

# Request a participant disability change

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This document was released under the Freedom of Information Act 1982 by the National Disability Insurance Agency

This article provides guidance for all NDIA staff and partners to request a participant disability change.

# 1 Recent updates

## 15 December 2025

- Removed link to archived article Consent to act on applicant behalf. Relevant guidance is in linked article Check consent, nominee, child representative or self-representation authorities
- Added link to new article Understand the disabilities tab in the person account in section Before you start.

## 2 Before you start

You have:

- received information to add or change the participant's disability
- read article [Understand the disabilities tab in the person account](#).

And, if you're reviewing a request and noted it's **not** from a participant, you have:

- checked it's an authorised representative request and checked the representative's authority, using article [Check consent, nominee, child representative or self-representation authorities](#)
- completed a security check and identity confirmation if required, using article [Consider a request for personal information](#).

### 3 Request a participant disability change

Only delegates with the relevant permissions can change a participant's recorded disability in their **Person Account**. However, delegates can't change a participant's recorded disability in their **Person Account** if there's an open **Vary Impairment Categories** case on the participant's record. If there's an open **Vary Impairment Categories** case, delegates will need to use that case to change a participant's recorded disability.

Staff that aren't authorised to action a participant disability change can request an update at any stage of the participant's journey.

The National Planning Support Team manage these requests. However, delegates in some specialist work groups may complete these updates.

1. Create an **Enquiry** case by following steps **1 to 8** in section **Create the enquiry case from the Person Account** in article [Create an enquiry case](#).

**Note:** the following steps replace steps 9 onwards in article [Create an enquiry case](#).

2. Under **Categorisation** select the following:
  - **Enquiry Type** select **Planning & Monitoring**
  - **Category** select **Reports and Evidence**
  - **Sub Category** select **Updated**.
3. Select **Next**.
4. In the **Risk Matrix** view, select **Yes** to see a risk list and select all which apply. Otherwise, select **No** if there are no risks.
5. Select **Next**.
6. Complete the **Enquiry Notes** section using the following template:
  - Current primary disability:
  - Proposed primary disability (if applicable):
  - Current secondary disability (if applicable):
  - Proposed secondary disability (if applicable):
  - Evidence of disability provided, and documents linked.
7. At **Enquiry Outcome**, select **Re-assign this enquiry to another user**.
8. At **Case Re-assignment Reason**, select **Referral to National Delivery**.
9. At **Select User or Queue**, select **Queue**.
10. At **Case Owner**, do a manual search and select **Re-Streaming Routing Queue**.

**Note:** if the participant has a **Restricted Access** record, then at **Case Owner**, do a manual search and select **RA Participant Routing Queue**. NPST delegates with RA permission currently action enquiry cases requesting a change in disability via this queue.

11. Select **Next**.

12. Review the details and select **Submit**, or select **Previous** to make any changes.
13. The **Enquiry** case will open. Upload evidence in the **Documents** tab of the case as needed.
14. To check disability evidence, use articles [What evidence of disability is required](#) and [Check treating professional details](#).
15. Use article to [Add documents to a case](#).

## 4 Next steps

1. The case will progress to the next appropriate staff member for a decision. They will use article [Update the participant's disabilities using the update person account case](#) or article [Review and update the participant's disabilities in the vary impairment categories case](#).
2. When this request progresses, the delegate will communicate the outcome via the **Enquiry** case's activity log and re-assign the case to the creator. The creator is responsible for closing the case. Use section **Action enquiries related to an open case** in article [Manage an enquiry](#).
3. The task function will ask for more information if needed.

# Update the participant's disabilities using the update person account case

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This article provides guidance for an access delegate, review officer, planner delegate, planner (non-partnered area) to:

- check you can update disabilities using the update person account case
- update the participant's disabilities using the update person account case.

For partner and National Contact Centre (NCC) staff, you don't have delegation to update the participant's disabilities. Instead, use article [Request a participant disability change](#).

If the participant has made an application to change their impairment categories, don't use this article. Instead, use article [Create a vary impairment categories case](#).

# 1 Recent updates

## 15 December 2025

Guidance updated to:

- remove link to archived article Consent to act on applicant behalf. Relevant guidance in linked article Check consent, nominee, child representative or self-representation authorities
- add link to new article Understand the disabilities tab in the person account
- clarify primary disability Onset Date and End Date in the vary impairment categories case.

## 2 Before you start

You have either:

- received information the participant's disabilities need to be updated on their person account or,
- been allocated an Enquiry case to update the participant's disabilities.

And have:

- read and understood article [Understand the disabilities tab in the person account](#)
- contacted the [Technical Advice and Practice Improvement Branch](#) if the proposed disability is either a chronic or potential terminal health condition. Use article [Create a technical advice case](#) and refer to [Requesting Advice](#).

And, if you're reviewing the request information in an Enquiry case and noted it's **not** from a participant, you have:

- checked if it's an authorised representative request and checked the representative's authority, using article [Check consent, nominee, child representative or self-representation authorities](#)
- completed a security check and identity confirmation of the requestor if required. Use article [Consider a request for personal information](#).

### 3 Check you can use the update person account case to update the participant's disabilities

You can only use the update person account case to update the participant's disabilities if there's no open vary impairment categories case. An error message will display.

A vary impairment categories case is created when the participant requests a change to their impairment categories.

#### 3.1 Check if the participant has impairment categories assigned

1. From the **Person Account**, select the **My Profile** tab.
2. Select the **Impairment Categories** tab. If there are:
  - no impairment categories listed at **Approved Impairment Categories**, go to section **Consider if you need to refer the participant for an eligibility reassessment**
  - impairment categories listed at **Approved Impairment Categories**, go to the next section.

#### 3.2 Check if there's an open Vary Impairment Categories case

1. From the **Person Account**, select **Cases**.
2. At **Open Cases**, check the **Case Record Type** column in the **Cases** table for a **Vary Impairment Categories** case.
3. If there's no **Vary Impairment Categories** case listed, go to section **Consider if you need to refer the participant for an eligibility reassessment**.
4. Select the **Vary Impairment Categories** case.
5. Select the **Evidence** tab in the case.
6. Review the documents and check if the information you've received from the participant is included in the case. If the information you have:
  - is attached to the case, there's no further action required. The participant's disability information will be reviewed as part of the **Vary Impairment Categories** case. **End of process**
  - isn't attached to the case, go to the step 7.
7. Use article [Add and link evidence to a case](#) to upload and link new evidence to the **Vary Impairment Categories** case using **Evidence Type - Disability**.
8. Create an internal note to record that you've updated the evidence in the **Vary Impairment Categories** case. Use article [Log an activity or internal note](#).
9. Check whether the case is assigned to a delegate. If it:
  - is, contact the delegate using an **Enquiry** case to notify them you've added new evidence to the **Vary Impairments Categories** case. They'll review the participant's disability information. **End of process**

- isn't, no further action required. The participant's disability information will be reviewed as part of the **Vary Impairment Categories** case. **End of process.**

### 3.3 Consider if you need to refer the participant for an eligibility reassessment

1. Do you have information to suggest the participant may no longer meet the eligibility requirements? If:
  - **no**, go to step 2
  - **yes**, you may need to refer the participant for an eligibility reassessment. Go to article [When to refer the participant for an eligibility reassessment](#).
2. Use section **Review the participant's original access decision and information** in article [When to refer the participant for an eligibility reassessment](#) to check if the participant met access for the NDIS under the early intervention or disability or both requirements.
3. Did the participant meet access under the **early intervention** requirements with a primary disability of developmental delay or global developmental delay, and now are likely to meet the disability and/or early intervention requirements for a permanent impairment? If:
  - **no**, go to the next section
  - **yes**, refer the participant for a eligibility reassessment using article [When to refer the participant for an eligibility reassessment](#). **End process.**

## 4 Update the participant's disabilities using the Update Person Account case

1. From the **Person Account**, select the **Cases** tab.
2. Select **New**.
3. Select **Update Person Account**, then **Next**.
4. Complete the relevant details and select **Save**.
5. Select the **Update Person Account** tab. At **Requested By?**, select who made the request from the drop-down list.
6. Select **Next**.
7. At **What would you like to update?** select **Disabilities**.

**Note:** this option is only available for users with the relevant permissions. For example, the planner delegate skill permission.

8. Select **Next**.
9. The **Disabilities** screen will display the participant's reported conditions, including the current **Primary Disability**.
10. If an error message appears about missing required eligibility criteria, select the arrow and **Edit** for each of the reported conditions listed. Select the correct option from the drop-down list at **Select Eligibility criteria the disability/condition meets**, then select **Save**.

**Note:** the disability may not meet the eligibility criteria for NDIS funding. The eligibility criteria is the disability or early intervention requirements. The disability will still be recorded on the participant's record even if it isn't related to the participant's eligibility for the NDIS. If this applies, select **Does not meet any eligibility criteria**.

11. If you need to:
  - update the participant's current disabilities, go to section **Update the participant's current disabilities**
  - add a new disability, go to section **Add a new disability**.

### 4.1 Update the participant's current disabilities

1. At **Current Disabilities**, select **Update** next to the relevant disability.
2. The **Disabilities** screen will appear. Make any changes required.
3. If a disability no longer meets the eligibility criteria for NDIS funding, select **Does not meet any eligibility criteria** from the drop-down list at **Select Eligibility criteria the disability/condition meets**. Don't enter an **End Date**.

**Note:** the eligibility criteria is the disability or early intervention requirements. The disability will still be recorded on the participant's record even if it isn't related to the participant's eligibility for the NDIS.

4. Only enter an **End Date** if the disability is no longer appropriate to list on the participant's record. For example, if it was added in error or they no longer experience the impairment.

5. If you need to change the participant's primary disability:
  - at **Primary Disability**, select the arrow, then select **Edit**
  - the **Disabilities** screen will appear. Deselect the **Primary Disability** checkbox
  - select **Save**, then go to section **Select a new primary disability**.

**Note:** there can only be **one** reported condition identified as the primary disability.
6. Select **Save** after making changes.
7. If you need to add a new disability, go to section **Add a new disability**.

## 4.2 Add a new disability

1. Select **New** to display a new **Disabilities** screen.
2. Add the new disability information:
  - for access delegates, use the **Select reported condition** or **Select Assessed Impairment** fields
  - for planner delegates, use the **Select Assessed Impairment** field.
3. If you're an access delegate or National Planning Support Team (NPST) delegate, check if you have the correct evidence to select the **Verified evidence of disability** checkbox. **Don't** use the **Verified evidence of disability** checkbox if you're not an access delegate or NPST delegate.

The **Verified evidence of disability** checkbox can be selected when:

- you have evidence provided by a treating professional to confirm the disability and,
  - you have verified the treating professional's details using article [Check treating professional details](#) and [Australian Health Practitioner Regulation Agency \(external\)](#).
- Note:** for planning decision making, there's no requirement for the disability to be verified. Planner delegates don't need to ask for a disability to be verified to proceed with planning.
4. Enter today's date at the **Start Date**. **Don't** future date the disability.
 

**Note:** there can't be multiple primary disabilities.
  5. If the date the participant acquired the disability is known, enter this at **Onset Date**. This might be based on available evidence such as a date on a medical report. If not known, leave **Onset Date** blank. **Don't** enter an **End Date**.
 

**Note:** you should only add an **End Date** if it's no longer appropriate to list the disability on the participant's record. For example, if it was added in error or they no longer experience the impairment.
  6. Select the **Evidence** type from the drop-down list.

7. Select the correct option from the drop-down list at **Select Eligibility criteria the disability/condition meets**.

**Note:** the disability may not meet the eligibility criteria for NDIS funding. The eligibility criteria is the disability or early intervention requirements. The disability will still be recorded on the participant's record even if it isn't related to the participant's eligibility for the NDIS. If this applies, select **Does not meet any eligibility criteria**.

8. If the disability usually has or may have the greatest impact on a person's daily life, select **Primary Disability** checkbox. Then go to step 10.

**Note:** there can only be one primary disability.

9. If you:
  - need to update the participant's primary disability, go to section **Select a new primary disability**
  - don't need to update the participant's primary disability, go to step 10.
10. Select **Save** and go to section **Add evidence documents**.

### 4.3 Select a new primary disability

To identify the primary disability, look at the assessed impairment which usually has or may have the greatest impact on the participant's daily life.

1. Select the arrow next to the **Assessed Impairment** that you want to make the **Primary Disability**. Then select **Edit**.
2. Select the **Primary Disability** checkbox.
3. Enter today's date as the **Start Date**.
4. If the date the participant acquired the disability is known, enter this at **Onset Date**. This might be based on available evidence such as a date on a medical report. If not known, leave **Onset Date** blank. **Don't** enter an **End Date**.

**Note:** you should only add an **End Date** if it's no longer appropriate to list the disability on the participant's record. For example, if it was added in error or they no longer experience the impairment.

5. Select the **Evidence** type from the drop-down list, then select **Save**.

### 4.4 Add evidence documents

1. Select the **Documents** tab.
2. Upload the required evidence or link it to the case using articles:
  - [What evidence of disability is required](#)
  - [Add and link evidence to a case](#).

## 4.5 Record decision reason

You must record your reason for updating the participant's disabilities.

1. If you received the request to change the participant's disability by an **Enquiry** case, you must communicate your decision to the requestor. If you did and:
  - added a new primary disability – tell the requestor they should close the **Enquiry** case and contact the participant to tell them the outcome
  - declined the request or asked for more information – tell the requestor they may wish to keep the **Enquiry** case open and submit it again when the additional evidence is submitted.
2. Reassign the **Enquiry** case to the requestor.
3. Log an internal communication activity to record what you've updated and the reason for this update. Use article [Log an activity or internal note](#).

## 4.6 Review and Submit the case

1. Select the **Update Person Account** tab, then select **Next**.
2. At **Review and Submit**, review the information. Select **Previous** if you need to make any changes.
3. If the information is correct, select **Submit**. A message will display that the update person account form has been submitted successfully and the case is closed.

## 5 Next steps

1. Log an activity, using article [Log an activity or internal note](#), if you've had contact with:
  - a person with disability
  - a participant
  - their provider
  - an authorised representative.

# **Review and update the participant's disabilities in the vary impairment categories case**

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This document was released under the Freedom of Information Act 1982 by the National Disability Insurance Agency

This article provides guidance for all NDIS staff and partners to:

- link all available evidence relating to the participant's disabilities
- review and update the update disabilities tab in the vary impairment categories case.

# 1 Recent updates

## 15 December 2025

Guidance updated to:

- add link to new article Understand the disabilities tab in the person account in section Before you start
- clarify primary disability, Onset date and End Date in the vary impairment categories case.

## 2 Before you start

Impairment categories information is called a 'Notice of impairments' in section 32BA of the NDIS Act (the Act).

A participant can apply to change their impairment categories at any time. This includes to add or remove an impairment category. The Act uses the term vary, but in correspondence, guidance and when talking to participants we use the term change as it's plain English. Any change to the participant's current impairment categories information is a delegate decision. The decision to vary or not vary (change) the participant's impairment categories information is a reviewable decision under the Act.

You have:

- read article [Understand the disabilities tab in the person account](#)
- created the vary impairment categories case using article [Create a vary impairment categories case](#)
- received at least one piece of disability evidence with the application or checked for disability evidence already on the person account. Use article [What evidence of disability is required](#) to check, if you have relevant evidence to upload.

### 3 Link all available evidence relating to the participant's disabilities

Link all available evidence relating to the participant's disabilities to the case.

1. Check for all available evidence related to the participant's disabilities using article [Check for outstanding eligibility information and evidence](#).
2. Use article [What evidence of disability is required](#) to confirm the evidence required.
3. In the **Vary Impairment Categories** case, select the **Evidence** tab.
4. Use article [Add and link evidence to a case](#) to either:
  - o link relevant **Evidence Type - Disability** to the case, using section **Link evidence to a case**
  - o upload and link new **Evidence Type - Disability** evidence, if the participant has provided this for an update to their disabilities or impairment categories.

## 4 Review and update the Update Disabilities tab in the Vary Impairment Categories case

All staff and partners can submit a request to update the participant's disabilities in the **Update Disabilities** tab. A delegate will review the submitted request to decide whether the participant's disabilities should be updated.

### 4.1 Update current disabilities information

1. In the **Update Disabilities** tab, review available evidence against the **Current Disabilities** table.
2. If you need to update information for the participants current disabilities, select **Update**.
3. The **Disabilities** screen will open. Make any updates required, then select **Save**.

**Note:** you should only add an **End Date** if it's no longer appropriate to list the disability on the participant's person account, for example, if it was added in error or they no longer experience the impairment.

4. The updated disability will display in the **Update Disabilities Requests** table with a **Request Status** of **Requested**. After you submit this request, a delegate will review this update. They will decide whether to approve it or not.
5. Based on the available evidence, if you:
  - need to add a new disability, go to section **Add a new disability**
  - don't need to add a new disability, select **Save** and continue to section **Next steps**.

### 4.2 Add a new disability

1. In the **Update Disabilities** tab, select **Add Disability**. The **Add Disability** screen will open.
2. In the **Add Disability** screen, add the condition and impairment information.
3. If the disability usually has or may have the greatest impact on a person's daily life, select **Primary Disability** checkbox.

**Note:** there can only be one primary disability.

4. **If you're an access delegate**, check if you have the correct evidence to select the **Verified evidence of disability** checkbox. **Don't** use the **Verified evidence of disability** checkbox if you're not an access delegate or National Planning Support Team (NPST) delegate.

The **Verified evidence of disability** checkbox can only be selected when you have:

- evidence provided by a treating profession to confirm the disability and
  - verified the treating professional's details using article [Check treating professional details](#) and the website [Australian Health Practitioner Regulation Agency \(external\)](#).
5. Enter today's date at the **Start Date**. Don't future date the disability.

6. Enter **Onset Date**, if known. This is the date the participant acquired the disability. This might be based on available evidence such as a date on a medical report. Don't enter an **End Date**.

**Note:** you should only add an end date if it's no longer appropriate to list the disability on the participant's record, for example, if it was added in error or they no longer experience the impairment.

7. Select the evidence type from the **Evidence** drop-down list, then select **Save**.
8. The new disability will display in the **Update Disabilities Requests** table with a **Request Status** of **Requested**. To make any changes, select **Update**.
9. Select **Save**.

Previous disabilities that are no longer part of the participant's eligibility to the NDIS are in the **Historical Disabilities** table. Even if this disability no longer relates to the participant, it forms part of the **Historical Disabilities**.

## 5 Next steps

1. Continue to article [Submit an application to change the participant's impairment categories information](#). A delegate will then review the updates made in the update disabilities tab using article [Decide whether to change the participant's impairment categories information](#).
2. If you need to withdraw the vary impairment categories case, use article [Withdraw a vary impairment categories case](#).

# Understand the disabilities tab in the person account

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This document was released under the Freedom of Information Act 1982 by the National Disability Insurance Agency

This article provides guidance for all NDIA staff and partners to:

- view the participant's disability information in the person account
- understand the information in the disability record.

# 1 Recent updates

## 15 December 2025

New article created to support staff to understand the disabilities tab in the person account in PACE.

## 2 Before you start

You have identified you need to check the participant's disabilities.

### 3 View the participant's disability information in the person account

1. From the participant's **Person Account**, select the **My Profile** tab.
2. Select the **Disabilities** tab. The participant's disability information will display.
3. Select **View All** to view the full list.

**Active checkbox:** The **Active** checkbox may or may not be ticked for each **Assessed Impairment** listed due to system limitations. The **Active** checkbox isn't a reliable source for determining if an **Assessed Impairment** relates to the participant's eligibility for the NDIS.

**Reported Condition:** This is information we've received from the participant about their disability. When they apply for the NDIS, the **Reported Condition** is recorded by a staff member in the **Access Request** case and automatically added to the **Disabilities** tab. The **Reported Condition** is also automatically added to the **Access Decision** case as the **Reported Impairment**.

The participant's disabilities can be updated after they've met access, using the **Update Person Account** or **Vary Impairment Categories** cases. These updates will also automatically be added to the **Disabilities** tab.

**Assessed Impairment:** This is decided by a staff member with appropriate delegation, after reviewing the **Reported Impairment** and disability evidence. They'll then select the **Assessed Impairment** that meets the disability or early intervention requirements, or both. This can be done as part of the **Access Decision**, **Update Person Account** or **Vary Impairment Categories** case.

In the **Disabilities** tab, the **Assessed Impairment** may be different to the **Reported Condition**. This means a staff member has assessed that the **Reported Condition** isn't part of the participant's current disability information. For example, a Partner may record Osteoarthritis as the **Reported Condition**, but an access delegate may select Hearing Loss as the **Assessed Impairment**. This is because the **Reported Condition** didn't meet the eligibility requirements.

If there's no **Assessed Impairment** listed, this means the **Reported Condition** hasn't been reviewed and assessed by a staff member yet.

The **Assessed Impairment** is different to impairment categories information. Impairment categories information is called a 'Notice of impairments' in section 32BA of the *National Disability Insurance Scheme Act 2013* (the Act). To view the participant's impairment categories information, use article [View Impairment Categories in the person account](#).

## 4 Understand the information in the disability record

1. Select the link in the **Name** column to view the disability record for each **Assessed Impairment**.
2. The disability record will display.

**ICD Disability Code:** The **ICD Disability Code** is the common term used to describe the medical conditions related to the participant's disability.

**Verified Indicator checkbox:** The checkbox at **Verified Indicator** should only be ticked by an access delegate or National Planning Support Team (NPST) delegate. The checkbox will be ticked if we've received verified evidence of the disability. This means:

- there's evidence provided by a treating professional to confirm the disability and
- the treating professional's details have been verified by a delegate.

The checkbox at **Verified Indicator** might not be accurate. This is because staff might not have known whether to tick or untick the checkbox as this information has only recently been added to guidance.

**Primary Disability checkbox:** If the checkbox at **Primary Disability** is ticked, this means this disability usually has or may have the greatest impact on the participant's daily life. Only one disability can be selected as the **Primary Disability**.

**Evidence:** The type of disability evidence we've received will display at **Evidence**. You can view the evidence by selecting the **Evidence** tab from the **My Profile** tab.

**Start Date:** The **Start Date** is the date the disability was added to the participant's person account.

**Onset Date:** The **Onset Date** is the date the participant acquired the disability. This might be based on available evidence such as a date on a medical report.

**End Date:** If there's an **End Date**, the disability doesn't apply to the participant's circumstances. An **End Date** should only be applied if it's no longer appropriate to list the disability on the participant's person account, for example, if it was added in error or they no longer experience the impairment.

**Eligibility criteria for disability:** This shows that the impairment meets the disability or early intervention requirements, or both.

If **Does not meet any eligibility criteria** displays here, this means this disability isn't related to the participant's eligibility for the NDIS.

**Note:** this field was added to the **Vary Impairment Categories** case in July 2025. The field will only display if the participant's **Assessed Impairment** has been updated in the **Vary Impairment Categories** case since then. This will only apply to participants who have been issued impairment categories information.

## 5 Next steps

1. If you don't need to request or make any updates to the participant's disabilities, you don't need to follow the steps below. **End of process.**
2. If the participant's disabilities need to be updated and:
  - you're an access delegate, review officer, planner or planner delegate, you can make the update. Go to step 3.
  - you have a different role, you can request an update. Use article [Request a participant disability change](#).

**Note:** if the participant has been issued impairment categories information and has requested a change to this, as well as their disabilities, use article [Request a participant disability change](#) first. Then use article [Create a vary impairment categories case](#).

3. If the participant has been issued impairment categories information and has requested a change to this, you'll need to create a vary impairment categories case to update the participant's disabilities. Use article [Create a vary impairment categories case](#).
4. If step 3 doesn't apply, use article [Update the participant's disabilities using the update person account case](#).

# View Impairment Categories in the person account

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This article provides guidance for all NDIA staff and partners to:

- confirm the participant has impairment categories assigned
- view the participant's active approved impairment categories
- view and understand the Declined and Not Assessed impairment categories
- view and understand the Historical impairment categories.

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# 1 Recent updates

## 15 December 2025

Guidance updated to include:

- a link to new article Understand highly likely and commonly associated impairment categories in section Before you start
- links to articles Impairment categories guide and Descriptions of impairment categories in section Before you start
- a link to article Create a vary impairment categories case in section Next steps.

## 2 Before you start

You have identified you need to check the participant's:

- active impairment categories
- declined or unassessed impairment categories
- previous impairment categories decisions.

You have read:

- [Our Guideline – Applying to the NDIS \(external\)](#) section **What happens after we decide?**
- articles [Understand highly likely and commonly associated impairment categories](#), [Impairment categories guide](#) and [Descriptions of impairment categories](#).

## 3 View impairment categories in the person account

### 3.1 Confirm the participant has impairment categories assigned

1. From the participant's **Person Account**, select **My Profile** tab.
2. Select the **Impairment Categories** tab.

**Note:** you can also navigate to the **Impairment Categories** tab from the **Details** tab. Select the hyperlink in **Overview**, at **Impairment Categories**. The number in brackets in the hyperlink shows the participant's total number of active approved impairment categories. If a participant has impairment categories approved under both eligibility criteria streams (disability and early intervention), this will be counted twice.

3. Confirm whether the participant has **Impairment Categories** assigned. If there is:
  - a not applicable message in the **Impairment Categories** tab, the participant doesn't have impairment categories. No further action is required. **End of process.**
  - information listed in the **Impairment Categories** tab; the participant does have impairment categories assigned. **Continue to step 4.**
4. To view the participant's:
  - active approved impairment categories, go to section **View the participant's active approved impairment categories** in this article
  - declined or unassessed impairment categories, go to section **View and understand the Declined and Not Assessed impairment categories** in this article
  - previous impairment categories decisions, go to section **View and understand the Historical impairment categories** in this article.

### 3.2 View the participant's active approved impairment categories

1. In the **Impairment Categories** tab, view active approved impairment categories in the **Approved Impairment Categories** menu.
2. The active approved impairment categories are displayed by the relevant access stream. These are **Disability (Section 24)** and **Early Intervention (Section 25)**, in 2 separate tables.
3. The **Impairment Category** column of each table displays all of the participant's active approved impairment categories.
4. To view more detail of the relevant decision for a specific active **Impairment Category**, select the hyperlink in the **Decision Outcome** column. This will open the decision detail in a new tab.
5. To view more detail of the relevant decision case relating to a specific **Impairment Category**, select the hyperlink in the **Decision Source Case** column.

### 3.3 View and understand the Declined and Not Assessed impairment categories

1. In **Impairment Categories** tab, navigate to the **Declined and Not Assessed Impairment Categories** menu.
2. Select the **Disability (Section 24)** or **Early Intervention (Section 25)** menu to view:
  - impairment categories that have been assessed but were declined under that access stream
  - impairment categories that have not been considered or assessed under that access stream. These are displayed under heading **Not Assessed Impairment Categories**.
3. To view more detail of the relevant decision for specific declined impairment categories, select the hyperlink in the **Decision Outcome** column. This will open the relevant decision detail in a new tab.
4. To view more detail of the full decision case relating to specific impairment categories, select the hyperlink in the **Decision Source Case** column.

### 3.4 View and understand the Historical impairment categories

1. Open the menu **Historical Impairment Categories – Disability Section (24) and Early Intervention (Section 25)**.
2. All of the **Impairment Categories** with an end date will be displayed in the table. This means the **Impairment Category** decision is no longer active. For example, this can include categories that were previously approved but have been removed, or those that were originally declined, but that decision has been overturned.

**Note:** Section 24 and Section 25 historical impairments are shown in a single table. The **Historical** table is ordered by impairment categories in the following order: intellectual, cognitive, neurological, sensory, physical, one or more impairments to which a psychosocial disability is attributable. Developmental Delay will also be recorded in this table.

3. To view more detail of the original decision for specific impairment categories, before it was end dated, select the hyperlink in the **Decision Outcome** column. This will open the relevant detail in a new tab.

**Note:** the **Decision Outcome** relates to the original decision case outcome, not which case ended the **Impairment Category**. Use the **End Date** to determine which case overrode this decision, which will be the case's **Start Date**. When the **Decision Source Case** is **Internal Review**, select the **Decision Outcome** hyperlink and review the decision in order to understand what the original **Decision Outcome** was.

4. To view more detail of the full decision case relating to specific impairment categories, select the hyperlink in the **Decision Source Case** column.

**Note:** if you are checking the **Impairment Categories** for an **Internal Review** case, select the hyperlink in **Decision Source Case** to view the overall case decision. It is the overall case decision that is reviewable.

## 4 Next steps

1. If the participant or their authorised representative:
  - applies to change the participant's impairment categories, use article [Create a vary impairment categories case](#)
  - previously applied to change the participant's impairment categories following the outcome of their application, and now requests to review this outcome decision, use article [Submit a request for an internal review \(s100\)](#)
  - requests a change of disability, use article [Request a participant disability change](#).

# Decide whether to change the participant's impairment categories information

SGP KP Publishing

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This article provides guidance for an access delegate to:

- review the application in the Vary Impairment Categories case
- review and decide the participant's disabilities
- review the impairment categories in the Update Impairment tab
- decide whether to change the participant's impairment categories information
- send a decision letter.

# 1 Recent updates

## 15 December 2025

Guidance updated to:

- add links to new articles Understand highly likely and commonly associated impairment categories and Understand the disabilities tab in the person account
- clarify an End Date should also be added if the participant no longer experiences the impairment.

## 2 Before you start

Impairment categories information is called a 'Notice of impairments' in section 32BA of the NDIS Act (the Act).

A participant can apply to change their impairment categories at any time. This includes to add or remove an impairment category. The Act uses the term 'vary', but in correspondence, guidance and when talking to participants we use the term 'change' as it's plain English. Any change to the participant's current impairment categories information is a delegate decision. The decision to vary or not vary (change) the participant's impairment categories information is a reviewable decision under the Act.

You have:

- been allocated a Vary Impairment Categories case to decide whether to change the participant's impairment categories information

You have read and understood:

- [Our Guideline – Applying to the NDIS \(external\)](#), including sections **What happens after we decide?** and **How do we weigh evidence of disability?**
- article [Impairment categories guide](#)
- article [Descriptions of impairment categories](#)
- article [Understand highly likely and commonly associated impairment categories](#).

### 3 Review the application in the Vary Impairment Categories case

A Vary Impairment Categories case is created to submit a participant's application to change their current impairment categories information. When submitted, a delegate will decide whether to change the participant's current impairment categories information.

1. From the **Vary Impairment Categories** case, select the **Details** tab.
2. Check the **Case Reason** is **Request to vary**.
3. Select the **Request** tab.
4. Review the application details.

**Note:** if you need to withdraw the Vary Impairment Categories case, use article [Withdraw a vary impairment categories case](#). You may need to withdraw the case if the:

- participant or their authorised representative has requested a withdrawal
- participant is deceased
- case has been created in error
- Agency has decided to withdraw the case as appropriate.

## 4 Review and decide the participant's disability information

You'll need to review the participant's disabilities before deciding whether to change their impairment categories information.

### 4.1 Review the participant's disability information

1. Review all available evidence relating to a participant's disabilities and circumstances in:
  - **Vary Impairment Categories** case **Evidence** tab
  - **Person Account** in the **Documents** tab
  - **Enquiry** cases in the **Cases** tab
  - SAP CRM.

Use article [Check for outstanding eligibility information and evidence](#). Link any new evidence in PACE to the **Vary Impairment Categories** case using article [Add and link evidence to a case](#).

2. If there's an open **Enquiry** case with new information or evidence relating to a participant's disabilities which you've linked to the case, check if the **Enquiry** case can now be closed. If it can:
  - select **Complete case**
  - at **Closure Reason**, select **Completed – Another Case Commenced**
  - at **Closure Comments**, enter the following template:

The new disabilities information will be considered in the Vary Impairment Categories case.

### 4.2 Decide the participant's disability information

You can view details on participant's disability in the **Person Account**. Use article [Understand the disabilities tab in the person account](#).

1. In the **Vary Impairment Categories** case, go to the **Update Disabilities** tab.
2. Review any requests to update the participant's disabilities information listed at **Update Disabilities Requests**. If there are:
  - requests listed, go to section **Review and decide requests to update the current disability information**.
  - no requests listed, go to section **Review and decide the current disability information**.

## 4.2.1 Review and decide requests to update the current disability information

1. Select **Verify Disability** to review each request that appears as **Pending delegate verification**. The **Disabilities** screen will open.
2. Select the checkbox at **Verified evidence of disability** if you have:
  - evidence from a treating professional to confirm the disability and
  - verified the treating professional's details using article [Check treating professional details](#).

**Note:** if you have concerns about a treating professional's details, use article [Escalate application integrity issue](#) to escalate this to the Access Integrity Management (AIM) team.
3. If you don't have evidence to confirm the disability or AIM have advised the evidence provided can't be used, don't select the checkbox at **Verified evidence of disability**. Select **Delete Request** to decline the request.
 

**Note:** if you decline the request, you'll need to provide a reason for this in a later step.
4. If you:
  - declined the request and there are no other outstanding requests, go to step 10
  - verified evidence of disability and selected the checkbox at **Verified evidence of disability**, go to step 5.
5. Assess the proposed disability with the eligibility requirements of the Act. Use article [Understand disability requirements](#) and [Understand early intervention requirements](#).
6. Contact the [Technical Advice and Practice Improvement Branch](#) (TAPIB) if a chronic or potential terminal health condition is likely to meet the eligibility criteria for NDIS funding. For a list of all conditions which need a referral to TAPIB refer to [Mandatory and Non-Mandatory Advice Requests - Technical Advice and Practice Improvement Branch](#).
7. Under **Delegate Action**, at **Select eligibility criteria the disability/condition meets**, select the correct option from the drop-down list.
 

**Note:** the disability may not meet the eligibility criteria for NDIS funding. The eligibility criteria is the disability or early intervention requirements. The disability will still be recorded on the participant's record even if it isn't related to the participant's eligibility for the NDIS. If this applies, select **Does not meet any eligibility criteria**.
8. Select **Save** in the **Disabilities** screen. The **Disabilities** screen closes and the **Request Status** will now appear as **Verified** in the **Update Disabilities** tab.
9. If there's more than one request, repeat steps 1 to 8 for each request. You can't continue until you've reviewed all the requests.
10. If you've declined any requests or updated or added information in the **Update Disabilities** tab, a message will display at **Submit Request Updated**.
11. At **Please provide a justification for updating the submitted request**, you'll need to enter a reason for these changes. You can't continue until this is completed. Use the following relevant templates:

### Disability added

I've added **<disability>** to the participant's record because the evidence shows that the disability meets the **<disability/early intervention requirements/disability and early intervention requirements>**.

#### **Disability updated**

Based on the available evidence, I've updated **<disability>** to **<explain updates made>** because **<reason>**.

#### **Disability declined**

I've declined the request to add **<disability>** to the participant's record because I'm unable to verify the evidence that relates to the disability.

12. Continue to section **Review and decide the current disability information**.

### 4.2.2 Review and decide the current disability information

1. Review the participant's **Current Disabilities** and **Historical Disabilities** against the evidence available. If you:

- **don't** need to make any changes to the participant's current disabilities, continue to section **Review the impairment categories in the Update Impairment tab**.
- **do** need to update the participant's current disabilities, use article [Review and update the participant's disabilities in the vary impairment categories case](#).

**Note:** if a disability no longer meets the eligibility criteria, select this option at **Select eligibility criteria the disability/condition meets**. **Don't** add an **End Date**. You should only add an end date if it's no longer appropriate to list the disability on the participant's record, for example, if it was added in error or they no longer experience the impairment.

2. If you need to add a new disability, use article [Review and update the participant's disabilities in the vary impairment categories case](#).

**Note:** the **Request Status** will automatically appear as **Verified** because you're a delegate.

3. Under **Delegate action**, at **Select eligibility criteria the disability/condition meets**, select the correct option from the drop-down list, then select **Save** in the **Disabilities** screen.

**Note:** the disability may not meet the eligibility criteria for NDIS funding. The eligibility criteria is the disability or early intervention requirements. The disability will still be recorded on the participant's record even if it isn't related to the participant's eligibility for the NDIS. If this applies, select **Does not meet any eligibility criteria**.

4. If you decide none of the participant's disabilities meet the eligibility criteria for NDIS funding, select **Update** and complete step 5 for each disability listed.
5. Select **Save** in the **Update Disabilities** tab.

## 5 Review the impairment categories in the Update Impairment tab

1. Select the **Request** tab.
2. At **Does the request specify which impairment category to vary?** if:
  - o **Yes** is selected, go to step 3
  - o **No** is selected, go to step 6. There won't be any requests listed at **Update Impairment Category Requests**. This means the requestor hasn't specified which impairment categories they'd like ended or added.
3. Select the **Update Impairment** tab.
4. Review the requests listed at **Update Impairment Category Requests**.
5. Review the impairment categories listed at **Update Impairment Category Requests**. Use articles [Impairment categories guide](#) and [Descriptions of impairment categories](#).
6. In the **Update Impairment** tab, review the participant's impairment categories information at **Current Impairment Categories**. Consider whether they still apply to the participant's impairments.
7. Use article [View impairment categories in the person account](#) to review the participant's historical impairment categories and declined and not assessed impairment categories.
8. Consider if other impairment categories apply to the participant's impairments, that aren't part of their current impairment categories or included in the application. Use articles [Understand highly likely and commonly associated impairment categories](#).
9. If you need further support in deciding the participant's impairment categories, discuss this with your team leader or a quality officer. If you still need support, you can make a request for [TAPIB](#) advice.
10. If there are no impairment categories listed at **Update Impairment Category Requests**, go to section **Action an application when no impairment categories have been submitted**.
11. Go to section **Make changes in the Update Impairment tab** if you decide:
  - o other impairment categories apply to the participant's impairments, or
  - o one or more of their current impairment categories no longer applies and, this has not been included in the application.
12. If step 11 doesn't apply, go to section **Decide whether to change the participant's impairment categories information**.

**Note:** go to this section even if you decide none of the participant's current impairment categories information applies.

### 5.1 Action an application when no impairment categories have been submitted

The participant can submit an application to change their impairment categories, without telling us the specific impairment categories they'd like changed.

Only use this section if there are no impairment categories listed at **Update Impairment**

**Category Requests.** This means the requestor hasn't specified which impairment categories they'd like ended or added.

1. If you decide:
  - changes should be made to the participant's current impairment categories, go to section **Make changes in the Update Impairment tab.**
  - no changes should be made to the participant's current impairment categories, go to section **Record no changes to impairment categories in the Update Impairment tab.**

## 5.2 Make changes in the Update Impairment tab

1. Continue in the **Update Impairment** tab.
2. If you decide none of the participant's current impairment categories apply to their impairments and:
  - a new impairment category applies, follow steps 3 and 4 to end all current impairment categories and add a new impairment category
  - no other impairment categories apply, don't make any changes in the **Update Impairment** tab. Instead, go to section **Decide whether to change the participant's impairment categories information**  
**Note:** you'll need to decide not to change the participant's impairment categories information then refer for an eligibility reassessment.
3. If you need to end an impairment category:
  - at **Current Impairment Categories**, select **End Impairment Category**
  - confirm the eligibility criteria and impairment category is the one you want to end
  - select the checkbox at **End Impairment Category**
  - select **Save**. A message will display that the impairment category has ended.

**Note:** if you need to end all impairment categories, you'll need to add an impairment category before selecting **Submit** in step 10. Otherwise, an error message will appear.
4. If you need to add an impairment category:
  - at **Update Impairment Category Requests**, select **Add Impairment Category**
  - at **Eligibility Criteria**, select the relevant criteria from the drop-down list
  - at **Select Impairment Category**, select the relevant criteria from the drop-down list
  - select **Save**.

**Note:** if the participant is a child who's 6 years or older, don't select developmental delay.

5. Repeat steps 3 and 4 until all impairment categories you've decided apply to the participant's impairments are added.
6. A message will display at **Submitted Request Updated**. At **Please provide a justification for updating the submitted request**, you'll need to enter a reason for these changes. You can't continue until this is completed. Use the following relevant templates:

**Impairment category added**

I've added **<impairment category>** because the evidence shows that the participant has one or more impairments that meet the **<disability/early intervention requirements/disability and early intervention requirements>** within the impairment category.

**Impairment category ended**

I've ended **<impairment category>** because the evidence doesn't show that the participant has one or more impairments that meet the requirements for disability, early intervention or both, within the impairment category.

7. Select **Submit**. This will take you to the **Details** tab. Select the **Update Impairment** tab again.
8. Review **Update Impairment Category Requests** and check the correct impairment categories are displayed.
9. Select **Update** to edit any impairment categories that aren't correct. To make sure:
  - an impairment category isn't added, select **Remove Impairment Category**
  - a current impairment category isn't ended, deselect the checkbox at **End Impairment Category**, then select **Save**.

**Note:** at **Vary Impairment Categories** a message will display the impairment category has been removed.
10. Select **Submit**, then go to section **Decide whether to change the participant's impairment categories information**.

### 5.3 Record no changes to impairment categories in the Update Impairment tab

Only use this section if:

- you're actioning an application to change the participant's impairment categories information where no impairment categories have been submitted, and
  - decide no changes should be made to the participant's current impairment categories.
1. Continue in the **Update Impairment** tab.
  2. Select **No updates to impairment categories required**.
  3. The **No Updates to Impairment Categories** screen will open
  4. Read the **Acknowledgement** to acknowledge you've reviewed all available supporting evidence related to the participant's disabilities and that based on the information available you've decided no impairment categories update is needed at this time.

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5. Select the **I acknowledge and agree that no changes to impairment categories are applicable for this participant** checkbox.
6. Select **Save**. The **No Updates to Impairment Categories** screen will close.
7. Select **Submit**, then go to section **Decide whether to change the participant's impairment categories information**.

## 6 Decide whether to change the participant's impairment categories information

1. From the **Vary Impairment Categories** case, select the **Decision** tab.
2. If you didn't make any updates to the participant's current impairment categories:
  - read the **Acknowledgement** under **Impairment category requests** to acknowledge you've reviewed all available supporting evidence related to the participant's disabilities and that based on the information available you've decided no impairment categories update is needed at this time
  - select the **I acknowledge and agree that no changes to impairment categories are applicable for this participant** checkbox
  - then go to step 19.
3. If you made changes to the participant's current impairment categories, select **Record Decision** at the first request.
4. At **Reviewable Indicator**, **only** select **Reviewable under NDIS Act s99**.
5. At **Decision Outcome**, select **Approved** or **Declined**.

**Note:** check the **Request Type** field to confirm if the request is to end or add an impairment category. If the request is to:

- end impairment category, selecting **Declined** will keep the impairment category
- add impairment category, selecting **Declined** won't add the impairment category.

If you've used section **Record no changes to impairment categories in the Update Impairment tab**, select **Declined** for every request.

6. Select **Next – Justification**.
7. At **Justification**, select the relevant option.
8. At **Sub-Justification**, select the relevant option.
9. Select **Next - Evidence**.
10. At **Evidence Name**, enter the title of the document used to make the decision.
11. At **Evidence Type**, select **Document** or **Other**.
12. If you selected **Document**, link the relevant document at **Evidence Link**.
13. At **Explanation**, enter the reason for your decision using one of the following templates:

### **Impairment category added**

Evidence shows that the participant has one or more impairments that meet the **<disability/early intervention requirements/disability and early intervention requirements>** for the impairment category.

### **Impairment category not added**

Evidence doesn't show that the participant has one or more impairments that meet the requirements for disability, early intervention or both, for the impairment category.

### **Impairment category ended**

Evidence doesn't show that the participant has one or more impairments that meet the requirements for disability, early intervention or both, within the impairment category.

**Impairment category not ended**

Evidence shows that the participant has one or more impairments that meet the **<disability/early intervention requirements/disability and early intervention requirements>** for the impairment category. I have not ended the impairment category as it remains correct for the participant.

14. If you used more than one piece of evidence to make your decision, select **Add**. Then repeat steps 10 to 13 until all pieces of evidence are added.
15. Select **Next**.
16. At **Confirmation**, select **Done**.
17. If there's more than one request, repeat steps 3 to 16 for each request. You can't continue until you've reviewed all the requests.
18. If you select an incorrect option at **Decision Outcome**, you can edit this field before selecting **Submit Decisions**:
  - Select **Record Decision**, then select **Decision Outcome**. Choose the correct option from the drop-down list.
  - Select **Next - Justification**. Select **Justification** and **Sub-Justification** and choose the correct option from the drop-down list. When selected, these fields will update based on the new **Decision Outcome**.
  - Select **Next - Evidence**. At **Evidence**, select **Next**.
  - At **Confirmation**, select **Done**.
19. Select **Submit Decisions**, then go to section **Send a decision letter**.
 

**Note:** if you've decided no impairment categories apply to the participant's impairments, including their current impairment categories:

  - complete the steps in section **Send a decision letter**, then
  - go to section **Next steps** to refer the participant for an eligibility reassessment.
20. The letter will communicate a decision not to change the participant's impairment categories information.

## 7 Send a decision letter

1. In the **Decision** tab, select **Generate correspondence**.
2. At **Recipient Details**, a list of persons who will receive the decision correspondence will display. Select **Next**.
3. At **Do you want to preview the document before sending it?** select **Yes**.
4. At **Select a Recipient for preview?** select the person you wish to preview correspondence and select **Next**. A letter preview will generate.
5. Review the information in the letter preview to confirm it's correct. If the information is incorrect, select **Previous** to update the fields that populate the letter. If the information is correct, select **Next**.
6. At **Correspondence Confirmation**, select **Submit Correspondence**. An automatic decision letter will be sent to the applicant or their authorised representative.

**Note:** if you receive an error message, use article [Correspondence error messages](#).

7. At **Correspondence Summary**, select **Next**. The case will now be closed.

## 8 Next steps

1. Use article [Notify participant about their impairment categories](#) to notify the participant about your decision to change or not change their impairment categories information.
2. If you've decided no impairment categories apply to the participant's impairments, including their current impairment categories, continue to article [When to refer the participant for an eligibility reassessment](#).
3. To refer the participant for an eligibility reassessment, use article [Complete an eligibility reassessment referral](#). **Only** use sections **Create the Eligibility Reassessment case** and **Complete the eligibility reassessment referral**.

**Note:** you can create the eligibility reassessment referral, however an eligibility reassessment can't commence until 14 months after the initial access decision.



## FOI 25/26-1857

## Scope

*"1. any documents recording the number of NDIS participants whose 'secondary disabilities' have been 'end dated' in the system since 1 January 2025"*

Of the 681,907 eligible participants at 1 January 2025 who remain participants at 30 September 2025:

- 13,075 have had a secondary disability end-dated between 1 Jan 2025 and 30 Sep 2025.
- 4,329 have had a secondary disability added between 1 Jan 2025 and 30 Sep 2025.