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Step 1: Understand what changes you need to tell us about

What a change of situation is

A change of situation is anything that has changed in your life. By keeping us updated on any situation that changes in your life, we can continue to make sure your plan works for you.

If you've moved

Let us know about your move, whether it's down the street or to a new state.

You'll also want to let us know if you're moving out of residential accommodation or aged care. Letting us know can make sure you're receiving the right NDIS supports in your new home.

If your contact details have changed

Tell us about any change in your contact details so we can keep you informed.

This can include your:

- address
- phone number
- email.

If there are any changes in your disability

Let us know if your disability support needs have changed. This might mean you need more, less or different NDIS supports in your plan.

If your support network has changed

Let us know if anything has changed in your close relationships, friends or family group and this means the support you receive from them increases or decreases. This information can help us assess whether you need more, less or different NDIS supports in your plan.

If your name, pronouns and information about your gender change

We want to use your preferred name and pronouns when we talk to you.

Tell us if we need to change the information we have about your:

- legal and preferred names
- pronouns.

Learn more about [how to change your name, pronouns or gender](#).

If you're going overseas

Let us know if you're going overseas or plan to move overseas. You can use your NDIS funding overseas for 6 weeks.

Contact us if you think you'll be outside Australia for more than 6 weeks and need to use your funding.

There are extra things we need to consider if we extend this 6 week period, and for how long.

If you've received compensation

Let us know if you receive or claim compensation for an accident or illness related to your disability. This might change your plan.

Tip: It's best to let us know about a change in your life as soon as possible.

Your plan might not be right for you and you might not have the right NDIS supports in place when you don't tell us about important changes in your life.

Step 2: Contact us

Call us

Call us on [1800 800 110](tel:1800800110)

Use our service hub

Submit an enquiry through our [service hub](#).

Speak to us in person

Talk to your [my NDIS contact](#) or visit your local office in person.

Fill out a change of details or change of situation form

fill out the change of details or change of situation form.

Change of details or situation form

Download the change of details or situation form:

- [Change of details or change of situation](#) (PDF 178.25 KB)
- [Change of details or change of situation](#) (DOCX 117.07 KB)

Step 3: Gather any evidence

You might need to send us some extra information and evidence

Sometimes, a change of situation requires extra information and evidence to be sent to us. This might include assessments or reports from healthcare professionals, therapists or support workers.

If you aren't sure [what kind of evidence we need](#), speak to your [my NDIS contact](#).

You can submit this evidence through our [service hub](#) or by mailing it to us at NDIA, GPO Box 700, Canberra ACT 2601.

You can also deliver this evidence to your [my NDIS contact](#) or your [local office](#).

Step 4: Discuss the decision

We'll decide what type of change you might need

Once you've sent us your evidence, we'll look at your plan to see if you might be able to use your funding and NDIS supports flexibly to meet your needs.

We might [vary](#) or change your plan if the change in your life means you need more, less or different NDIS supports.

We'll vary your plan if the changes are only to part of your plan.

We'll create a new plan if your changes are significant and your current plan no longer meets your needs. We call this a [plan reassessments](#).

Tip: A change in your life doesn't always mean a new plan.

Most of the time a change of situation doesn't mean anything will need to change for your plan. For example, moving house to a different city won't affect your plan.

We'll contact you with our decision within 21 days

We'll let you know our decision within 21 days when we need to decide about changes to your plan.

We'll respond by either deciding:

- to vary your plan
- to change your plan
- not to change your plan.

You'll receive a copy of the varied plan within 7 days if we decide to vary your plan.

We'll do a plan reassessment if we decide your plan needs bigger changes.

If you're unhappy with our decision, you have options

You can call us to talk about our decision if you don't agree with the decision we've made.

You can also ask for an internal decision review. Learn more about requesting a [review of our decisions](#).

Related information

How to update your name, pronouns or gender

What is a plan variation

What is a plan reassessment

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