# Improvements to the NDIS

We are improving the way we deliver the NDIS.

There are some changes to:

* The way you apply to the NDIS.
* How we create your plan.
* The way we make changes to your plan.
* Recording providers in your plan.

We are not changing the rules or the way the NDIS works. There are no changes to how we make decisions and what we can fund under the NDIS.

To help us deliver better outcomes for participants today and into the future, we built a new computer system and improved the way we work. We have started to introduce our new computer system and process improvements across Australia.

There is nothing for applicants, participants or their supporters to do right now. When you come to the next step in your NDIS journey, we will work with you to make sure you have the support and information you need.

Each time we work together, we will tell you which computer system your plan is in. This is so you can be sure of what to expect and can share this information with people important to you, like your supporters or providers.

You can read more about our improvements on our [website](https://improvements.ndis.gov.au).

### Making connections

The NDIS can support people with disability, even if they aren’t an NDIS participant.

If you are aged between 9 and 64, we can connect you to services and supports in your community. We call this community connections.

If you need support for a child younger than 9, we can provide [early connections](https://ourguidelines.ndis.gov.au/early-childhood/early-connections). If you’re 65 or older, we can give you information on aged care services that can support you.

To get community connections or early connections you can:

* Speak to someone at an [NDIS office](https://ndis.gov.au/contact/locations).
* Call us on 1800 800 110.
* Call the Translating and Interpreting Service on 131 450 and ask to speak to the NDIS.

For more information visit [making connections.](https://improvements.ndis.gov.au/how-we-can-help/making-connections)

### Applying to the NDIS

The way you apply to the NDIS will change.

If you are eligible for the NDIS, we will help you apply to the NDIS.

To apply to the NDIS, you will need a ‘my NDIS contact’. Your my NDIS contact is the main contact for you and your family in the NDIS.

They will:

* Give you information about the NDIS.
* Help you understand what supports you can get.
* Support you to apply to the NDIS.

Your my NDIS contact can be an NDIS partner or a National Disability Insurance Agency (NDIA) staff member.

NDIS partners are:

* Early childhood partners who help children younger than 9.
* Local area coordinators who help people with disability aged 9-64.

Your my NDIS contact will a person at the NDIA if:

* You live in a remote area of Australia.
* Have complex support needs.
* Are a young person in residential aged care.
* In a hospital or justice setting.

After you apply to the NDIS, we will contact you within 21 days to let you know our decision. We might also ask you for more information.

If you are eligible, you become an NDIS participant. We will use the information you shared in your application to develop your first NDIS plan.

If you are not eligible, we will explain why. Your NDIS partner will help you connect with supports in your community.

To make connections with services and supports in your community, or to apply to the NDIS, you can:

* Speak to someone at an [NDIS office](https://ndis.gov.au/contact/locations).
* Call us on 1800 800 110.
* Call the Translating and Interpreting Service on 131 450 and ask to speak to the NDIS.

### For more information visit [apply to the NDIS](https://improvements.ndis.gov.au/apply-ndis).

### Creating your plan

When you become an NDIS participant you will receive an NDIS plan.

An NDIS plan is a document that has information about:

### You and your goals.

### The supports you need.

### What supports the NDIS will pay for.

### You will be invited to a [plan meeting](https://improvements.ndis.gov.au/your-plan-meeting) with the NDIA planner who developed your plan.

An NDIA planner is someone who:

* Works at the NDIA.
* Creates new NDIS plans.
* Changes NDIS plans.
* Develops your NDIS plan budget.

At your plan meeting, your NDIA planner will talk to you about:

* Your [plan budget](https://improvements.ndis.gov.au/your-budget) and supports.
* The decisions they made about your plan.
* How you want to manage your plan.
* Recording providers for your plan.
* Any changes you think your plan needs.

We will send you a copy of your NDIS plan. You can use the my NDIS participant portal and my NDIS app to look at your plan.

If you don’t have a plan in our new computer system, you should keep using the myplace participant portal to make payment claims.

Your my NDIS contact is the best person to talk to if you:

* Have questions.
* Need support when you communicate with the NDIS.

You can find their contact details in your plan.

If you have funding in your plan for support coordination or recovery coach services, you can get help to use your plan from a:

* Support coordinator – someone who helps you plan and use your supports.
* Recovery coach – someone who supports you with your mental health.

After you receive your NDIS plan, your my NDIS contact will offer a [plan implementation meeting](https://improvements.ndis.gov.au/your-plan-implementation-meeting) to help you use your plan.

Your my NDIS contact will [check-in](https://improvements.ndis.gov.au/your-check) with you once a year to ask how you are going with your plan.

For more information visit the [understand your plan](https://improvements.ndis.gov.au/understand-your-plan) and [using your plan](https://improvements.ndis.gov.au/participants/using-your-plan) sections of our website.

### Changing your plan

If you have changes in your life that mean you need more, less or different supports, you can ask to change your plan at any time.

There are two ways to change your plan – a plan variation or a plan reassessment.

A plan variation is a small change to your current plan. A plan reassessment is when we replace your plan with a new one.

Your my NDIS contact, support coordinator or recovery coach can explain the information and evidence we need to decide about a change to your plan.

For more information visit [changing your plan](https://improvements.ndis.gov.au/changing-your-plan).

### My providers

Your new NDIS plan will not have [service bookings](https://www.ndis.gov.au/participants/working-providers/service-bookings).

If you have NDIA-managed funding, specialist disability accommodation, home and living supports or behaviour supports in your plan, you need to tell us which providers deliver your supports so we can record them in your plan.

We call the providers recorded in your plan ‘my providers’. The providers in your plan can make claims against your NDIS plan when they deliver your supports.

Recording providers in your plan means we do not have to check with you before we pay them.

You can update or change your my providers at any time.

For more information visit [my providers](https://improvements.ndis.gov.au/my-providers).

**Contact the NDIS**

For a free-of-charge translator or interpreter phone 131 450 and ask to speak to the NDIS.

Your my NDIS contact can also arrange an interpreter when they meet or speak with you.

Your provider may also be able to arrange an interpreter when you meet or speak with them.

You can also visit an NDIS office and ask to speak to an interpreter. Find out where your closest NDIS office is on the [NDIS website](https://www.ndis.gov.au/contact/locations).

**Easy Read**

Information about the NDIS is also translated to Easy Read. Many people find Easy Read content useful, including people who have difficulty reading English.

Go to the [Booklets and factsheets page on the NDIS to view content in Easy Read](https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets).