

9 June 2026

From 9 June 2026, participants will no longer receive letters from the Agency informing them of Home and Living supports decisions.

This change will not affect a participants' NDIS plan or approved supports. Participants should refer to their plan for information about their approved supports. They can also discuss this during plan and implementation meetings.

Retiring the decision letter will support a consistent and clear way of communicating approved supports. This is in line with legislation and wider agency practices.

For more information or an explanation of a decision, participants can contact the Agency on [1800 800 110](tel:1800800110).

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