# Participant Information Pack heading page

# Changing your NDIS plan

# This information pack is about changing your NDIS plan in Tasmania

**November 2022**

**Introduction**

We are testing a better way to deliver the NDIS.

We’ve spent time talking to participants, Agency staff, local area coordinators and early childhood partners and the disability community to work out the ways we can improve the experience people have with the Scheme.

Part of this work has been designing and building a new computer system to help us deliver a nationally consistent experience for participants. We are not changing the rules or the way the NDIS works. We’re testing ways to improve how we:

* Help people with disability learn about and connect with community and mainstream services, including the NDIS
* Apply for the NDIS
* Create an NDIS plan
* Support participants to make the most of their NDIS plan.

We have tested our new computer system and the way it works with our staff and local area coordinator and early childhood partners.

Participants have helped us design the system. It’s now time to test it with participants.

We decided to do the test in Tasmania with participants, providers and the wider disability community to make sure our systems and processes work as they should, and we deliver a quality experience for participants.

Testing in Tasmania means we can learn from the experience, collect feedback from participants, providers, staff, partners and the community. We can then make any changes or improvements we need to before we begin using our new business system in the rest of Australia.

We created this information pack to help you prepare for the NDIS test in Tasmania.

You can see other information packs and learn more about the NDIS test in Tasmania at [www.ndis.gov.au](http://www.ndis.gov.au)/improvements

**Your NDIS journey**

If you are an NDIS participant in Tasmania from November 2022, you will have a different NDIS journey to other participants in Australia. This pack provides information about what you can expect from your NDIS experience and how you will be supported to pursue your goals. You’ve already completed four of the steps in your NDIS journey:

* Making connections
* Applying to the NDIS
* Creating your NDIS plan
* Using your NDIS plan

This pack provides you with information about:

* **Check-ins**
* **Changing your plan**

**Your NDIS plan**

This information is relevant when you have had your NDIS plan developed in the new computer system and through the new process.

The planner will have met with you to develop and approve your plan. They will have explained what supports are reasonable and necessary for you to pursue your goals, increase your independence, and help you work, study and join social activities.

Your NDIS plan will remain in place until your circumstances or support needs change. This means your plan could be up to 3 years long.

**Check-ins**

We will schedule a check-in with you at least every year, to ask how you are going with your plan, check you are accessing the services and supports you need, how you are tracking against your goals, and whether you have had a change in situation that means your plan needs to be adjusted.

At your check-in, we’ll ask you:

* how you’re going
* if you have any questions about your current plan
* how you’re going with your goals
* if you have any new goals, or want to change your goals
* how you’re using local services in the community or other mainstream services
* how you’re using your funded supports in your plan
* how your supports are helping you pursue your goals
* if your supports meet your disability needs
* if your situation has changed
* if you need help with big changes coming up in your life, like starting or finishing school or starting a new job.

Sometimes, we may get in touch with you before your next scheduled check-in. This might be because we have noticed you are not using your plan funding, or you are using your plan funding more than usual.

We will check-in with you to understand whether your situation has changed, check if your plan is still meeting your needs, or if you need some additional help to implement your plan.

Having a check-in doesn’t mean your plan needs to be changed. If your plan is working for you, no changes will be needed. This is a good outcome because it means you have the right services and supports in place to pursue your goals.

**Changing your NDIS plan**

You can tell us about changes in your life that might mean you need more, less or different supports at any time. You don’t need to wait for your next check-in.

We will help start the process to change your plan. We will:

* Talk to you so you can tell us how your plan needs to be changed, and why.
* Work with you to understand the changes you are asking for and explain the kinds of evidence and information we need to decide.
* Consult with you throughout, including letting you know if we need more information.
* Take your evidence and provide this to the NDIA person who can make a decision about changes to your plan.
* Let you know what decision has been made about your request to change your plan, and the reasons for this decision.

Based on the information and evidence you give us, we will:

* Consider the type of change you are asking for
* How the supports in your plan work together
* Any impact of the change you’ve asked for on your overall plan.

Then we’ll decide whether your plan needs to be changed or stay the same. If it needs to change, we’ll explain the easiest way to do this.

If your plan needs to change, you will be involved in defining the changes.

Some changes we can do without replacing your current plan, including:

* Fix a minor or technical error.
* Change the reassessment date of your plan.
* Change the way your plan is managed, or the way a particular support is managed.
* Include crisis or emergency funding because of a significant change in your support needs. We can make this change while we prepare for your plan reassessment.
* If we receive new information that helps us decide on a small change to your plan.
* If we need to make a minor change to increase the funding of supports in your plan.

In other circumstances we’ll need to replace your plan if:

* you tell us about a significant change in your situation, and your plan no longer meets your needs.
* we receive information that your situation has changed, and your plan no longer meets your needs.
* the changes to your plan that you’ve asked for are likely to reduce other supports in your plan. For example, when we approve assistive technology, and this reduces the support hours you need.
* your plan is close to ending.

If we have all the information we need and decide to vary your current plan, we’ll work with you to make those changes within 21 days.

If we decide not to vary your plan, we will send you a letter or email and give reasons for our decision. We’ll also offer you a plan implementation meeting to provide you with any support you might need to make the most of your NDIS plan.

**Preparing to change your plan**

In our test in Tasmania, when your plan is close to ending, we talk to you and let you know you are due for a plan reassessment. We will contact you around 3 months before your plan ends to start the process. We can assist you with gathering the information and evidence you’ll need for the reassessment and meeting with the NDIA planner.

A planner will contact you to discuss the information and evidence you have submitted.

You will have the option of meeting the planner face-to-face, over the phone, or even via a video call if available - whatever suits you best. You will also have the option to invite support people along to your check-in and plan reassessment, such as a family member, friend or support coordinator.

You might also want to think about what you want to talk about at the plan reassessment meeting. This might include:

* What worked well in your plan?
* What goals did you achieve?
* What didn’t work as well?
* Do you have any questions about how your plan is managed?
* Would you like to change how you manage your funding?
* Do you have any new goals you would like in your next plan?
* Have there been any changes to your situation?
* Are you expecting any changes to your situation? (e.g. are you planning to leave school, start or leave work, or move out of home?).

If you’re not expecting any changes to your situation soon, you can also talk to us about whether you would like a longer plan.

**Your experience**

You can talk to us about your experience changing your plan in Tasmania. Find out how to contact us on our website at [www.ndis.gov.au/contact](http://www.ndis.gov.au/contact)

You can also share your feedback at: [transition.engagement@ndis.gov.au](mailto:transition.engagement@ndis.gov.au)

Your feedback will help us learn more from our test in Tasmania and to make any changes or improvements we need to before we begin using our new business system in the rest of Australia.

To help improve the process, we may contact you to ask about your experience.