

# Nominees



## This fact sheet will explain:

- what a nominee is
- your nominee's duties to you
- how you get a nominee
- cancelling or changing your nominee.

## Nominees

If you're 18 or over, you have the right to make your own decisions about how you work with the NDIS. If it's very difficult for you to make decisions, or you don't want to make decisions, even with support, you can ask someone to make some or all of your decisions for you. We call this person a nominee.

For more information, read [Our Guideline – Appointing a nominee](#) on the NDIS website.

If you're younger than 18, a [child representative](#) will support you instead.

Everyone needs support to make decisions at some points in time. We won't appoint a nominee as an alternative to providing the right support.

You can ask people you trust, like family or friends, to support you to make decisions, or we can help you connect to advocates. You can also talk to us about whether fund supports could help, such as a plan manager or support coordinator. With your [consent](#), you can ask people to do some things for you, or talk to us about your information.

## What is a nominee?

A nominee is a person who makes decisions for you, or does things for you, when you interact with the NDIS.

There are 2 types of nominees: plan nominees and correspondence nominees. The same person can do both roles, or you can have more than one nominee.

### Plan nominees

A plan nominee can make decisions about:

- your plan, like creating or changing your plan
- your funding, like how your funding is managed, or how you use your funding.

Even if you have more than one nominee, only one can manage your funding. We sometimes call this person a payment nominee.

We can limit what your plan nominee can do. For example, you might want to decide your own goals in your NDIS plan, but let your nominee manage and pay for your supports.

### Correspondence nominees

A correspondence nominee can interact with the NDIS on your behalf. They can:

- receive notices from us for you, or about you. Notices could be letters, emails, phone calls, or any other way we communicate.
- ask us for information for you, or about you.

When we talk to your correspondence nominee or send them information, we treat this like we're talking directly to you.



## Your nominee's duties to you

Your nominee must always act in your best interests and make a genuine effort to support you. This includes:

- finding out, or trying to work out, what you want to happen
- helping build your skills to make more of your own decisions
- supporting you to learn to make decisions
- telling us about any conflict of interest that might make decisions that benefit them instead of you. For example, if your nominee gets paid to provide supports to you.
- managing any conflict of interest they have.

If someone has a conflict of interest, they can still be your nominee, as long as you know about it and you trust them. But they need to tell us how they will manage the conflict and make sure they always make decisions based on what you want and need, not what's best for them.

Even though your nominee makes decisions for you, they need to involve you in those decisions as much as possible and think about what you want to happen. It's never okay for them to directly or indirectly pressure you to agree with their decisions. If you are concerned about how your nominee is acting, you should [talk to us](#).

You and your nominee can find out more about their duties in our fact sheet [Being an NDIS nominee](#) on the NDIS website.

## How do you get a nominee?

### Asking us to appoint a nominee

If you want someone to be your nominee, you should talk to your my NDIS contact, or [contact the NDIS](#). We'll need the person's name and contact details.

When you ask us to appoint someone as a nominee, we'll check:

- that they are the right person for the role
- they are willing and able to be your nominee. We'll need them to agree in writing.
- how long you want them to be your nominee. This can be for a set amount of time, or ongoing until you ask us to cancel their appointment.
- what you want them to be able to do as your nominee.

### Appointing a nominee for you

In some circumstances, we will appoint a nominee when you haven't asked for one. We follow the laws for the NDIS when we do this.

You may have other legal decision makers, like a guardian or power of attorney. If the decisions they help you with are like the decisions you would make about the NDIS, we usually appoint them as your NDIS nominee. If the decisions are different, we'll talk to them about whether you need a nominee and who it should be. Read more about [guardianship and nominees](#) on the NDIS website.



## Changing or cancelling your nominee

You can ask us to change or cancel your nominee at any time. You can talk to your my NDIS contact, or [contact us](#).

We'll also review your nominee appointments every 2 years to check they're still right for you.

### When something goes wrong

It is your right to be represented by people you trust. If you don't like the decisions your nominee is making or how they're acting, [talk to us](#).

If we believe a nominee has harmed you or is likely to harm you, we'll suspend them. We'll give them a chance to show they're acting the right way. Then we'll decide whether they can keep being your nominee or if we need to cancel their role.

When we cancel or suspend your nominee, they won't be able to act for you. We can appoint someone else to be your nominee instead.

If you disagree with a decision we make about your nominee, you can ask us to review our decision. Please see [Our Guidelines – Reviewing our decisions](#) on the NDIS website.

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



### Fact sheet – Nominees

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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#### For people who need help with English



TIS: 131 450

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TTY: 1800 555 677



Voice relay: 1800 555 727



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