25 October 2024

I’m writing with more information about recent changes to NDIS supports as we near the end of the 30-day provider transition period.

I wrote to you at the start of October when these changes came into effect to explain what they meant for providers.

I know these changes impact providers and businesses who deliver supports and services to NDIS participants.

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

As the 30-day provider transition period comes to an end, here is what you need to know.

Transition period

For providers who deliver or claim for supports for participants, there is a 30-day transition period to adjust to the legislative requirements.

The 30-day provider transition period for NDIS supports started on 3 October 2024. It ends on Friday 1 November 2024 (inclusive).

What’s changing

From 3 October 2024, participants and their authorised representatives:

- 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 on What does NDIS fund?

This change makes it clear what NDIS funding can be spent on.

The change applies to all participants and providers.

How it affects you

The changes mean providers and plan managers must only claim NDIS funds for items on the list of NDIS supports.

From 2 November 2024 once the transition period ends, if incorrect claims are repeated or fraudulent we may take further action, including raising a debt against the provider.

Replacement supports process

In a small number of specific circumstances, participants can ask for an NDIS support to be replaced with certain non-NDIS supports. These are called replacement supports.

The replacement supports must be from the replacement supports list .

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.

Providers should not provide a replacement support or item without evidence that this has been approved.

Where to go to learn about these changes

We are regularly updating our website with more information about how these changes affect providers

Changes to NDIS legislation webpage.

We are working to update our operational guidelines and other reference materials to reflect the list of NDIS supports.

We encourage you to familiarise yourself with these resources to support your conversations with participants and their families.

You can also register to attend an information session for providers about the legislation changes

Other resources:

- Easy Read and Auslan translations of the lists are available on the What does NDIS fund? page.
- Visit our frequently asked questions about legislation page.
- Subscribe to the provider newsletter .

Kind Regards,

Rebecca Falkingham

Chief Executive Officer

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