2 October 2024

I’m writing to give you more information about the changes to NDIS supports that start on 3 October 2024.

I understand change can cause concern for some participants, families and carers.

I want to assure you the purpose of the NDIS is staying the same. It will continue to provide NDIS participants with funding for disability related supports.

This email outlines how these changes will impact you as a participant, or as the nominee for an NDIS participant.

Easy Read and Auslan translations of this email will be available on the NDIS website in the coming days. You will be able to access those translations on this page of the NDIS website.

We are here to help you understand these changes and how they affect you.

We will keep sharing information with you to help you understand what is changing and how it affects you.

What’s changing and what it means for participants

From 3 October 2024, there is a new definition of NDIS supports.

This means that starting on 3 October, participants:

- can only spend NDIS funding on things that are in the approved list of NDIS supports.
- cannot spend NDIS funding on things in the list of non-NDIS supports.

These lists are available at the page below:

- What does NDIS fund?

This change affects all participants.

From 3 October, participants, plan nominees and plan managers must only spend NDIS funding on items in the list of NDIS supports.

This change makes it clear what NDIS funding can be spent on, and will help participants make informed choices about using their NDIS funding.

The definition of NDIS supports is based on current guidance.

Participants who use a plan manager or support coordinator should talk to them about what this means for current service agreements and supports. We are also working with providers to

make sure they understand the lists, too.

What happens if you buy non-NDIS supports

There will be a 12-month transition period for the NDIS support lists.

During this period if a participant makes a mistake and purchases a non-NDIS support, the NDIA will not raise a debt:

- for the first or second mistakes made
- if the support is worth less than $1,500.

Where a provider is delivering or claiming for supports on a participant's behalf, for example a plan manager, the transition period is 30 days.

This transition period does not apply if a participant purchases illegal items with funding from their plan.

This transition period gives participants time to learn and change supports where needed.

If a participant accidentally spends their NDIS funding on something that is not an NDIS support, we will work with them to understand the new rules and access supports. If incorrect claims are repeated or fraudulent, we will take further action.

We know most participants do the right thing. The lists are not being introduced to make things harder for people, or to catch people out.

Our priority is participant wellbeing.

We will work with participants to make sure everyone understands the lists, and can get the NDIS supports they need.

Replacement supports process

Participants can ask for an NDIS support to be replaced with certain non-NDIS supports. These are called replacement supports.

Replacement supports must be from the pre-approved list.

You can find this list of replacement supports on the same page as the NDIS supports list:

- What does NDIS fund?

To get a replacement support approved, participants need to show that the replacement support will lead to the same or better outcomes, and be the same or better value for money,

compared to the current NDIS support.

Participants must follow this process before purchasing the replacement support. It cannot be done after purchasing a non-NDIS support.

If an application for a replacement support for an item is not approved, the participant can't apply for that same replacement support again for 12 months.

Where to go for more information

We are committed to making sure everyone has the information they need about these changes. We will continue sharing resources on our website and across our communications channels. You can find that information at the sources below:

- Lists of NDIS supports and non-NDIS supports . Easy Read and Auslan versions of the lists will be available on that page in the coming days.
- Latest information and news about changes to the NDIS.
- Subscribe to the NDIS newsletter .
- For opportunities to give feedback on the NDIS, we encourage you to join Participant First.

Kind Regards,

Rebecca Falkingham

Chief Executive Officer

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