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## Automatic plan extensions

During the COVID-19 pandemic, we listened to your concerns and changed what happens when your plan reaches its end date – so you can be sure that your funded supports will continue.

If your plan reaches its end date and your new plan hasn't been finalised yet, your current plan will be automatically extended for up to 12 months.

This is part of our commitment under our [Corporate Plan 2020-2024](#) and Participant Service Charter to deliver a quality experience for you.

## Is this change going to continue?

Because you told us automatic plan extensions made sense for you, we are making sure they continue.

This means your current funding will automatically continue until your new plan can be finalised, so you don't have any gaps in your funding or supports.

## What if my current plan is shorter than 12 months?

If your current plan is shorter than a 12-month plan, your extended plan will be for the same timeframe – for example, a six-month plan will be automatically extended for six months.

## Will my budget stay the same if my plan is automatically extended?

Yes. Your current funding will automatically continue until your new plan can be finalised.

We are currently undertaking a review of automatically extended plans for participants with supported independent living (SIL), to monitor and ensure provider compliance. Your provider may be contacted by an NDIA Compliance team member if we believe there has been an error in your provider's SIL payment claims.

To learn more about how the NDIA monitors compliance and provider payment claims, visit the [Provider compliance monitoring](#) page.

## Will my plan reassessment still happen?

Yes. A plan extension will only keep your current funding going until your plan reassessment is completed.

You can still expect us to check in and work with you after your plan has been automatically extended, to discuss your plan reassessment.

## Do I need to do anything?

If your plan is close to or past its end date, you don't need to do anything and you will not have a funding gap – we will contact you to schedule your plan reassessment meeting.

If you haven't heard from us and have been waiting to request changes to your plan, call us on 1800 800 110 or [find and call your nearest office](#) .

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