# Blind Citizens Australia logo

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# Change of Circumstances Review

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If your circumstances change and as a result the funded supports in your plan are no longer suitable, you can request the National Disability Insurance Agency review your plan early.

## What is a Change in Circumstances?

* You move out of home or into a new area
* Your informal supports change; that is, a friend or family member who used to do something for you is no longer able to
* You begin working or doing voluntary work
* You experience a change in function due to a change in disability
* You are matched with a dog guide or your dog guide retires

## How do I advise the NDIA if my circumstances have changed?

To inform the National Disability Insurance Agency (NDIA) that your circumstances have changed, you can:

* Complete the request for a review form on the National Disability Insurance Agency website
* Call the National Disability Insurance Agency on 1800 800 110 (Monday – Friday 8:00am – 11:00pm)
* Speak to someone in person at your local office
* Send an email to enquiries@ndis.gov.au
* Write a letter and send it to National Disability Insurance Agency PO Box 700 Canberra ACT 2061

When you make contact with the agency you will need to advise that your circumstances have changed and that as a result your current plan is no longer suitable. You will need to explain why and may be required to provide additional evidence of the changes.

## What happens next?

Once the National Disability Insurance Agency receives your request they will review the supporting evidence and decide whether the change in circumstances requires a review of your plan or not.

If a review of your plan is required, you will be contacted by a Planner or Local Area Coordinator and they will conduct an ‘unscheduled review’ of your plan. The process will be similar to a scheduled review; unscheduled review simply means it will take place earlier than your original plan end date.

Your entire plan will be reviewed, not just parts that relate directly to the changes. You will be issued with a new 12-month plan once it is approved. It is important to remember that as your entire plan is being reviewed, changes may be made to other parts of the plan as well.

If you would like to receive a copy of your new plan in an alternate format you will need to request this at the meeting or, by contacting the NDIA directly.

Your Local Area Coordinator or Support Coordinator will assist you to implement this new plan.

## What if my request is denied?

If you request your plan be reviewed and your request is denied but you do not agree with this decision, you can request to have this internal decision reviewed. For more information on this, see our fact sheet on Requesting a Review of an Internal Decision.