22 March 2024

NDIA is committed to delivering a positive experience to our more than 646,000 participants, their families, carers and the wider disability community.

Since late 2023, we have received a larger than average volume of requests from participants asking for a change to their NDIS plan.

This has in turn led to a higher than average volume of calls and emails to our National Contact Centre and NDIS partners, as well as a higher than average number of participants seeking in person support.

This has caused some delays as we carefully review and action all participant requests.

The NDIA is working hard to resolve delays experienced by participants and apologises to anyone impacted.

The NDIA has established a dedicated team to prioritise and triage urgent plan reviews, and the Agency continues to recruit more planners and National Contact Centre staff to meet the increasing demand.

We would like to assure participants that all requests are being prioritised based on individual circumstances, and will be processed as soon as possible.

We encourage participants to continue to use their Core support budget, within their existing plan funding, flexibly to access their required disability related supports.

It is important to remember Core funding can be used flexibly with other Core support types and not with other support types like Capacity Building.

More information

If you need help understanding your plan or how to use your funding flexibly, please visit the supports budgets and your plan webpage. Your early childhood partner or local area coordinator can also help.

If you or someone you know requires crisis support, please contact a local GP or mental health crisis team.

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