



Changing your plan

Easy Read fact sheet



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet.

When you see the word 'we', it means the NDIA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 16.



This is an Easy Read summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on the NDIS website.

www.ndis.gov.au/resources



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

What is in this fact sheet?

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Why we change your plan



When parts of your life change, we might need to change the supports in your **NDIS plan**.



Your NDIS plan is a document that has information about:

- you and your goals
- the supports you need
- the **funding** the NDIS will give you.



Funding is the money from your plan that pays for the supports you need.



You need to tell us when something changes in your life.



You can talk to your my NDIS contact.

Your my NDIS contact is a support person who you have a lot of contact with.

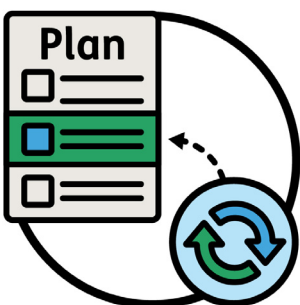
You can also talk to your:



- **recovery coach** – someone who supports you with your mental health



- **support coordinator** – someone who helps you plan and use your supports.



If some things have changed in your life, we might decide that you only need small parts of your plan to change.

This is called a **plan variation**.



If a lot has changed in your life, we might decide that you need a **plan reassessment**.

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.

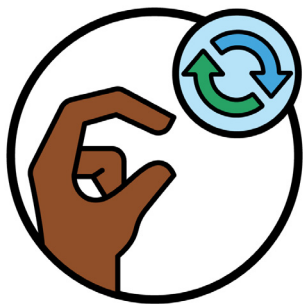


We explain these more over the next pages.

Plan variations



When we do a plan variation, you can keep using your plan.

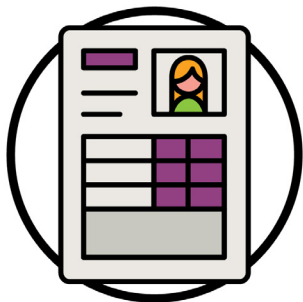


This is because we are only making small changes.

These changes could be to:



- your goals



- your information.

These changes could also be to:



- the way you manage your funding



- the date we do your plan reassessment



- small parts of your funding.



For example, we might give you funding for a short-term support when something changes in your life.

Plan reassessments



When we do a plan reassessment, we give you a new plan.

We will do a plan reassessment when:



- your life changes a lot



- your plan does not support what you need anymore



- your plan reassessment date is due.



We usually check your plan every 3 years to make sure your supports still meet what you need.



The supports in your new plan might be the same as the supports you have now.

Or they might be different.



You will meet with an **NDIA planner** to make your new plan.



An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- creates your plan **budgets**.



A budget is how we split the funding in your plan.

How to ask for changes to your plan

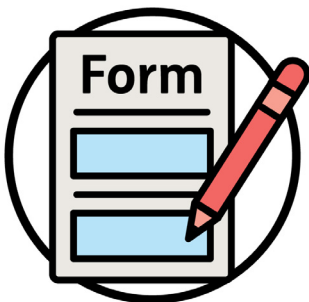


You can ask us to change your plan at any time.



You can talk to your:

- my NDIS contact
- recovery coach
- support coordinator.



You can ask us to change your plan by filling out a form.



You can find the form on the NDIS website.

www.ndis.gov.au/change-circumstances



You can ask us to change your plan by calling us.

1800 800 110



You can also ask us to change your plan by visiting one of our offices.

What happens next

After you ask us to change your plan, we will:



- make a decision within 21 days

or



- let you know if we need more information to make a decision.



For example, we might need information from your doctor.



If we agree to change your plan, we will work with you to make the changes you need.



We will send you a copy of your new plan when it is done.

If we decide to not change your plan, we will:



- explain our decision



- tell you other ways we can support you



- tell you how you can ask us for an **internal review**.



When the NDIA does an internal review, we check:

- how we made a decision
- if we need to change a decision.

More information

For more information about this fact sheet, please contact us.



You can call us.

1800 800 110



You can send us an email.

enquiries@ndis.gov.au



You can visit one of our offices in person.

You can find an office near you on the
NDIS website.

www.ndis.gov.au/contact/locations

Word list

This list explains what the **bold** words in this fact sheet mean.



Budget

A budget is how we split the funding in your plan.



Funding

Funding is the money from your plan that pays for the supports you need.



Internal review

When the NDIA does an internal review, we check:

- how we made a decision
- if we need to change a decision.

NDIA planner



An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- develops your plan budgets.

NDIS plan



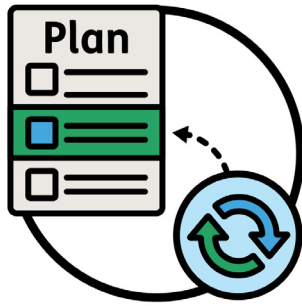
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Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



Plan variation

A plan variation is when we change small parts of your plan.



Recovery coach

A recovery coach is someone who supports you with your mental health.



Support coordinator

A support coordinator is someone who helps you plan and use your supports.



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Notes





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