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When we contact you about an eligibility reassessment

When we contact you to let you know we're doing an eligibility reassessment, we'll let you know:

- the evidence we might need from you
- how you can ask us for more time
- what your rights are.

We'll give you an opportunity to explain if you think you still meet the NDIS eligibility requirements.

You have 90 days from when we send you an eligibility reassessment letter to get your information and evidence back to us.

You can still use the NDIS supports in your plan while we do your eligibility reassessment.

Information and evidence for your eligibility reassessment

Your my NDIS contact can help explain the kinds of information and evidence we need to help us decide if you should still be a participant.

A support coordinator can also help you, if you have one.

If you need more time to send us your information and evidence

You can request more time to provide your evidence by:

- talking to your my NDIS contact
- calling 1800 800 110
- submitting an enquiry through our service hub .

When you ask for more time, you need to let us know how much time you need and why you need more time.

How we decide if you’re still eligible for the NDIS

We look at all relevant information and evidence you've given us against the eligibility requirements to decide if you can still be an NDIS participant.

We’ll make the decision based on the evidence we have if you don’t respond to our eligibility reassessment letter within 90 days. This might mean we decide you're no longer eligible to be an NDIS participant and remove you from the NDIS.

If we find you’re still eligible

We’ll let you know if the information and evidence shows you’re still eligible.

This means you’ll remain an NDIS participant and can keep using your NDIS supports.

If we find you’re no longer eligible

We’ll let you know when you'll leave the NDIS if we find you're no longer eligible. You'll have 90 days to make any final claims.

We'll then support you to the leave the NDIS.

Your my NDIS contact can help you connect with community and mainstream supports and services once you leave.

This might include:

- mainstream services, like mental health and education supports
- community organisations, like religious groups or local council support.

You can always apply for the NDIS again if your situation changes. We’ll let you know if you are eligible.

Why you may no longer be eligible for the NDIS

There are many reasons a person may no longer be eligible to be an NDIS participant.

They:

- no longer live in Australia
- are no longer an Australian citizen, permanent resident, or hold a Protected Special Category visa
- no longer meet the disability or early intervention requirements.

If you disagree with our decision

You should talk to us if we find you're no longer eligible and you don’t agree with our decision.

Your my NDIS contact can help explain our decision and explore next steps available to you.

This could include requesting an internal review. Learn more about decision reviews.

Related information

What is eligibility reassessment

What is a my NDIS contact

How to find other services and supports

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