

Eligibility reassessments



This factsheet explains:

- what an eligibility reassessment is
- why we do eligibility reassessments
- what the eligibility requirements are
- how we do an eligibility reassessment
- what happens if we decide you're no longer eligible for the NDIS
- what to do if you disagree with our decision.

What an eligibility reassessment is

An eligibility reassessment is a check to make sure you're still eligible to be an NDIS participant and receive funding for [NDIS supports](#).

We may check your eligibility if we have evidence that suggests you may no longer be eligible. This could be evidence you no longer meet one or more of the residence, disability or early intervention requirements.

Why we do eligibility reassessments

It's important that we make sure people who receive supports under the NDIS are eligible participants.

If you met the disability requirements when you became an NDIS participant, you'll likely need NDIS supports for your lifetime. If your disability, support needs or situation changes, we may need to check your NDIS supports or eligibility. We'll contact you if this happens.

If you met the early intervention requirements when you became an NDIS participant, your NDIS support needs are likely to reduce over time.

Early intervention supports are intended to increase your capacity and independence. We'll check if you're still eligible for the NDIS after you've been receiving early intervention supports for a period of time. This is a normal part of your plan reassessment.

All children with developmental delay, who are eligible for the NDIS under the early intervention requirements will have an eligibility reassessment after they turn 6. This is because not all children with developmental delay go on to have a permanent impairment. **To be eligible once a child turns 6**, we'll need evidence they have an impairment that's likely to be permanent and they meet the requirements for disability, early intervention, or both. Some children will have a diagnosis of an impairment that's likely to be permanent and they may continue to be eligible for the NDIS.

What the eligibility requirements are?

When we do an eligibility reassessment, we check if you:

- [live in Australia](#)
- [are an Australian citizen or permanent resident](#)
- meet the [disability requirements](#) or [early intervention requirements](#) or both

Learn more about the NDIS eligibility requirements in [Our Guideline – Applying to the NDIS](#).

How we do an eligibility reassessment

We'll contact you by your preferred contact method to let you know about the eligibility reassessment. We'll explain:

- the eligibility requirements and why we're doing an eligibility reassessment
- what you need to do, including how you can provide information and evidence
- what we'll do
- what happens when we make an eligibility decision.

We'll also send you a letter to explain:

- the eligibility requirements we think you don't meet
- what information you might want to give us
- the date we should receive your information by.

If your [current plan](#) is about to end while we're doing the eligibility reassessment, we'll work with you to put a new plan in place. This means you can continue to use your NDIS supports while we do the eligibility reassessment. You'll get separate letters to explain our decisions for the plan approval and eligibility reassessment.

Until we complete the eligibility reassessment, nothing changes for you. You'll stay a participant and can still use the NDIS supports in your plan.



How much time you will have

We **must** receive any information you would like us to consider within **90 days** from the date of the letter telling you we are reassessing your eligibility.

[Let us know](#) if you need more time to provide this information. We'll need to know why you need more time, and how much extra time you need. We may be able to give you more time if your request is reasonable. For example, there could be a delay in getting information from your treating professional.

If you don't respond within 90 days, we'll make the decision based on the information we have.

Evidence we may request

Sometimes if we don't have enough evidence to make a decision, we may ask you for **specific information or a report** in a format that helps us to make a decision about your eligibility. We must tell you in writing when you need to provide this. We'll only ask you to provide this specific information or report if we can't reasonably get it in a different way.

How we make our decision

We'll look at all relevant information we have, including any additional information you provide, against the eligibility requirements. We'll use this to decide if you're still eligible for the NDIS.

Once your eligibility has been reassessed, we'll tell you if you'll:

- **Stay in the NDIS** because you continue to meet the eligibility requirements. This means you'll remain an NDIS participant.

or

- **Leave the NDIS** because you no longer meet the eligibility requirements. This means you'll no longer be an NDIS participant and your plan will end.



What happens if we decide you're no longer eligible for the NDIS

If you no longer meet the eligibility requirements, you'll no longer receive NDIS supports.

We'll contact you by your preferred contact method to explain our decision. We'll also send you a letter telling you:

- our decision
- the reasons for our decision
- the date your participant status will be revoked. This date will generally be 28 days from the date the eligibility reassessment decision was made.

During your time as an NDIS participant, in addition to receiving NDIS supports, you may have been supported to connect with other government and community services. Your access to supports outside of the NDIS won't be affected by our eligibility reassessment decision.

We'll support you to leave the NDIS by helping you connect with these supports if you need it. Learn more about [mainstream and community services](#) and [leaving the NDIS](#). We can also help you sort out your final payment requests.

What to do if you disagree with our decision

If you don't agree with our decision that you no longer meet the NDIS eligibility requirements you should talk to us. Your my NDIS contact can:

- help explain our decision
- answer any questions
- help you understand your options and next steps.

You have 3 months from the date you were notified of the decision that you no longer meet the NDIS eligibility requirements to ask for an internal review of our decision. Learn more about [internal and external reviews](#).



Factsheet – Eligibility reassessments

For more information visit [ndis.gov.au](https://www.ndis.gov.au)

National Disability Insurance Agency



Website: [ndis.gov.au](https://www.ndis.gov.au)



Telephone: 1800 800 110



Webchat: [ndis.gov.au](https://www.ndis.gov.au)

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National Relay Service: [accesshub.gov.au](https://www.accesshub.gov.au)