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Step 1: Think about what you may need

Understand what supports are available

It’s important to understand what housing supports we can fund.

To learn more, read the guide to your NDIS housing options.

Make a list

Before you speak with your my NDIS contact about your housing needs, it’s a good idea to make a list of your:

- disability related support needs
- goals
- community supports and informal supports, like from social groups, non-profit organisations, or family and friends who help you.

For example, you might tell us about the daily tasks you need support with, like getting dressed or making breakfast.

You might also like to tell us about your goals with housing. This might include things like living independently, where you’d like to live and who you’d like to live with.

Step 2: Talk to your my NDIS contact

Your my NDIS contact can help explain the different home and living supports.

This includes:

- support provided by state or territory government agencies, your local community services or the private market
- informal support you get from your family, friends and other people in your community

- the NDIS supports you can access through supports already in your plan.

They'll talk to you about your current and future needs and goals. They'll also help you explore options.

Step 3: Provide your evidence

We need evidence from your treating health professionals to help us know what support you need in the home. In some situations this evidence can also be provided by other professionals or providers you work with.

Talk to your treating health professional

Your evidence should be recent and provided by a relevant treating health professional, such as an occupational therapist. Your treating health professional will need to provide a report or they may need to complete an assessment.

It should explain:

- your daily support and housing needs, including how often and when you need the support each day
- the things you can and can't do because of your disability and how this impacts your daily life and housing needs
- what other home and living options you've explored and why they don't meet your disability-related support needs.

Learn more about how to gather evidence.

If your needs or goals have changed

If you need to change home and living supports you already have, your evidence needs to be dated after your last plan was approved.

It should explain:

- the significant changes to your daily support and housing needs, including any new things you can and can't do for yourself
- the changes to your functional capacity and the impact on your daily life and housing needs.

Tip: Don't have home and living supports, but your needs have changed?

You can ask us to consider a change to your plan if your situation or disability needs have changed and you think you may need home and living supports.

Submit your information

Once you have gathered your evidence, you can send it to us in the way that suits you best. Let us know why you're providing your evidence.

Use our service hub

You can submit it through our service hub .

Send it in the mail

You can mail it to us at NDIA, GPO Box 700, Canberra ACT 2601.

Deliver it in person

You can deliver it in person to your my NDIS contact or local office.

We'll review your request

We consider your evidence and information to make a decision on whether home and living supports can be included in your plan.

We'll let you know what we need if you haven't given us enough information to make a decision.

We'll let you know when we've made a decision.

If we include home and living supports in your plan

We'll invite you to a plan meeting with an NDIA planner.

They'll explain how they created or changed your plan, and how they made decisions on what type of NDIS support to include.

If we don't include home and living supports in your plan

We'll let you know the reason we can't fund all or some of the home and living supports you asked for in your plan.

You can request a review if you don't agree with a decision we have made. Learn more about how to request a review of a decision.

Related information

Guide to your NDIS home and living options

How to gather evidence

What is a my NDIS contact

This page current as of
3 May 2026