your plan ends to make sure you have the funding you need.

If you are happy with your extended plan, we will not need to do a plan reassessment meeting.

### I requested a reassessment a while ago and haven't heard anything. What should I do?

If your plan is about to end, we will automatically extend it for up to 12 months on the day your plan ends to make sure you have the funding you need.

We are still working on participant requested reassessments in the usual way. In the meantime, keep using your current plan to access the supports you need.

We'll contact you with the outcome of your reassessment request.

## **Why is the NDIS contacting me to talk about my plan?**

There may be a range of reasons the NDIA or Local Area Coordinator is contacting you at the moment:

- we are calling participants who are due for their scheduled plan reassessment. During this call we will discuss with the participant their options, such as renewing or extending their current plan, or doing a full plan reassessment if their circumstances have changed.
- We are calling participants who have health, disability or circumstances which could make them more vulnerable during the COVID-19 pandemic.
- We are continuing to work through our usual process for assistive technology items and quotes, or if you have requested a review of your plan.

If we are calling to check in on you and make sure that you can still access supports in your NDIS plan because of COVID-19, these conversations may lead to plan review, if your situation has changed.

You can ask for this to be scheduled for a more convenient time so you can have family or friends support you. Calls may occur outside usual business hours and will be from a private number.

We will always explain if we are undertaking a plan reassessment or any other official process.

We will discuss this at the start of the call and confirm at the end you are comfortable with the process and next steps.

To protect your privacy, we will ask you some questions to identify you before we discuss your details.

If you are ever unsure about whether a person calling you is from the NDIA, or one of our partners in the community, before you give them any information, you should ask the person to verify your NDIS reference number.

Alternatively, you should take their name and number and call the NDIA back.

If you think you may have been contacted by someone wrongly claiming to be from the NDIA, please contact us by emailing [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or calling 1800 800 110.

## **If I have my planning meeting/plan reassessment meeting over the phone, can I have another person of my choice involved in the call to assist me?**

Yes. If you want a friend, family member or someone to help you with the meeting, make sure they are available and make sure that only one person talks at a time.

You can find more information on phone planning meetings on the [Preparing for your planning meeting](#) page.

If you have someone assisting you with the meeting, you can let us know when we call you.

If the person assisting in your planning meeting will be in a different location in Australia, let us know their contact details and we can dial them in separately.

### **I would prefer to have a face-to-face planning meeting. Can I request a face-to-face meeting?**

If you live somewhere under health restrictions, some offices may be closed. Check the list of closed [NDIA offices on our website](#).

Your planning or plan reassessment meeting may need to be held over the phone or email depending where you live.

Current and potential participants can contact us by phone, email or webchat.

If you would still like to visit an NDIS office, you can do so although in line with recent Government advice, we encourage you to contact us by phone, email or webchat instead.

You can call 1800 800 110 if you need to talk to a staff member about your plan.

Select option 5 for plan enquiries related to COVID-19.

### **If I am using less of my funding because services are being cancelled, will I get less funding in my next plan?**

Your funding may change in your next NDIS plan, but this is determined by your disability-related support needs, not by assessing unspent funds from your previous plan.

## Plan extensions

**With plans being extended, does that mean I don't need to get reports and assessments for upcoming plan reassessments?**

We are contacting participants whose current plan is about to end. We can complete the plan reassessment over the telephone

Your planning meeting will be an opportunity for you to tell us about any changes to your support needs and goals.

To help us work with you on any changes, or to include different supports in your new plan, you can provide us with important information and evidence by email.

When a reassessment is not undertaken before the expiry date, we are automatically extending plans by 12 months to make sure you have the funding you need.

**If plans are being automatically extended by 12 months – am I expected to make the funds I have left last another year?**

To ensure NDIS plans don't reach their end date, on the day your plan is due to end it will be automatically extended by 12 months.

Your extended plan will have the same core and capacity building budget funding (excluding capital) that is in your current plan added to the extended plan.

If your current plan is not a 12 month plan, your extended plan will be calculated on a pro-rata basis and these funds added to the extended plan.

If your plan is due to end soon, you do not need to do anything – all plans will be automatically extended by 12 months.

**My plan was automatically extended, without a plan reassessment. I think I am being charged more for my supported independent living (SIL) supports than I should be?**

If your plan has been automatically extended, the amount of SIL support you receive and the money you pay for it stays the same until you get a new plan.

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If you have had your plan automatically extended and you are now paying more for your SIL supports, please contact the [NDIS Contact Centre](#).

We are sending letters to providers who we have identified may have an error in a payment request. We are asking providers to check the claim for payment and fix it if it is incorrect.

Learn more about our [Provider compliance monitoring](#).

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