



FREE GUIDE

# After you apply for the NDIS: what happens next

Decision timeframes, your first plan, and what to do if you're told you're not eligible.

You've sent your application, and now you wait. Not knowing is often the hardest part, especially when life doesn't pause while a decision is made. The National Disability Insurance Agency (NDIA) now has to decide. This guide explains the timeframes it works to, what it may ask you for, and what happens with each possible outcome.

Timeframes here come from the NDIA's Applying to the NDIS guideline (26 August 2026) and its How to apply page. NDIS rules are changing under new laws passed in August 2026, so check the current process on [ndis.gov.au](https://www.ndis.gov.au) for your situation.

## What the NDIA does with your application

- 1 It checks your application is complete.** Once your application is complete, the NDIA sends you a letter with the date it needs to make a decision by. That date won't be more than 90 days away.
- 2 It may ask for more information.** If it needs more, it tells you what and by when. You'll have at least 90 days, and you can ask for more time. If it can't reach you, or you don't respond in time, your application is treated as withdrawn. You can apply again.
- 3 It decides within 14 days of hearing back.** Once you send what was asked for, the NDIA has 14 days to decide whether you're eligible, not eligible, or whether it needs more information again.
- 4 If it runs out of time.** If the NDIA misses its timeframe, it has to treat that as a decision that you're not eligible. The NDIA then automatically reviews that decision. You don't need to do anything.

Tell your NDIS partner or the NDIA if things are urgent, for example if you're about to leave hospital. The NDIA's guideline lists situations, such as an immediate risk when the right supports aren't in place, where it aims to decide within 2 to 5 business days. [Read the guideline.](#)

## Useful things to do while you wait

- **Keep a short diary.** A few lines a day about what was hard and who helped. If the NDIA asks for more information, you'll have it. If you're accepted, it's the start of your planning notes.
- **Watch your phone and mail.** Answer NDIA requests as soon as you can. If you need longer to get a report, ask for more time rather than letting the deadline pass.
- **Ask about other supports now.** NDIS partners help people find community and government services, even if they aren't NDIS participants. Ask yours what's available while you wait.
- **Start on your goals.** If you're accepted, your planning meeting will ask what you want to work towards. Our planning guide has questions to get you started.

## If the answer is yes

You become an NDIS participant on the day the NDIA decides you're eligible. Your letter confirms that you're eligible, whether you met the disability requirements, the early intervention requirements or both, and the date you became a participant.

The letter also lists your impairment categories. The law calls this a notice of impairment. It names the categories that cover the impairments you were accepted for, not your specific conditions.

- **Your partner becomes your my NDIS contact.** Your NDIS partner becomes your my NDIS contact once you're a participant.
- **A plan meeting with an NDIA planner.** The NDIA aims to approve your first plan within 56 days of you becoming a participant, or 90 days for a child younger than 9. Call 1800 800 110 if you haven't heard by then.
- **A plan implementation meeting.** The NDIA offers this within 7 days of approving your plan, to help you start using it and find supports.

## If the answer is no

You'll get a letter explaining why. Call the NDIA on 1800 800 110 if you'd like them to explain the decision. If you still disagree, you have options.

- **Ask for an internal review.** Ask within 3 months of receiving the decision: by phone, through the service hub, in person, by letter to the CEO of the NDIA, or on the request for a review of a decision form. The NDIA aims to finish internal reviews within 60 days.
- **Then the Administrative Review Tribunal.** If you disagree with the internal review, you can apply to the Administrative Review Tribunal within 28 days of getting it. There's no application fee for NDIA decisions. Phone 1800 228 333 or apply online.
- **Apply again.** There's no limit to the number of times you can apply. If your situation changes or you have new evidence, you can apply again. Your NDIS partner can also connect you with local services.



If the NDIA asks you for extra documents during a review, you have up to 28 days to send them, and you can ask for more time. The Tribunal can also help you arrange a free appointment with a Legal Aid lawyer. [How to request a review, from the NDIA.](#)

## Changes to know about

New NDIS laws were passed in August 2026. For people applying now, three dates matter. From 1 October 2026, new plans have reduced budgets for social, economic and community participation supports and improved daily living skills supports, while essential day-to-day supports are not affected. From 1 April 2027, participants start moving to a new way of planning. And from 1 January 2028, new applicants will be assessed for access under new criteria based on functional capacity.

The NDIA says it will tell participants if a change affects them. [See the official timeline.](#)

## Your while-you-wait checklist

- ☐ Note the date you submitted your application
- ☐ Find the decision due date in the NDIA's letter and write it down
- ☐ Respond to any request for more information, or ask for more time
- ☐ Keep a short daily diary of what was hard and who helped
- ☐ Ask your NDIS partner about community and government services now
- ☐ If accepted: read your letter and note your impairment categories
- ☐ If accepted: start writing your goals for the planning meeting
- ☐ If not accepted: call 1800 800 110 to have the decision explained
- ☐ If you disagree: ask for an internal review within 3 months
- ☐ After an internal review you disagree with: apply to the Tribunal within 28 days

## How Kinship can help you with this

We understand that waiting can feel like your life is on hold. The help you need doesn't stop being needed while a decision is made, and one letter can feel like it decides a lot.

We can't speed up an NDIA decision or influence it. What we can do is help in the meantime if you'd like, and be ready when your plan arrives: a short call to understand what you need, then the same support worker every visit, with updates to you and your family as standard.



## Why families trust us

- Registered NDIS provider, registration number 4-GWVHCEY. You can check it on the NDIS Commission's Provider Register
- Operating in disability and aged care since 2017
- Hundreds of clients and families supported
- The same support worker every visit, with carer updates as standard
- Founded by Shazia Begum, who has spent more than 15 years alongside people living with disability

## Here's how we can help

- **Help at home now, booked privately.** Personal care, home help, companionship and nursing can be booked privately, with no plan or referral needed. The final price is confirmed in writing before any booking. [kinshipunitingservices.com/private-services/](https://kinshipunitingservices.com/private-services/)
- **Daily living and personal care.** Help with the routines that make a day work, at home, with the same support worker every visit. [kinshipunitingservices.com/ndis-disability-services/ndis-daily-living-support-sydney/](https://kinshipunitingservices.com/ndis-disability-services/ndis-daily-living-support-sydney/)
- **Community participation and life skills.** Getting out, trying things and building skills, from our base in Colebee across Western Sydney. [kinshipunitingservices.com/ndis-community-participation-sydney/](https://kinshipunitingservices.com/ndis-community-participation-sydney/)
- **Respite for the people who care.** In-home and community respite with a familiar support worker, funded through an NDIS plan or booked privately. [kinshipunitingservices.com/respite-care/](https://kinshipunitingservices.com/respite-care/)

**Come and talk to us.** If you'd like us to help with this, call 0437 733 744 and we'll talk it through. You can also email [info@kinshipunitingservices.com](mailto:info@kinshipunitingservices.com), or send us a message at [kinshipunitingservices.com/get-support](https://kinshipunitingservices.com/get-support).

## Questions people ask

### How long does the NDIA take to decide?

Once your application is complete, the NDIA's guideline says it will decide within 90 days, and your letter gives the exact date. If it asks for more information, it has 14 days after you provide it.

### What happens if the NDIA doesn't decide in time?

The NDIA has to treat it as a decision that you're not eligible, and it then automatically reviews that decision. You don't need to do anything.

### What is a notice of impairment?

It's the part of your eligibility letter that lists your impairment categories: the categories covering the impairments you were accepted for. It doesn't list your specific conditions.



## How long until I get my first plan?

The NDIA aims to approve your first plan within 56 days of you becoming a participant, or within 90 days for a child younger than 9. Call 1800 800 110 if you haven't heard by then.

## How long do I have to ask for a review?

Ask for an internal review within 3 months of receiving the decision. If you disagree with the internal review, you have 28 days to apply to the Administrative Review Tribunal.

## Does it cost anything to go to the Tribunal?

No. The Administrative Review Tribunal says there is no application fee to review a decision made by the NDIA.

## Will the October 2026 budget changes affect my first plan?

They may. Budgets for social, economic and community participation and improved daily living skills supports are reduced for plans created from 1 October 2026. High intensity supports and essential day-to-day supports like help with eating, dressing and toileting are not affected.

## Can Kinship help while I wait for a decision?

Yes, privately. Anyone can book personal care, home help or nursing with Kinship without an NDIS plan, and the final price is confirmed in writing before any booking. We can't speed up or influence the NDIA's decision. When your plan arrives, call 0437 733 744 and we'll talk through what support could look like.

## Sources

NDIS: How to apply (current as of 27 August 2026): <https://www.ndis.gov.au/applying/application-process/how-apply>

NDIS: Applying to the NDIS guideline (PDF, 26 August 2026): <https://www.ndis.gov.au/media/7752/download?attachment>

NDIS: How to gather evidence: <https://www.ndis.gov.au/applying/gathering-evidence/how-gather-evidence>

NDIS: What is an NDIS partner: <https://www.ndis.gov.au/understanding-ndis/people-help-you/what-ndis-partner>

NDIS: Guide to your first plan:

<https://www.ndis.gov.au/participants/creating-plan/creating-your-first-plan/guide-your-first-plan>

NDIS: How to request a review of a decision:

<https://www.ndis.gov.au/participants/changing-your-plan/decision-reviews/how-request-review-decision>

NDIS: What is a decision review:

<https://www.ndis.gov.au/participants/changing-your-plan/decision-reviews/what-decision-review>

Administrative Review Tribunal: NDIS decisions: <https://www.art.gov.au/applying-review/national-disability-insurance-scheme>

NDIS news: Changes to support budgets from 1 October (1 October 2026):

<https://www.ndis.gov.au/news/11695-changes-support-budgets-1-october>

NDIS news: New NDIS laws pass (19 August 2026): <https://www.ndis.gov.au/news/11650-new-ndis-laws-pass>

Department of Health, Disability and Ageing: Securing the NDIS for future generations timeline (updated 15 September 2026):

<https://www.health.gov.au/resources/publications/securing-the-ndis-for-future-generations-timeline-0?language=en>

Department of Health, Disability and Ageing: About the changes to the NDIS (updated 2 October 2026): <https://www.health.gov.au/our-work/ndis-legislation-changes/amendments/ndis-amendment-securing-the-ndis-for-future-generations-bill-2026/about-the-changes-to-the-ndis?language=en>



## Ready to talk? We're here.

If you'd like us to help with anything in this guide, call and we'll talk it through. No forms and no pressure.

**0437 733 744**

or 0424 756 143

**Email** [info@kinshipunitingservices.com](mailto:info@kinshipunitingservices.com)

**Website** [kinshipunitingservices.com/get-support](https://kinshipunitingservices.com/get-support)

**Office** 39 Victory Road, Colebee NSW 2761

Deaf, or have a hearing or speech impairment? Contact us through the National Relay Service: Speak & Listen 1300 555 727, TTY 133 677, SMS relay 0423 677 767.

Registered NDIS provider 4-GWVHCEY · Operating in disability and aged care since 2017