NDIS Changes – Frequently Asked Questions (FAQs)

What participant, families, and advocates need to know

1. What has changed in the NDIS?

The Australian Government has changed some NDIS rules. These changes affect:

- Some types of funding.
- Who can ask for a plan review.
- What information is needed to get more funding.
- How long the NDIA can take to make decisions.
- Rules for disability service providers.

2. When do these changes start?

Some changes have already started, and more changes will happen over the next few years

Since January 2025:

- New NDIS participants receive an Impairment Notice.

From 1 October 2026:

- SIL (Supported Independent Living) providers must be registered (Aruma is a registered provider).
- Funding for some community participation supports may be reduced.
- Funding for some daily living skill-building supports may be reduced.
- The Thriving Kids program started rolling out.

3. What could happen when my plan is renewed?

From 1 October 2026, some NDIS support budgets will be reduced. Participant budgets will be reduced in two key categories:

- Social, economic and community participation supports may be reduced by up to 50%.
- Improved Daily Living Skills may be reduced by up to 10%.

If these changes mean your needs are not being met, please speak to your Service Manager about your options.

4. How much notice will I be given on a plan renewal?

All participants and support co-ordinators will be given 60 days' notice of their plan renewal date by the NDIA.

It is important you let Aruma when you get this notice so we can support you with any additional evidence to ensure you continue to receive the supports you need.

5. What is a Support Needs Assessment?

The NDIA will introduce a new assessment to help decide how much funding people receive. The aim is to make funding decisions more consistent.

This is expected to start from around April 2027.

6. Who can ask for a full plan reassessment?

Only these people can formally ask for a full plan reassessment:

- The participant.
- A plan nominee.
- A child's representative.

Providers and support coordinators can help prepare information, but they cannot submit the request for you.

7. Who can ask for a plan variation?

- The participant.
- A plan nominee.
- A child's representative.
- If you provide consent, Aruma can ask for a plan variation on your behalf.

8. What do I need to show to get more funding?

You need to show that your support needs have changed in a major and ongoing way. Some examples include:

- You now need more support because of your disability.
- You cannot do some daily activities without help.
- A family member or carer can no longer support you.
- Your living, work or study situation has changed.
- Health deterioration.
- Safety concerns.

Useful evidence includes:

- Current reports from doctors or therapists.
- Support worker records.
- Information showing when your needs changed and why.

The NDIA has strict rules about the evidence it will accept, so make sure you chat to Aruma or your support coordinator about what can be provided.

9. How long does the NDIA have to make a decision?

For a full Plan Reassessment, the NDIA can take up to **90 days** to decide

If the NDIA does not make a decision within 90 days, the request is treated as a refusal. You can then ask for a review. You must use the official NDIA form when making a request.

These processes can take time, so it is important to gather good evidence and work closely with your support team.

10. What if I already have 24/7 support and my community participation funding gets cut by 50%?

There now a new NDIA Pathway to support participants with high support needs that meet certain criteria by the NDIA

If you provide your consent, Aruma can help you with this Pathway.

11. What are the changes for NDIS providers?

SIL providers must now:

- Be registered with the NDIS Quality and Safeguards Commission.
- Meet new SIL requirements.
- Report certain incidents more quickly.
- Keep records for longer.

12. What is an Impairment Notice?

An Impairment Notice is a document from the NDIA.

It lists the disabilities or impairments that the NDIA has accepted and linked to your NDIS funding.

If you joined the NDIS before January 2025, you may not have one yet.

13. How can we work together through these changes?

Aruma will:

- Review your plan with you before it is renewed.
- Help you collect evidence if you need more funding.
- Keep you updated when new information becomes available from the NDIA.

You can:

- Tell us if your support needs change.

- Let us know if funding changes affect your daily life.
- Share current copies of reports from doctors, specialists and therapists.
- Share your Impairment Notice with us, if you have one.

The new approach means we will need to work together and share information early.

14. Where can I get more information or ask questions?

- Speak to your Service Manager.
- Call 1300 538 746
- Email: reform@aruma.com.au