

All participant information within this example letter is fictitious



Delivered by the
National Disability
Insurance Agency

NDISAddress1

NDISAddress2

NDISPhone

[ndis.gov.au](https://www.ndis.gov.au)

Sally Smith
2 Endive Avenue
Modbury Park SA 5687

26 July 2024

Your Plan has been approved

Participant NDIS number: 123456

Dear Sally,

Thank you for working with us and providing information for your NDIS plan.

Your plan starts on **1 August 2024** and ends on **1 August 2025**.

This is a 12 month plan.

Your total funded amount is **\$39,297.94**.

A copy of your plan in plain English is attached.

We haven't included some supports you asked for in your plan, there is an explanation of why we didn't fund these supports attached to this letter.

How we developed your plan

We used this information to develop your plan:

- Occupational therapist report dated June 20, 2024.

How you will manage the funding in your plan

This list shows how the support categories in your plan are managed.

- Assistance with Daily Life – self-managed

- Assistance with social, economic and community participation - self-managed
- Improved daily living skills - Plan managed. A registered plan manager will help you to manage this funding
- Plan Management - Plan managed. A registered plan manager will help you to manage this funding
- Assistive technology maintenance, repairs, rentals and trials - Plan managed. A registered plan manager will help you to manage this funding
- Recurring transport – self-managed

Using your plan

You can start using your plan straight away.

If you have decided to have a plan implementation meeting, your My NDIS contact will contact you in the next 28 days to make a time to meet. You can talk about using your plan at this meeting.

In the meantime, if you have any questions about using your plan, call 1800 800 110 and ask to speak with your My NDIS contact.

There is information about using your plan in the **Welcome to your plan** section of your plan which includes information like:

- the different ways you can manage the funding in your plan
- who can help you use your plan
- a description of key terms for the NDIS, if it's your first plan.

You can also get more information about using your plan on the NDIS website (www.ndis.gov.au).

If you don't agree with your plan

If you don't agree with your plan, you can ask us to review our decision within 3 months of receiving this letter.

You can use your plan while we are doing a review.

Information about how to ask for a review is at the end of this letter.

If you have any questions about this letter, please contact us in any of the ways listed under the **We're here to help** section of this letter.

Yours sincerely,

Janice P

Delegate of the CEO

National Disability Insurance Agency

My Branch Manager:

Brett Pope.

How to request a review of this decision

If you disagree with this decision, you can request an internal review of a decision within three months of receiving notice of this decision.

When asking for an internal review you should explain why you think the decision made is incorrect. The staff member who completes the internal review will be someone different to the original decision maker and will not have been involved in the earlier decision. They may want to talk to you as part of this process.

If you would like to request an internal review of a decision, you can either:

- Send a letter to:
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601
- Visit an NDIS office
- Call **1800 800 110**
- Send an email to enquiries@ndis.gov.au

If you request an internal review and are not happy with the decision the Agency makes at that time, you can apply for an external review by the Administrative Appeals Tribunal (AAT).

The NDIS website ([ndis.gov.au](https://www.ndis.gov.au)) provides more information about review of decisions. Search for [Our Guidelines](#) and select the link to **Reviewing our Decisions** to read more.

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received
- significant changes to your disability support needs
- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay Users relayservice.gov.au
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**
- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select **Contact**, then under **Offices and contacts in your area** you can **search your area**.

Example

Supports we haven't funded

An iPhone 15 from Assistive Technology has not been included in your plan. This is because:

- we will only fund a support if it meets all the NDIS funding criteria. The information you gave us does not show how this support meets the NDIS funding criteria of likely being effective and beneficial for you. I looked at best practice and the information you gave us to make this decision.

Example