

Chapter 5 Ongoing support

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How to request a review of an NDIS funding decision

Key

Topic: Making changes to your NDIS plan

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 5

On this page you will find:

- Information on how to request a review of an NDIS funding decision.

If you are not happy with your NDIS plan and the funding you receive, you might be able to ask the NDIS to review its decision.

Keep in mind that not all NDIS decisions can be reviewed. A full list of the types of decisions that can be reviewed can be found here: [What decisions can we review](#) – NDIS.

There are two main types of reviews.

1. An internal review

You can request an internal review if you disagree with a decision the NDIS has made about your plan. This might happen after changes to your current plan are made or when you get a new plan. For example, if your housing plan says you need Supported Independent Living (SIL) but you do not have funding for it, you can ask the NDIS to review that decision.

You can also find information about the internal review process on the NDIS website here: [Request a review of a decision – NDIS](#).

2. An external review

If you do not agree with the outcome of the internal review, you can ask for an external review. This is done by the Australian Government's Administrative Appeals Tribunal (AAT).

For more detailed information on how to request a review of an NDIS decision, view this factsheet from the Housing Hub:

- [How to: Request a review of an NDIS decision that I don't agree with](#) – Housing Hub.
- This visual is based on one from the Housing Hub website. View [How to: Request a review of an NDIS decision that I don't agree with](#) – Housing Hub.

Character call out box

An internal review is when the NDIS looks at a decision again.

An external review is when a different organisation checks the NDIS decision.

Related toolkit content

Visit the '[How to change your NDIS plan](#)' page in this chapter to learn more about how to adjust your NDIS plan to meet your changing support needs.

Visit the '[Ongoing support after you move](#)' page in this chapter to learn more about the people you can reach out to for ongoing support after moving into your new home.

Supporting a loved one?

It can be frustrating when the NDIS does not approve something that you or your loved one believe they need. However, there are clear steps you can take to help your loved one request a review of that decision. You can guide them in using the resources mentioned on this page. By working together, you can find a solution that better meets their needs.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Request a review of an NDIS decision that I don't agree with](#) – Housing Hub
- [Factsheets: Challenging NDIS decisions](#) – Housing Hub
- [Request a review of a decision](#) – NDIS
- [How to request an internal review of a decision](#) – NDIS
- [Choose the type of decision you want reviewed](#) – Administrative Review Tribunal.

How to change your NDIS plan

Key

Topic: Making changes to your NDIS plan

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 5

On this page you will find:

- Information on how to adjust your NDIS plan to meet your changing support needs.

What do I need to do if my support needs change?

After you move into your new home, your support needs may change for various reasons. You might need more support, less support, or different kinds of support.

As your needs change, it is important to keep checking in with your support coordinator. Talk about what is working well and what could be improved to better meet your needs.

The NDIS will also check in with you through something called 'plan reassessments' and regular check-ins. A plan reassessment usually happens 12 months after your plan starts. Three months before that, the NDIS will contact you to check in.

However, you do not have to wait for a plan reassessment to make changes to your NDIS plan. You can ask for your plan to be updated at any time.

There are two main ways that your plan can be changed:

3. Plan variation

A plan variation means making updates to your current plan. You can change parts of your plan without doing a full reassessment. The *NDIS Act* outlines specific situations where a plan variation can happen. For example, you might need a minor change to increase funding for your supports.

You can find a full list of reasons for plan variations here: [Plan variations](#) – NDIS.

4. Plan reassessment

When a plan reassessment takes place, it may result in a new plan or an updated version of your current plan. While formal reassessments usually happen every 12 months, you can request one anytime. A reassessment may be necessary if there are important changes to your situation, such as changes in your disability-related support needs.

You can find more information on plan reassessments here: [Plan reassessments](#) – NDIS.

How can I ask for a change to my plan?

If you would like to change your plan, you should first speak to your support coordinator. The NDIS suggests there are three main ways that you can ask for a change in your plan. These include:

- [Completing this form](#)

- [Calling them](#)
- [Visiting one of their offices.](#)

You will need to provide the NDIS with information to help them decide the kind of plan change they will do. The type of information you provide them with can depend on the reason you are asking for a plan change. Remember to speak with your support coordinator if you are thinking about asking for a change to your plan.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Plan variations](#) – NDIS
- [Plan reassessments](#) – NDIS
- [Changing your plan](#) – NDIS
- [Factsheet: changing your plan](#) – NDIS.

Supporting a loved one?

Your loved one's NDIS plan is not set in stone; it can change based on their needs. If their support needs change, you can help them to request for what they need, alongside their support coordinator.

You can remind them that they can ask for changes at any time and do not have to wait for a formal reassessment. Your support can help ease their worries and make it easier for them to navigate this process.

Related toolkit content

Visit the '[How to request a review of a NDIS funding decision](#)' page in this chapter to learn more on how to request a review of a NDIS funding decision.

Visit the '[Ongoing support after you move](#)' page in this chapter to learn more about the people you can reach out to for ongoing support after moving into your new home.

Ongoing support after you move

Key

Topic: Ongoing support

Level of detail: Introduction (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 5

On this page you will find:

- Information on the people you can reach out to for ongoing support after moving into your new home.

The people who supported you during your transition to your new home will continue to support you after you move. These include:

5. Support coordinator

Your support coordinator will continue to be one of your main supports after you move. They can:

- Provide guidance: Answer questions and offer advice on navigating your new living situation.
- Coordinate support: Ensure the right support services are in place and working well for you.
- Support you to change your plan: Help you reassess your NDIS plan as your needs change.

6. Support staff

The support people who assist you daily can provide valuable assistance. They can:

- Provide practical support: They can assist with daily tasks and help you settle into your new environment.
- Communicate feedback: Share any concerns or suggestions to your support coordinator.

7. Family and friends

Your family and friends will continue to be important sources of support. They can:

- Stay connected: Continue to check in on how you are doing and offer emotional support.
- Help with resources: Help in connecting you with community services as needed.
- Advocate for you: They can advocate on your behalf to make sure your needs are met.

8. Local community organisations

Many local organisations are available to support you after you move. This can include neighbourhood houses, community centres, disability service centres. They can provide:

- Resources and information: Offer guidance on local services, social activities, and support groups.
- Community engagement: help you find activities that connect you with others in your area.

9. Peer support groups

Connecting with others who have similar experiences can be beneficial. You can look for:

- Support groups: Sharing experiences with a support group can help provide comfort.

10. Advocacy organisations

Advocacy organisations can help make sure your needs are being met and your voice is heard. They can:

- Provide support: Help you understand your rights and access the services you are entitled to.
- Advocate on your behalf: Speak up for you if you encounter challenges with your support services or NDIS plan.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

What to do if your current living situation is not right for you

Key

Topic: When things don't go as planned

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 5

On this page you will find:

- Information on what your options are if your new living situation isn't right for you.

Sometimes the living situation we think will be best for us can end up not being the right fit. If you find that your new housing and supports are not working out, it is important to know that there are other options available. It is okay to want to seek change.

When you move out of aged care, if you are not feeling happy with the home that you are in, it is important to speak to your support coordinator about your options. Your support coordinator can help you to identify exactly what it is about your current housing situation that is not working. If needed, they can help guide you through the process of exploring other housing and make sure that you have the support needed to make informed decisions.

They can help you with identifying other properties that might suit your needs better. This may take some time but remember, there are many accessible housing and support options available.

We all deserve to live in a place that suits our needs and preferences. Your comfort, safety and wellbeing are important, so make sure you talk about any concerns you might have.

Related toolkit content

Visit the '[Ongoing support after you move](#)' page in this chapter to learn more about the people you can reach out to for ongoing support after moving into your new home.

Visit the '[What to do if you need emergency housing](#)' page in this chapter for more information on how to access emergency housing.

What to do if you need emergency housing

Key

Topic: When things do not go as planned

Level of detail: Introduction (Detail level 2 out of 3)

Stage in the decision-making process

- Chapter 5

On this page you will find:

- Information about what to do if you need emergency housing.

If your housing situation changes and you find yourself without a safe place to stay, there is help available.

There are short-term accommodation options in every state and territory if you are homeless or at risk of becoming homeless.

For more information and to find the help you need in your location, visit: [Help if you're homeless](#) – Australian Government.

Supporting a loved one?

If you are supporting a loved one through this situation, you have an important role in helping them connect with the right supports. This can be a stressful time, but there are services available to support both of you.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online:

- [Help if you're homeless](#) – Australian Government.

This webpage provides information on short term emergency housing in all states and territories, if you are homeless or at risk of being homeless.

Other places you can go to for support include:

- [Homelessness support and services](#) – Salvation Army
- [Homelessness Services](#) – Homelessness Australia
- [Everybody deserves a place to call home](#) – Australian Red Cross.