

Leaving the NDIS

Quick summary: There are different reasons you might leave the NDIS. You might not want to be a participant anymore because you've met your goals. Or you might not meet the eligibility requirements anymore. There are different processes for leaving the NDIS depending on the reason you're leaving. If you leave, you're no longer a participant, and won't be able to get NDIS supports. [NDIS supports](#) are the services, items and equipment that can be funded by the NDIS. If you leave, we can still help you connect to other government and community services and if things change, you can apply again.

When we say 'you', we mean a participant of the NDIS.

When we say 'we', we mean the NDIA.

When we say 'participant', we mean an NDIS participant who has met the NDIS eligibility requirements. Participants get funding in their NDIS plan to buy NDIS supports.

What's on this page?

This page covers:

- [What do we mean by leaving the NDIS?](#)
- [What if you don't want to be an NDIS participant anymore?](#)
- [What if you start getting supports from aged care services?](#)
- [Are you still eligible for the NDIS?](#)
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You might also be interested in:

- [Applying to the NDIS](#)
- [Younger people in residential aged care](#)
- [Your plan](#)
- [Reviewing our decisions](#)

What do we mean by leaving the NDIS?

You can choose to leave the NDIS any time. When you leave the NDIS, you won't be an NDIS participant anymore. You won't have an NDIS plan or get NDIS supports.

Some participants will stay with the NDIS for their lifetime. Other participants may need the NDIS for a shorter period. The length of time you stay eligible for the NDIS depends on your individual situation and your disability support needs.

There are a number of situations where you might leave the NDIS:

- [You don't want to be a participant anymore.](#)¹
- [You move into residential aged care permanently for the first time after you've turned 65.](#)²
- [You start getting home care services provided by aged care permanently for the first time after you've turned 65.](#)³
- [You're no longer eligible for the NDIS.](#)⁴ This includes when children with developmental delay turn 6 and after checking their eligibility we decide they no longer meet the requirements for disability or early intervention.
- [Your NDIS status is revoked.](#)

Participants also leave the NDIS when they die.⁵ Learn more about [what happens with NDIS supports when a participant dies](#).

What if you don't want to be an NDIS participant anymore?

You can choose to leave the NDIS at any time if you no longer want to be a participant.

You may decide to leave because you've achieved your goals, developed your skills and independence, or no longer need NDIS supports.

You can always [contact us](#) if you want to talk about whether leaving the NDIS is the right option for you.

Once you've decided you no longer want to be a participant, let us know and we'll send you a letter confirming we've received your request.⁶ You'll have a cooling-off period of at least 90 days before you leave the NDIS.⁷ This gives you time to think about your decision and make sure it's right for you.

If you decide you want to stay in the NDIS, you can cancel your request at any time before the end of the cooling-off period.⁸ We'll explain how to do this in the letter we send you.

If you need more time to make your decision, [contact us](#). We may extend the cooling-off period. We'll let you know in writing if we do.⁹

In some cases, we'll contact you by phone or email to make sure you've had enough time to decide whether you want to leave the NDIS. We may also decide to extend the cooling-off period. If this happens, we'll let you know in writing.¹⁰

Sometimes you may ask to leave the NDIS while we're checking whether you still meet the eligibility requirements. If we decide you're no longer eligible for the NDIS, you may stop being a participant before the end of your cooling-off period. Once you stop being a participant, your plan ends and you can't access NDIS funding after that date.¹¹ Learn more about [eligibility reassessments](#).

How do you tell us you want to leave the NDIS?

If you want to leave the NDIS, you or your authorised representative need to let us know.¹²

You can either do this:

- by phone
- in person at an NDIS or partner organisation office
- by email
- by letter
- by filling in the [Leaving the NDIS](#) form
- on the [NDIS service hub](#).

You can ask for help from your:

- support coordinator or recovery coach
- local area coordinator or early childhood partner
- authorised representative.

You can also [contact us](#) if you'd like some help.

Once you've told us, we'll send you a letter confirming we've received your request to leave the NDIS. If you have a nominee, they'll also receive a copy of the letter.¹³

What happens during the cooling-off period?

There will be at least a 90-day cooling-off period after you've told us you would like to leave the NDIS.¹⁴ During this time, you'll usually stay an NDIS participant and can continue to use the funding in your plan. This also gives you time to process any outstanding claims. You can [contact us](#) if you want some help to do this.

The cooling-off period gives you a chance to think about your decision. If you change your mind and decide you want to stay in the NDIS, you can cancel your request at any time before the cooling-off period ends.¹⁵

If you no longer meet the eligibility requirements, we may decide that you're no longer eligible for the NDIS before the cooling-off period ends.

If you don't cancel your request, you'll stop being an NDIS participant at the end of the cooling-off period.¹⁶ Your NDIS plan will end, and you won't be able to access NDIS funding after that date.¹⁷

If your circumstances change after you leave the NDIS, you can apply again. We'll assess whether you meet the eligibility requirements at that time.

Example

Sam is an NDIS participant. One of Sam's goals is to move out of the family home and into a share house.

Sam's local area coordinator helped him access occupational therapy and speech therapy to build his social and life skills. Sam has now achieved his goals, is living confidently in a share house and has started full-time work after graduating from a hospitality course.

Sam feels he no longer needs to use NDIS supports to meet his current needs. Sam considers his options and talks with us about what leaving the NDIS would mean.

After deciding that leaving is the right choice for him, Sam contacts us to request to leave the NDIS.

After Sam tells us he wants to leave the NDIS, we send Sam a letter confirming we've received his request to leave. The letter explains what it means to leave the NDIS, how Sam can cancel the request if he changes his mind, and when the cooling-off period ends.

During the cooling-off period, Sam remains an NDIS participant and can continue to access NDIS supports in his plan. This gives Sam time to change his mind if he decides leaving isn't right for him.

After considering his options during the cooling-off period, Sam decides that leaving the NDIS is the right choice. He doesn't need to do anything. When the cooling-off period ends, Sam receives a letter to confirm he is no longer an NDIS participant.

If Sam's circumstances change in the future, Sam can apply to the NDIS again. We'll decide whether Sam meets the eligibility requirements at that time.

What happens after you leave the NDIS?

If you aren't already connected, there are services in the community you can contact if you need supports after you leave the NDIS. A [local area coordinator](#) or [early childhood partner](#) can help you find local supports that aren't NDIS supports. This includes mainstream and community services available outside the NDIS. Learn more about [mainstream and community supports](#).

What happens if you want to join the NDIS again after you leave?

If you want to become a participant again, you'll need to reapply. If you reapply, there's no guarantee you'll become a participant. You'll need to meet all the eligibility requirements.

This includes the requirement that you must be younger than 65 on the day you reapply.¹⁸ The application must be fully complete and include any relevant documents we need to assess your eligibility.

Learn more about the [eligibility requirements](#).

If your NDIS plan ends because you ask to leave the NDIS and your 90 days cooling-off period has ended, you can't ask for an internal review. If you don't cancel your request to leave the NDIS, you will stop being an NDIS participant at the end of your cooling-off period. This happens automatically.

We then need to:

- remove your status as a participant of the NDIS,¹⁹ and
- end your plan, without us needing to make a reviewable decision.²⁰

Learn more about [what decisions can be reviewed](#).

What if you start getting supports from aged care services?

Aged care services are funded by the [Department of Health, Disability and Ageing](#).²¹ This includes residential aged care services and home care services.

Home care services are supports you can get to help with your daily life. They include things like personal care for you in your home. When we say home care services, we mean services funded by the [Department of Health, Disability and Ageing](#).

What if you move into residential aged care?

You'll leave the NDIS if you move into a residential aged care service permanently for the first time after you turn 65.²² When we say residential aged care services, we mean services funded by the [Department of Health, Disability and Ageing](#).²³

The supports you get in residential aged care can be different from NDIS supports outside aged care facilities. Find out more about residential aged care services on the [Department of Health, Disability and Ageing website](#).

If you leave the NDIS because you move into residential aged care permanently, you can't ask for an internal review. This is because the law says we must remove you from the NDIS, without us needing to make a reviewable decision.²⁴ Learn more about [what decisions can be reviewed](#).

Example

Vish is 66 and is an NDIS participant. Vish was living by himself but decides to permanently move into residential aged care for the first time. The law says Vish will stop being a participant and he will leave the NDIS.²⁵

The [Department of Health, Disability and Ageing](#) is now responsible for all Vish's aged care services and support needs. Vish can't ask for an internal review of this decision. Vish also can't become a participant again, as he is older than 65.

What if you are already in residential aged care before you turn 65?

If you are already living in residential aged care before you turn 65, you can choose to remain an NDIS participant and continue to receive NDIS support after you turn 65.

Learn more about [younger people in residential aged care](#).

Once you turn 65, you can also choose to leave and get support from aged care services instead. If you want to leave the NDIS, you'll need to let us know in writing.

If you choose to leave the NDIS, you can't ask for an internal review. This is because if you let us know you would like to leave the NDIS, then the law says we must remove you from the NDIS, without us needing to make a reviewable decision.²⁶ Learn more about [what decisions can be reviewed](#).

Example

At age 50, Jane permanently moved into an aged care facility.

She was found eligible for the NDIS when she was 64.

Jane is now 66. She can choose to stay in residential aged care, but she would like to move out and live with her children.

Jane is still an NDIS participant, so she talks to her planner about her goal of moving out of residential aged care. Jane gives assessments and reports from an appropriate treating professional, so we understand her capabilities and support needs.

Jane and her planner create a plan. Jane's plan includes her home and living goals and the NDIS supports Jane needs. She uses her NDIS supports to work towards her goal of living with her children.

What if you start getting home care services from aged care services?

Home care services are supports you can get to help with daily life. They include things like personal care for you in your home. When we say home care services, we mean services funded by the [Department of Health, Disability and Ageing](#).

You must leave the NDIS if you start getting home care services permanently for the first time after you turn 65.²⁷ You can't ask for an internal review. This is because the law says you must leave the NDIS when this occurs, without us needing to make a reviewable decision.²⁸ Learn more about [what decisions can be reviewed](#).

Home care services can be different from NDIS supports. Find out more about home care services on the [Department of Health, Disability and Ageing website](#).

Example

Kirsty just turned 65 and is an NDIS participant. She uses her NDIS supports to fund 10 hours a week of personal care.

Since she turned 65, she's now eligible for home care services with aged care funding. Kirsty can decide if she'll start using these aged care services.

If she starts getting home care services with aged care funding permanently, she must leave the NDIS.

Kirsty can keep getting NDIS supports until she permanently gets aged care home care services or moves into residential aged care permanently.²⁹

Are you still eligible for the NDIS?

There are different reasons for leaving the NDIS. This might happen if you're no longer eligible.

You're no longer eligible for the NDIS if you:

- [don't live in Australia anymore](#)³⁰
- [are no longer an Australian citizen or permanent resident](#)³¹
- [no longer meet the disability requirements](#)³² or [early intervention requirements](#).³³

We may check your eligibility where there is evidence that you may no longer meet the eligibility requirements.

Learn more about [What happens if we check your NDIS eligibility?](#).

Do you still live in Australia?

You'll need to live in Australia to stay an NDIS participant.³⁴ If you leave Australia permanently, you won't be eligible anymore, and we may decide to revoke your participant status.³⁵ Learn more about [when your status as a participant can be revoked](#).

You'll probably still meet the residence requirements if you leave Australia for a short time. If you're temporarily outside Australia for more than 6 weeks in a row, you'll usually still be an NDIS participant but may not be able to use your NDIS funding.³⁶ Learn more about [when we may suspend your plan](#).

Are you still an Australian citizen or permanent resident?

To remain a participant, in addition to living in Australia, you'll need to either:³⁷

- be an Australian citizen
- have a [permanent residency visa](#)
- have a [Special Category visa](#) that is a protected special category visa – this is only for some citizens of New Zealand.

For example, you may have to leave the NDIS if your permanent residency visa is cancelled.

Do you still meet the disability requirements?

If you're eligible under the **disability requirements**, you'll likely need NDIS supports for your lifetime. This means we don't need to check if you're still eligible for the NDIS, unless evidence suggests you may no longer be eligible. If at any time your disability support needs or situation changes, we may need to check your NDIS eligibility. We'll contact you if this happens.

Do you still meet the early intervention requirements?

If you're eligible under the **early intervention requirements**, your support needs are more likely to reduce over time. Early intervention supports are intended to increase your capacity and independence.

We may check if you're still eligible for the NDIS if we have evidence your early intervention supports have benefited you. For example, building your skills and increasing your capacity, so you may no longer need NDIS supports.

If you no longer meet the early intervention requirements, we'll check if you meet the [disability requirements](#).

What happens when a child with developmental delay turns 6 years old?

If we decided a child met the early intervention requirements because of their developmental delay, they're usually no longer eligible after they turn 6.

This is because they'll no longer meet the early intervention requirements under developmental delay. To remain an NDIS participant after they turn 6, the child will need to have an impairment that is or is likely to be permanent and meet the requirements for disability or early intervention.

We'll talk to parents or carers before a child turns 6 and explain what information we need to decide if the child is still eligible.

Learn more about the [disability requirements](#) and the [early intervention requirements](#).

Example – choosing to leave the NDIS

Sarah is 6 years old. Sarah became eligible for the NDIS under the early intervention requirements for developmental delay and has been receiving NDIS supports since age 4.

At age 4, Sarah had a substantial delay with how her speech was developing, compared with other children the same age. Her parents and other children couldn't understand her, and Sarah found it hard to manage her frustration. Sarah's parents used her NDIS supports to help them support Sarah to work towards her goals. At age 5, Sarah's early childhood partner explained to her parents that Sarah would most likely leave the NDIS after she turns 6.

By age 6, Sarah achieved many of the goals her parents set for her, including improved communication, social skills and managing her emotions. Sarah's early childhood intervention professional reports she no longer needs early intervention supports.

The early childhood partner and Sarah's parents talk about Sarah's progress. They also talk about the recommendation from Sarah's early childhood intervention professional that Sarah no longer needs NDIS early intervention supports. Sarah's parents decide they want Sarah to leave the NDIS and they contact us to let us know.

Sarah leaves the NDIS and continues to receive mainstream and community supports. For example, her teacher can help set up the supports she needs at school. Sarah also joins a gymnastic and dancing class.

If Sarah's situation changes and she needs NDIS supports in the future, her parents understand they can apply for the NDIS again.

Example – revoking a participant's status after they have had an opportunity to respond

Ayesha became eligible for the NDIS under the early intervention requirements for developmental delay and has been receiving early intervention supports since she was 3.

During check-ins, we discussed Ayesha's progress and reminded her family that Ayesha's eligibility will be reassessed at age 6. This is because Ayesha will no longer meet the early intervention requirements under developmental delay once she turns 6.

For Ayesha to remain an NDIS participant after she turns 6, she'll need to meet the requirements for disability or early intervention. Part of these requirements include that Ayesha has an impairment that is or is likely to be permanent.

Ayesha is now 6 years old and has just started school. Ayesha's parents are happy with her progress but would like her to be more confident when playing with her peers and interacting with adults. They think Ayesha needs ongoing support for her speech and communication.

As Ayesha has turned 6 we start an eligibility reassessment.

The evidence we have makes us think Ayesha is no longer eligible for the NDIS as there's no evidence to indicate that Ayesha has an impairment that is or is likely to be permanent.

We contact Ayesha's family by phone, which is their preferred contact method. We also send them a letter. The letter explains that based on the information we have, Ayesha may no longer meet the disability or early intervention requirements. It explains if Ayesha's family thinks she's still eligible, they can give us new evidence to show Ayesha meets these requirements. Ayesha's family is asked to respond **within 90 days from the date of the letter**. The letter also explains that if Ayesha's family don't provide new information and evidence, we'll make a decision based on the information and evidence we have.

Ayesha's family send us a report from Ayesha's early childhood intervention professional which confirms she has made progress towards her goals and Ayesha's functional capacity has improved. It indicates that Ayesha still needs some help with her communication, and strategies that are already in place can continue to be used by her parents and school to support this. There are no other concerns with Ayesha's development.

Based on the evidence we have, we decide Ayesha no longer meets the requirements for disability or early intervention. We talk to Ayesha's parents about the NDIS eligibility requirements and explain that we've decided Ayesha is no longer eligible.

We send Ayesha's family a letter explaining Ayesha's status as a participant will end. This means Ayesha will no longer be eligible for NDIS supports and will leave the NDIS.

Ayesha gets ongoing support for her speech and communication from her school and her parents. They use the strategies Ayesha's early childhood intervention professionals helped them put into place.

What happens if we check your NDIS eligibility?

We may check your eligibility if evidence suggests you may no longer be eligible. This could mean you no longer meet one or more of the residence, disability or early intervention requirements.

When you became an NDIS participant, you met the requirements for disability or early intervention, or from 3 October 2024, you may have met the requirements for both disability and early intervention.

If you're not sure which requirements you met, you can check the access decision letter we sent you when we decided you were eligible. If you've been through an eligibility reassessment before and this was updated, you can find it in the eligibility reassessment outcome letter we sent you. You can also [contact us](#).

If we check, and it looks like you may no longer meet the eligibility requirements, we may reassess your eligibility. We call this an **eligibility reassessment**. If we decide to start an eligibility reassessment, we'll let you know. We'll give you at least 90 days to give us more evidence about your NDIS eligibility. Learn more about [how we let you know we're doing an eligibility reassessment](#) and [how much time you'll have to give us evidence](#).

Once the timeframe to provide information and evidence has ended, we'll consider whether the evidence shows that you remain eligible. Learn more about [how do we decide if you're still eligible for the NDIS](#).

Your status as an NDIS participant may be revoked, and you may have to leave the NDIS, if the evidence shows you don't meet one or more of:

- the residence requirements
- the disability or early intervention requirements.³⁸

If you're still eligible, you'll remain a participant and you can keep using your NDIS supports.

If we revoke your status as a participant, you'll leave the NDIS. Learn more about [when your status as a participant can be revoked](#).

Example – updating eligibility after the participant has had an opportunity to respond

Jo is 40 years old and lives with cognitive and physical impairments from stroke. We decided Jo was eligible for the NDIS under the early intervention requirements. Jo's been getting NDIS supports for 14 months. The recent progress report from Jo's appropriate treating professional shows the early intervention supports have helped build Jo's skills and increased their capacity. However, we need to understand if Jo's support needs are more substantial and ongoing.

We start an eligibility reassessment.

We send Jo a letter. The letter explains that based on the information and evidence we have, they may no longer meet the eligibility requirements. If Jo thinks they continue to meet the disability or early intervention requirements, they can provide us with new information and evidence. The information and evidence needs to support our decision on whether Jo meets these requirements.

Jo has **90 days from the date of the letter** to provide us with the information.

Jo provides a neurology report within the 90 days. The report explains that while Jo has benefited from early intervention NDIS supports, they continue to have substantially reduced functional capacity and will require NDIS supports for their lifetime. We use this report to decide Jo is now eligible for the NDIS under the disability requirements. We update Jo's eligibility and send them a letter to explain this. We help Jo build a new plan with NDIS supports that meets their current situation.

How do we let you know we're doing an eligibility reassessment?

We'll contact you by your preferred contact method to let you know we're doing an eligibility reassessment. We'll explain:

- the eligibility requirements and why we're doing an eligibility reassessment
- what you need to do, including how you can provide information and evidence
- the eligibility requirements we think you don't meet
- what information you might want to give us
- the date we should receive your information by
- what we'll do
- what happens when we make an eligibility reassessment decision.

We'll also send you a letter to explain this too.

What happens if your plan is due for a reassessment during an eligibility reassessment?

If your [current plan](#) is about to be reassessed while we're doing the eligibility reassessment, we'll either continue your current plan or work with you to put a new plan in place. This means you remain an NDIS participant and can continue to use your funding to get NDIS supports while we complete the eligibility reassessment. You'll get separate letters to explain our decisions for either your plan continuation or plan reassessment, and your eligibility reassessment.

Until we complete the eligibility reassessment, nothing changes for you. You'll stay a participant and can still use the NDIS supports in your plan.

Will we ask you to provide evidence for an eligibility reassessment?

We'll write to you and give you an opportunity to provide relevant information or evidence you would like considered when we make the eligibility reassessment decision. The letter will explain the eligibility requirements we think you don't meet and the information we need to make a decision.

Sometimes we don't have enough evidence to make a decision. Instead of writing to you to give you an opportunity to respond, we may write to you to ask for **specific information or a report**. For example, we may ask you to have an assessment and then provide us with a report of the assessment in a format that helps us to make a decision about your eligibility.³⁹ We'll only ask you to provide this specific information or report if we can't reasonably get it in a different way.⁴⁰

How much time will you have to give us evidence?

We'll give you at least 90 days from the date of the letter to respond if you think you still meet the NDIS eligibility requirements.

If we sent you a letter giving you an opportunity to provide information or evidence for us to consider when making the eligibility reassessment decision, we need to receive this by the due date. If you don't respond by the due date, we'll make the decision based on the information and evidence we have.

If we sent you a letter asking you for specific information or a report, and you don't provide this information or evidence by the due date, we may revoke your status as a participant.⁴¹

What if you need more time to give us information and evidence?

If you need more time to provide information or evidence, [contact us](#). We may be able to give you more time if your request is reasonable. You'll need to tell us why you need more time, and how much time you need. For example, there could be a delay in getting [information](#) from an appropriate treating professional.

We'll consider your individual circumstances and the amount of extra time you've requested. We may also request evidence as to why a longer period is required. For example, we may request confirmation of the appointment booking. If so, we could give you more time so you can get the information and send it to us.

Generally, we'll only consider giving you one extension of time. This is because the first extension should give you reasonable opportunity to give us the evidence. If you need

another extension, you'll need to explain why you need more time again and how much extra time you need. We may also request evidence as to why you need more time.

Example – requesting more time to give us information

Pai is 6 years old. When she was 4, we decided she was eligible for the NDIS under the early intervention requirements for developmental delay. We developed a plan with Pai's family with early intervention supports that are NDIS supports, and are likely to benefit Pai and her family.

We have regular check-ins with Pai and her family. This helps us understand Pai's progress and the outcomes Pai has achieved. When Pai turns 5, we talk to Pai's parents again about the eligibility requirements. We remind them Pai's eligibility will be reassessed once she turns 6. This is because Pai will no longer meet the early intervention requirements under developmental delay. To remain an NDIS participant after she turns 6, Pai will need to have an impairment that is or is likely to be permanent. Pai will need to meet the requirements for disability or early intervention.

Because Pai is now 6 we start an eligibility reassessment.

We try to contact Pai's parents using their preferred contact method. We also send them a letter. The letter explains that as Pai has now turned 6, we need evidence to understand if she meets the requirements for disability or early intervention and still needs NDIS supports. If Pai's family think Pai meets the disability or early intervention requirements, they will need to provide us with evidence. The evidence needs to show that Pai meets the requirements for disability or early intervention. Pai's parents are asked to respond within **90 days from the date of the letter**.

The next day, Pai's parents call her paediatrician to book an appointment. The earliest time they can book an appointment and send us the evidence is 4 months away. Pai's family send us the booking confirmation for Pai's paediatrician appointment as evidence and ask for more time.

We consider Pai's current situation. We decide it's reasonable to give Pai's family additional time to provide more evidence.

Pai's parents provide the evidence in 4 months. We review the evidence. We now have enough evidence to make the eligibility reassessment decision.

How do we decide if you're still eligible for the NDIS?

We'll look at all relevant information against the eligibility requirements to decide if you're still eligible for the NDIS. We'll do this after:

- we let you know we're reassessing your eligibility, and what eligibility requirements we're looking at
- we let you know what information we need to make our decision. We'll only ask you to provide specific information or a report if we can't reasonably get it in a different way
- you've had a reasonable opportunity to give us the information we asked for
- we look at the information you give us.

The person who reassesses your eligibility and decides if you're still eligible will be one of our staff. They'll be different from the people who first decided that you're eligible, and the people who approved your plans. They'll also be someone who doesn't have a personal interest in whether you're a participant or know you, other than through the NDIS.

If there's information and evidence that shows us that you're still eligible, you'll remain a participant. You can keep using your NDIS supports.

You may have been eligible under the early intervention requirements but give us evidence that shows you now meet the disability requirements. If so, we'll change our records to show you now meet the disability requirements. This means we won't revoke your status as a participant, and you'll remain an NDIS participant.

When can your status as a participant be revoked?

After we've assessed your eligibility, we may revoke your status as a participant if the evidence shows you don't meet one or more of the:

- residence requirements
- disability or early intervention requirements.⁴²

This means you won't be a participant anymore and you'll leave the NDIS.

If we sent you a letter that asked you to provide us with specific information or a report and you haven't provided this to us by the due date, we may revoke your status as an NDIS participant.⁴³

We'll contact you by your preferred contact method to explain our decision. We'll also send you a letter with our decision and our reasons, and the date your status as a participant will be revoked.⁴⁴ This date will usually be 28 days after the eligibility reassessment decision date, or your plan reassessment date, whichever is earlier.

Example – revoking the participant's status after they have had an opportunity to respond

Johan is 7 years old. When he was 3, we decided he was eligible for the NDIS under the early intervention requirements for developmental delay. Marita is Johan's mother and child representative. We haven't completed a check-in or plan reassessment in two years as we've been unable to contact Marita.

Marita self-manages Johan's plan and we can see the NDIS funding in Johan's plan is being used. Because Johan is now older than 6, his eligibility needs to be reassessed. To remain an NDIS participant after he turns 6, we need to have evidence that shows Johan has an impairment that is or is likely to be permanent, and that it meets the requirements for disability or early intervention.

We send Marita a letter. The letter explains that based on the information we have Johan may no longer meet the eligibility requirements. If Marita thinks Johan is still eligible for the NDIS, she can choose to provide us with evidence. The evidence needs to show that Johan meets the requirements for disability, early intervention, or both. Marita is asked to respond within 90 days from the date of the letter. We try to contact Marita using her preferred contact details several times. We don't hear back from Marita within the 90 days and she hasn't asked for more time to provide information and evidence.

We make the decision based on the information and evidence already available and decide to revoke Johan's status as a participant. We send Marita a letter explaining Johan is no longer eligible to be a participant. This means Johan will stop being a participant and will leave the NDIS.

If Marita [disagrees with our decision](#), she can ask for an internal review within 3 months of us telling her in writing that we revoked Johan's status as an NDIS participant.

What if you don't agree with our decision?

If you don't agree with our decision to revoke your status as an NDIS participant, you should talk to us. Your planner, local area coordinator or early childhood partner can help explain our decision, answer any questions and explore next steps.

You can also ask for an internal review of our decision to revoke your status as a participant.⁴⁵ This means one of our staff, who wasn't involved in the original decision, will decide if we made the correct decision.

You'll need to ask for an internal review within 3 months after we tell you in writing that we revoked your status as a participant.⁴⁶ You can ask us to stop our internal review at any time.⁴⁷

If you don't agree with the internal review decision, you can then ask for an external review. This means the Administrative Review Tribunal will decide if we made the right decision. Learn more on the [Administrative Review Tribunal website](#).

If we decide you're not eligible, you can apply again, unless you've requested a review of that decision and are waiting for a decision to be made.⁴⁸

Learn more about [internal and external reviews](#).

What if you become a participant again because of an internal or external review?

If an internal or external reviewer decides you're eligible for the NDIS, you'll become a participant again. You'll become a participant again from the date you stopped being a participant.

This means we'll identify the plan you had when you stopped being a participant and put that plan back in place. This plan will continue until we reassess your next plan.

In some situations, you can claim the cost of the NDIS supports you purchased during the period your participant status was revoked. This is the period between the day:

- you stopped being an NDIS participant
- you became a participant again because of the internal or external review decision.

You can only claim funding for NDIS supports purchased when you stopped being an NDIS participant if:

- they were in your plan – the plan that was in place when we revoked your status as a participant⁴⁹
- there's enough funding remaining in that plan
- you have proof of buying and using the supports, such as a receipt
- you claim them within **2 years** after you become a participant again.

If your NDIS supports are self-managed or plan-managed, you or your registered plan manager can claim the funding for NDIS supports as usual. If your NDIS supports are NDIA-managed, [contact us](#) so we can help you claim the funding for NDIS supports. Learn more about [ways to manage your funding](#).

Example – internal review of the decision

Charlie is a participant and was eligible for the NDIS under the early intervention requirements.

We now have evidence and information that shows Charlie no longer meets the requirements for disability or early intervention. On July 1, as Charlie isn't eligible for the NDIS anymore, we revoke their status as a participant. This means Charlie can no longer use their NDIS supports.

Charlie asks for an internal review of this decision. They also give us new evidence from their doctor and specialists about their impairments, functional capacity and support needs.

On 1 September, the internal reviewer decides to set aside the decision to revoke Charlie from the NDIS. This means Charlie is eligible for the NDIS and becomes a participant again.

We put back the plan that existed when Charlie's status as a participant was revoked. Charlie's reinstated plan will remain until it's replaced by a new plan at their next plan reassessment.

Charlie kept using their supports in July and August after their participant status had been revoked. They paid for these supports with their own money and kept the receipts. As the supports Charlie used were in their NDIS plan before their status as a participant was revoked, Charlie can claim for these supports.

Charlie self-manages their funding, so they claim the amount they paid for NDIS supports included in their plan on the [myplace portal](#).

What happens after you leave the NDIS?

When you leave the NDIS, you're no longer a participant and your plan will stop.⁵⁰ We can't fund any NDIS supports after you leave.⁵¹

We can help you sort out your final payment requests before you left the NDIS.

If you want help, talk to your local area coordinator, early childhood partner or planner. You can also [contact us](#).

If you would like to connect with services in your community, you can ask your [local area coordinator](#) or [early childhood partner](#) about available supports.

Under the law, we must keep your information on our records. Learn more about [your privacy and information](#).

You can learn more in our [guide to leaving the NDIS](#) on our website.

What happens when a participant dies?

We recognise the importance of supporting family, carers and support networks when a participant dies.

To give the best support we can during this difficult time, we have specialist staff who can help you work through any remaining NDIS matters. Learn more about [how we can help after a participant dies](#).

When we say ‘you’ in this section, we mean someone who is a verified contact of the participant in our system and is looking after the participant’s matters once they’ve died.

You might be a:

- spouse
- nominee
- parent or child representative
- court appointed trustee or guardian.

It’s important you tell us when a person dies, as they’re no longer an NDIS participant, and we’ll need to finalise their NDIS record.⁵²

You can [contact us](#) in person, by phone, email, or letter when the participant dies. Or you can fill in the [Notify the NDIA when a participant dies](#) form.

We’ll ask for the participant’s date of death. We’ll also ask who the executor of the estate is if you have this information. This is the person who’ll be managing the participant’s estate. We use this information to help us finalise the participant’s NDIS record. This means their plan ends and NDIS supports will stop.

We know this is a difficult time. Where appropriate, we’ll offer support to help you work out what you need to do to finalise matters relating to the participant’s plan after they die. You can reach out to a local area coordinator, early childhood partner or planner. You can also [contact us](#).

Learn more about [what to do when someone dies](#).

What happens to a participant’s NDIS funded supports when they die?

The participant’s plan ends the day they die. We can’t fund any NDIS supports purchased or supplied after this date. If the participant’s registered plan manager uses NDIS funds to purchase supports after this date, the registered plan manager will need to repay us.⁵³

An NDIS provider will need to repay us if they receive a payment they’re not entitled to after the participant’s death.⁵⁴

For example, the participant may have funding for cleaning services in their NDIS plan. A provider can’t claim this funding to purchase cleaning services after the participant dies. If the provider claims the funding, it will need to be repaid to the NDIS.

Sometimes we can pay for NDIS supports that were arranged or ordered in writing before the participant died, that haven’t been paid yet. For example:

- return and payment for rented assistive technology, where the costs are covered by a service agreement entered into before the participant died
- assistive technology that has been purchased by the participant but not paid for or delivered – when it fits with the prepayments guidance of the [NDIS Pricing Arrangements and Price Limits](#)
- home or vehicle modifications that were started but haven't been finished
- services that were purchased and provided before the participant died
- cancellation fees covered by a service agreement.

We'll make sure access to the portal is available for a period of **90 days** from the participant's date of death. This is so that NDIS supports purchased before the participant's death can be claimed. When you contact us, we'll talk to you about who the most appropriate person is to have access to the portal to make these claims.

The information in this section is general information only. You should always check the terms of the [service agreement](#) made with the provider. The service agreement can help you work out whether you need to pay providers, and who owns assistive technology, home or vehicle modifications, after a participant dies.

What happens to a participant's assistive technology?

The person managing the estate will need to work with providers to manage the participant's assistive technology in line with the [service agreement](#) that's in place.

Generally, when we have funded assistive technology for the participant, the participant owns it, unless there's an arrangement in place where the participant must give it back to the provider. For example, the participant has a rental or leasing arrangement with an NDIS provider.

If the participant owns the item, the equipment becomes part of their estate when they die. The person managing the estate can choose what to do with the assistive technology.

If the participant was renting assistive technology with NDIS funding, you must return the equipment to the provider. This is because the provider still owns it. This includes if the participant rented a group of assistive technology items, such as through a loan pool or equipment library.

If the participant had a service agreement that includes the costs of returning equipment early, we'll cover costs such as:

- early return fees
- shipment or delivery costs.

What happens when assistive technology has been ordered but not delivered?

If the participant dies before getting assistive technology that was in their plan, we'll pay any prepayment fees that haven't been paid if:

- the fees are in line with our pre-payment's guidance in the [NDIS Pricing Arrangements and Price Limits](#), and
- the item was ordered before the participant died.

If full payment is made, the assistive technology is the property of the estate.

What if the participant had an assistance animal or dog guide?

The person managing the estate may need to look at any [service agreement](#) and may wish to talk to the participant's provider. They can discuss with them what options are available for the assistance animal or dog guide.

What happens to a participant's home and vehicle modifications?

The person managing the estate will need to work with the provider to manage the participant's home or vehicle modifications in line with the [service agreement](#) that's in place.

After the participant dies, you can usually still claim NDIS funding for home modifications or vehicle modifications if the modifications were purchased before the participant died. This is if the provider hasn't been paid the final payment.

If the participant dies before approved home or vehicle modifications are finished, the provider should discuss options with the nominee or executor within the scope of the service agreement.

This may mean completing modifications to make the building or vehicle safe and suitable for more general use. But if the modifications continue, they shouldn't include specific features required by the participant who died.

Remember, we can help you work out what to do about the participant's plan after they die. You can reach out to a local area coordinator, early childhood partner or planner. You can also [contact us](#).

What can service providers claim?

Service providers can claim for NDIS supports purchased before the participant's death under a service agreement. They have **2 years** from the participant's date of death to make a claim.

If the funding was [plan managed](#), the registered plan manager will need to claim any funding for NDIS supports purchased before the participant's death. Registered plan managers can

claim the plan management fee for the month of the participant's death for this purpose, if this forms part of their [service agreement](#).

When can providers claim cancellation fees?

In some situations, providers could claim a cancellation fee if they had short notice of the participant's death. Providers can claim the fee according to the conditions in the [service agreement](#) and the [NDIS Pricing Arrangements](#).

If the participant lived in Specialist Disability Accommodation (SDA), the SDA provider can claim vacancy costs in some situations. We have more information in the [SDA Pricing Arrangements and Price Limits](#).

Do we disclose information about a participant's death?

There are some situations where we may disclose information about the participant's death. For example, we may need to disclose this information to:

- finalise outstanding service bookings
- help arrange removal or disposal of assistive technology
- stop delivery of services.

We can only disclose information about the deceased participant in certain situations, where it's in the public interest to do so.⁵⁵

We may disclose information when:

- there's no reason to think the deceased participant wouldn't want their information disclosed
- the information is needed for a genuine reason, such as to help administer the deceased participant's estate
- the information isn't available from another source.

The people we may talk to include:

- a family member, guardian or support person
- a correspondence nominee, plan nominee or child representative
- a service provider that was providing NDIS supports to the participant – they'll need to know as soon as possible since they can't claim funding after the participant dies
- an executor administering the estate
- a Commonwealth, State or Territory department or authority

- a lawyer or legal representative that was supporting the participant.

If you have any questions about why we've disclosed details about the participant's death, you can always [contact us](#).

Reference list

- ¹ NDIS Act s 29(1)(d).
- ² NDIS Act s 29(1)(b).
- ³ NDIS Act s 29(1)(b).
- ⁴ NDIS Act ss 29(1)(c), 30, 30A
- ⁵ NDIS Act s 29(1)(a).
- ⁶ NDIS Act s 29A(2).
- ⁷ NDIS Act s 29A(3).
- ⁸ NDIS Act s 29A(2)(c), 29A(5).
- ⁹ NDIS Act s 29A(4).
- ¹⁰ NDIS Act s 29A(4).
- ¹¹ NDIS Act ss 29, 37(3)(c).
- ¹² NDIS Act 29(A)(1).
- ¹³ NDIS Act s 29(A)(7).
- ¹⁴ NDIS Act s 29A(3).
- ¹⁵ NDIS Act ss 29A(2)(c), 29A(5).
- ¹⁶ NDIS Act s 29A(5).
- ¹⁷ NDIS Act ss 29, 37(3)(c).
- ¹⁸ NDIS Act s 22.
- ¹⁹ NDIS Act s 29(1)(d).
- ²⁰ NDIS Act ss 99, 100.
- ²¹ NDIS Act s 29(1)(b); Residential care service has the same meaning as in the Aged Care Act 1997.
- ²² NDIS Act s 29(1)(b).
- ²³ NDIS Act s 29(1)(b); Residential care service has the same meaning as in the Aged Care Act 1997.
- ²⁴ NDIS Act ss 29(1)(b), 99, 100.
- ²⁵ NDIS Act s 29(1)(b).
- ²⁶ NDIS Act ss 29(1)(d), 99, 100.
- ²⁷ NDIS Act s 29(1)(b).
- ²⁸ NDIS Act ss 29(1)(b), 99, 100.
- ²⁹ NDIS Act s 29(1)(b).
- ³⁰ NDIS Act s 30(1)(a).
- ³¹ NDIS Act s 30(1)(a).
- ³² NDIS Act s 30(1)(b)(i).
- ³³ NDIS Act s 30(1)(b)(ii).
- ³⁴ NDIS Act s 30(1)(b)(ii).
- ³⁵ NDIS Act s 23(1)(a).
- ³⁶ NDIS Act s 30(1)(a).
- ³⁷ NDIS Act s 23(b).
- ³⁸ NDIS Act ss 30(1)(b), 30A(1)(a)-(c).
- ³⁹ NDIS Act ss 30(3), 30(3AA).
- ⁴⁰ NDIS Act ss 30(3A).
- ⁴¹ NDIS Act s 30(5).
- ⁴² NDIS Act s30(1).
- ⁴³ NDIS Act s30(5).
- ⁴⁴ NDIS Act s 30(7).
- ⁴⁵ NDIS Act s 100.
- ⁴⁶ NDIS Act s 100(2).
- ⁴⁷ NDIS Act s 102.
- ⁴⁸ NDIS Act s 19(2).
- ⁴⁹ NDIS Act s 46(1).
- ⁵⁰ NDIS Act ss 29, 37(3)(c).

⁵¹ NDIS Act s 29(2).

⁵² NDIS Act s 29(1)(a).

⁵³ NDIS Act ss 46(1), 182(3).

⁵⁴ NDIS Act ss 182(1)-(2).

⁵⁵ NDIS Act s 66(1)(a) – Public Interest Certification For The Release Of Protected Agency Information Relating To Deceased Participants dated 28 April 2020.