31 October 2022

The NDIA is committed to improving the transparency of our processes and helping participants understand how we make our decisions.

That's why we've released the new Our Guideline – Leaving the NDIS .

There are different reasons why a person might leave the NDIS:

- you don't want to be a participant anymore and choose to leave
- you move permanently into residential aged care
- you start to get help at home from aged care services
- you're no longer eligible.

Learn more about leaving the NDIS and how to let us know.

What does the new guideline include?

The Leaving the NDIS guideline has information about why we may ask for information to check if you continue to be eligible. This is a normal part of your NDIS journey.

If you receive support because you met the disability requirements, we won't ask for more information - unless your support needs or circumstances have changed.

If we need more information, we'll let you know.

Our planners, delegates and Partners in the Community will also use this guideline to help you understand what to do when leaving the Scheme.

When a participant passes away, we will end their NDIS plan. Learn more about what to do when someone dies.

We want to hear from you

We want to keep improving our guidelines. If you'd like to provide feedback, please email us at ogfeedback@ndis.gov.au.

More information

If you need more information, you can contact us.

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