

## How to ask the NDIA for an early review

Sometimes things change in your life and your plan may no longer meet your needs. For example you may be moving out of home, a key informal support member may not be able to help you or your disability may have changed.

If you think that you need to make a change to your plan, you can request this with the NDIA. It is best to complete this as soon as you can or as soon as you think there is going to be a change to your circumstances. It may take some time to complete this process and it is a good idea to start early to avoid running out of funding.

Recently the NDIS has let providers and participants know that they are experiencing a high number of requests for reviews which is causing long delays.

### What to do if your funding is running low

It is not guaranteed that additional funding will be provided if an overspend occurs. Following the changes to the NDIS legislation additional funding can only be added to a participant plan in the following situations:

1. If you have experienced financial exploitation or someone has fraudulently accessed your funding.
2. If the overpayment occurred to prevent a likely threat to your life, health or safety.
3. If you have not been able to request a review because of your disability or there was no support for you to make a decision making
4. If there has been a crisis or emergency that changed your support needs.

You may be required to provide evidence to explain your overspend and it is possible that the NDIS will not cover the cost. In this instance, you will be responsible for the amount owing to your service providers.

## Collect information and evidence



The NDIA will ask you questions such as:

- Why do you need to make changes to your plan?
- Has something changed in your life?
- What other supports do you need now?
- Is your current funding enough to meet your needs?

The more information and evidence you can provide to the NDIA to support your request, the better your chances are of having a successful and positive result.

## Write your request



Write a letter to the NDIA explaining the changes you need and why you need them. Try to answer all of the questions above and give them all of the evidence you have collected.

You can ask for help from support people around you to write your request. This may include your support coordinator, therapy providers or a home and living provider (eg. SIL). You can also work with a friend or family member to get your information together.

P2P will happily assist you with any information you need about your spending that you can take to the review.

Once you have written your request, you can submit it to the NDIA a few different ways.



Complete the [Change of Circumstance Form](#) and email or post to the NDIA.



Email a letter and evidence to: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



Call the National Contact Centre on: 1800 800 110 or call your Planner or LAC.



Post a letter and evidence to:  
Chief Executive Officer  
National Disability Insurance Agency  
GPO Box 700  
Canberra ACT 2601



Visit one of the [NDIS offices](#) and speak to the NDIA in person

## Keep in Touch with the NDIA



Even though the review may take some time, it is important to keep in contact with the NDIA during this process.

It is especially important if you are running out of funding in your plan.

If it has been a few weeks since you submitted your request, it's worth making a follow up call. The NDIS may ask for more information to support your claim.

If for some reason you are not happy with the response from the NDIA, you can submit feedback or complaints directly to the NDIA via their [website](#).

## Monitor your Budget in Planability



[Planability](#) is a great tool to keep track of your budget and spending.

An easy to understand overview of your budget and the time remaining in your plan is accessible at all times and remains up to date as your invoices are submitted.

You can easily view your invoices and reimbursement claims and see how much you have spent.

Don't forget, if you have a support coordinator helping you with this process, we have the ability to share this information with them as well. You can have a coordinator added or changed at any time by contacting the P2P team.

Visit [P2P](#) today to access these resources and more. Empower yourself with knowledge and support to make the most of your NDIS plan.

## Discover Our Website for More Helpful Resources!



**Building NDIS Skills:** Learn essential NDIS skills through our 1 on 1 sessions with a plan manager.

You can come into the office, or attend online via Zoom.

We will help you with information about:

- How to understand your NDIS plan
- Budgeting tools and tips
- Working with and finding providers
- Exploring Home and Living options

Find out more on our website - [Click here.](#)

**Personalised Workshops:** Join our tailored workshops like "Now I am 16" and "Now I am 18," designed to support your specific needs and personal growth.

For those who are going through a time of transition, these workshops are filled with lots of useful and important information you need to know.

The sessions can be run individually or for a group.

Find out more on our website - [Click here.](#)





**P.A.T.H.** (Planning Alternative Tomorrow with Hope) is a globally recognised tool using pictures to map out a vision of a desirable future for a participant.

It is an innovative way to think about what you need from your plan to meet your goals and dreams and can be presented to the NDIA as part of the review process.

Find out more on our website - [Click here.](#)