**Transcript: Improvements to the NDIS for existing participants**

We are working towards to introducing a new computer system and improving the way we deliver the NDIS later in 2023.

Everyone who is already part of the NDIS, will start to experience these improvements when they want to make changes to their current NDIS plan.

Our new computer system does not change the rules or how we make decisions.

Our new ways of working improve how my NDIS contacts work with participants to:

* Make the most of their NDIS plan.
* Check to make sure their NDIS plan is working for them.
* Understand if they need changes to their plan, like more, less or different supports.

If you need changes to your plan, or your plan is close to ending, we will explain what to expect and how we can help you.

When we build your new plan, we will start with your last plan.

We also use the information and evidence you provide for your plan reassessment to make sure the supports in your plan are reasonable and necessary and work well together.

You can meet with the NDIA planner who approves your plan. They will ask about your living situation, goals and day-to-day supports.

Your NDIA planner will check they have a good understanding of your situation and explain the decisions they’ve made about your plan.

If you’re not expecting any changes to your situation soon, you can talk to us about having a longer plan, up to 3 years.

After your plan is approved it will be in the new my NDIS portal and my NDIS app for you to see and use.

We’ll check-in with you in a year’s time to make sure your plan is still meeting your needs.

A check-in is a meeting held face-to-face or by phone where your my NDIS contact will ask you:

How you’re going with your plan.

If your supports are meeting your disability needs.

If you have questions about your current plan.

These will generally happen once every 12 months.

We will keep talking to everyone who takes part in the NDIS so we can keep improving the experience people have with the Scheme.

Find out more about the improvements we’re making to the NDIS at www.improvements.ndis.gov.au