On this page:

Reasons for leaving the NDIS
Finalising your plan
Our Guideline

Reasons for leaving the NDIS

There are several reasons why you might leave the NDIS. You'll no longer be a participant when you leave the NDIS. This means your plan will stop and you can't use your funding.

You choose to leave

You might want to leave because you don't want to be with the NDIS anymore. Perhaps you've met your goals or developed your skills and independence.

What to do if you choose to leave

You can let us know if you want to leave the NDIS by:

- completing the leaving the NDIS form
- calling us on 1800 800 110
- submitting an enquiry through our service hub
- mailing a letter to NDIA, GPO Box 700, Canberra ACT 2601
- talking to your my NDIS contact or visiting your local office in person.

Leaving the NDIS form

Download the leaving the NDIS form:

- Leaving the NDIS (DOCX 73KB)
- Leaving the NDIS (PDF 534KB)

You can return the form by:

- submitting it to our service hub
- mailing it to NDIA, GPO Box 700, Canberra ACT 2601
- delivering it in person to your my NDIS contact or local office.

90-day cooling off period

You have a minimum 90-day cooling off period when you tell us you're leaving the NDIS. This means we can cancel your request to leave the NDIS if you change your mind within 90 days.

You can still use your plan during the cooling off period.

You and your nominee, if you have one, will get a letter when your plan stops that confirms you've left the NDIS.

> **Tip: If you're receiving aged care supports.**
>
> The cooling off period doesn't apply if you're leaving the NDIS because you're receiving aged care supports for the first time after turning 65.

Your eligibility has changed

Sometimes a change to your situation can mean you're no longer eligible for the NDIS.

These changes can include:

- you no longer meet the disability or early intervention requirements
- a child with developmental delay has turned 6 years old and no longer meets the early intervention or disability requirements
- you're moving to a different country
- you're no longer an Australian citizen, permanent resident or hold a protected special category visa
- you start accessing aged care services, like moving into residential aged care.

We'll contact you to complete an eligibility reassessment if we think you might not be eligible anymore.

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

If you disagree with our decision

You can ask for an internal review if you don't agree with our decision.

You'll need to ask for an internal review within 3 months after we tell you in writing that you're no longer eligible.

You move into residential aged care

You'll leave the NDIS if you move permanently into residential aged care for the first time after turning 65. When we say residential aged care, we mean a service funded by the Department of Health, Disability and Ageing's aged care system. You'll leave the NDIS on the same day you move into the residential aged care facility.

Let us know if you're moving to residential aged care

You need to let us know if you move into residential aged care or begin receiving home care services after you turn 65. This is because you can't get NDIS and aged care supports at the same time.

Let us know you've moved into aged care by:

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

Learn more about transitioning from the NDIS to aged care and moving into an aged care home .

You start receiving support at home through aged care system

You'll leave the NDIS if you're approved for support at home services from the aged care system after you turn 65. When we say support at home services, we mean services funded by the Department of Health, Disability and Ageing's aged care system.

If this is you, let us know by:

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

Learn more about receiving support at home services .

If you disagree with our decision

You won't be able to ask us for a review after you move into residential care or are receiving home care services.

Someone has died

When a participant dies, they leave the NDIS.

A death is always a challenging time. We prioritise the wellbeing of participants' family and carers during the leaving process. The person looking after the details can get help from a bereavement support officer if they wish.

Learn more about what's needed when a participant dies.

Finalising your plan

Your plan will end and we won't fund any NDIS supports after you leave the NDIS. Your my NDIS contact can help you organise your final payments and connect you with services in your community if you want them.

NDIS laws say we must keep your information on our records, even when you leave the NDIS. You can always apply to become a participant again if your situation changes after you leave.

Our Guideline

Download the leaving the NDIS guideline:

- Leaving the NDIS (PDF 310KB)
- Leaving the NDIS (DOCX 112KB)

Related information

What are community connections

What is an eligibility reassessment

What is a decision review

This page current as of
4 September 2026