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# What to do when a participant dies

We know it can be a difficult time when someone close to you dies. We have specialist NDIA staff to help work through any remaining NDIS matters to give you the best support we can during this time.

You need to let us know when a participant dies. This is because they are no longer an NDIS participant and we need to end their plan.

Anyone who we have recorded as a contact of the participant can let us know they have died. This may be their spouse, nominee, parent or guardian.

# How to tell us when a participant dies

You can tell us by:

- calling the National Contact Centre on 1800 800 110
- submitting an enquiry through our service hub
- talking to the participant's my NDIS contact
- completing the notify the NDIA when a participant dies form.

## Notify the NDIA when a participant dies form

Download the notify the NDIA when a participant dies form:

- Notify the NDIA when a participant dies form (DOCX 73KB)

You need to let us know information that'll help us finalise the participant's record, including the participant's:

- name
- address
- date of birth

- NDIS number
- date of death
- executor of the estate.

# What happens after you let us know a participant has died

A specialist staff member will contact you by phone. This staff member will be from our bereavement support team.

We can arrange another time to call you if the time we call isn't convenient.

Our specialist staff member will work with you during the call to help finalise things and support you through the next steps. This includes help to cancel services and finalise payments, as well as answer any questions you may have.

This can usually be completed in one phone call. Sometimes we may need more information to confirm the participant’s passing. We'll let you know what we need if we do.

## What will happen with their NDIS funding

NDIS funding can’t be used to pay for any supports once the participant has died. Providers also can’t claim for supports through an NDIS plan after the participant has died.

We can help you finalise any outstanding payments or orders from before the participant died.

We can also make sure someone has access to the participant portal if they would like to process any outstanding payments in that way. This access will be for 90 days after the participant has died.

The executor of their estate needs to manage any assistive technology or home and vehicle modification the participant had in line with service agreements that were in place.

# Where to get more help

More support and services are available to help you after the death of a loved one.

You can find information and checklists to help you know what to do and who to contact on the Services Australia website.

There are many other support services to help you in times of grief. These include:

- Lifeline Australia – call on 131 114
- Beyond Blue – call on 1300 22 4636
- Griefline – call on 1300 845 745.

You can find other support services and information on the Services Australia website.

## Related information

### What is a my NDIS contact

### How to use the participant portals

### What is a service agreement

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