

Reviews and Appeals of Plans



There are several types of ‘review’ processes that may be undertaken by the NDIS – Plan Reviews and reviews to appeal the decisions and funding in you Plan.

Plan Reviews

As a general rule, most NDIS Plans are 12 months in duration and the NDIS intends to review participants Plans anytime within three months of the Plans expiry or end date. Participants will receive a text message, telephone call or letter to advise them that their Plan is coming up for review. It is at this time Participants need to review how:

- their Plan has supported them in reaching their identified goals, including any new goals
- what has worked well, what hasn't and why
- any gaps or changes in their informal support networks that may affect funded supports requested
- reviewing equipment needs (if applicable) and
- any other issues or impacts that they may foresee in the upcoming 12 months.

A new Plan will then be received by the Participant after the new information is assessed against the ‘Reasonable and Necessary’ Criteria. This cycle will continue each time a Plan is due for review.

Appealing Plans

If a participant receives a Plan that with every best intention will not meet their support needs, it is important that they contact their Planner/ LAC as soon as possible. Errors may be able to be changed in discussion with the Planner/ LAC if for example, if they omitted providing information that had been discussed during the Planning conversation. The process is as follows:

- A review of a Plan can only occur within three months of the NDIS Plan being received
- In most circumstances, the Participant will be advised to submit an ‘Application for Review of a Reviewable decision’ form (attached) and then await an outcome (can use funding budgets in their Plan in the meantime)
- After three months, Plans can only be reviewed if the participants personal circumstances change significantly and this affects the supports that they require

- If participants believe that the review outcome is unreasonable, they may initiate an external review by contacting an Appeals Officer and having their review lodged with the Commonwealth Administrative Appeals Tribunal.

Be aware that the review process is lengthy and it may take many months to receive an outcome.

If you would like more information, please call Linda Macmillan, PQSA Projects Coordinator on (08) 8355 3500 or email lindam@pqsa.asn.au

