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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. To give you the best support we can during this time, we have specialist NDIA staff to help work through any remaining NDIS matters.

When a participant dies you need to let us know. 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](tel:1800800110)
- submit an enquiry to 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 docx file](#) - DOCX 72.09 KB

You need to let us know information that will 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.

If the time is not convenient, we can arrange another time to call you.

During the call, the staff member will work with you to help finalise things and support you through the next steps. This includes providing support 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. If we do, we will let you know what we need.

What happens 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.

If the participant had assistive technology or home and vehicle modification, then the executor of their estate needs to manage these in line with any [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. This includes:

- [Lifeline Australia](#) who you can call on [131 114](#)
- [Beyond Blue](#) who you can call on [1300 22 4636](#)
- [Griefline](#) who you can call on [1300 845 745](#).

You can find a list of [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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