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.

Related articles

Improvements to requesting Home and Living supports

Date
9 June 2022

Open letter to Victorian participants about COVID-19 supports

Date
3 September 2020
Category

- News

Supported Decision Making Advisory Group meeting summary April 2025

Date
29 April 2025
Read more news