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Step 1: Understand what changes you need to tell us about

What a change of situation is

A change of situation is anything that has changed in your life. By keeping us updated on any situation that changes in your life, we can continue to make sure your plan works for you.

If you've moved

Let us know about your move, whether it's down the street or to a new state.

You'll also want to let us know if you're moving out of residential accommodation or aged care. Letting us know can make sure you're receiving the right NDIS supports in your new home.

If your contact details have changed

Tell us about any change in your contact details so we can keep you informed.

This can include:

- your address
- your phone number
- your email.

If there are any changes in your disability

Let us know if your disability support needs have changed. This might mean you need more, less or different NDIS supports in your plan.

If your support network has changed

Let us know if anything has changed in your close relationships, friends or family group and this means the support you receive from them increases or decreases. It can help us assess whether you need more, less or different NDIS supports in your plan.

If you have changes to your name, pronouns and information about your gender

We want to use your preferred name and pronouns when we talk to you.

You can tell us if we need to change the information we have about your:

- legal and preferred names
- pronouns.

Learn more about [how to change your name, pronouns or gender](#).

If you are going overseas

Let us know if you are going overseas or plan to move overseas. You can use your funding overseas for 6 weeks.

If you think you'll be outside Australia for more than 6 weeks and need to use your funding, you need to contact us. There are extra things we need to consider to decide if we extend this 6-week period, and for how long.

If you have received compensation

Let us know if you receive or claim compensation for an accident or illness related to your disability. This might change your plan.

Tip: It's best to let us know about a change in your life as soon as possible.

When you don't tell us about important changes in your life, your plan might not be right for you and you might not have the right NDIS supports in place.

Step 2: Contact us

- call us on [1800 800 110](tel:1800800110)

- submit an enquiry through our [service hub](#)
- talk to your [my NDIS contact](#) or visit your local office in person
- fill out the change of details or change of situation form.

Change of details or situation form

Download the Change of details or situation form:

- [Change of details or change of situation](#) (PDF 178.25 KB)
- [Change of details or change of situation](#) (DOCX 117.07 KB)

Step 3: Gather any evidence

You might need to send us some extra information and evidence

Sometimes, a change of situation requires extra information and evidence. This might include assessments or reports from healthcare professionals, therapists or support workers.

If you are not sure [what kind of evidence we need](#), speak to your my NDIS contact.

You can send us this evidence using our [service hub](#) or by mailing it to us at NDIA, GPO Box 700, Canberra ACT 2601.

You can also deliver it to your my NDIS contact or your [local NDIA office](#) .

Step 4: Discuss the decision

We'll decide what type of change you might need

Once you've sent us your evidence, we'll look at your plan to see if you might be able to use your funding and NDIS supports flexibly to meet your needs.

If the change in your life means you need more, less or different NDIS supports and your plan needs:

- changes to only part of your plan, we will vary your plan. Learn more about [plan variations](#)
- significant changes because it no longer meets your needs, we will create a new plan for you. We call this a plan reassessment. Learn more about plan [reassessments](#).

Tip: A change in your life doesn't always mean a new plan.

Most of the time a change of situation doesn't mean anything will need to change for your plan. For example, moving house or event to a different city won't affect your plan.

We'll contact you with our decision within 21 days

When we need to decide about changes to your plan, we'll let you know our decision within 21 days.

We'll respond by either deciding:

- to vary your plan
- to change your plan
- not to change your plan.

You'll receive a copy of the varied plan within 7 days if we decide to vary your plan.

If we decide your plan needs bigger changes, we'll do a plan reassessment.

If you're unhappy with our decision, you have options

You can call us to talk about our decision if you don't agree with the decision we've made.

You can also request an internal decision review. Learn more about requesting a [review of our decisions](#).

Related information

[How to update your name, pronouns or gender](#)

[What is a plan variation](#)

[What is a plan reassessment](#)

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