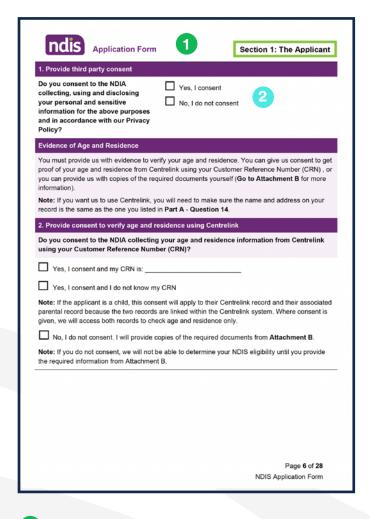
Step by Step:

How to fill out the NDIS Access Request Form

March 2025



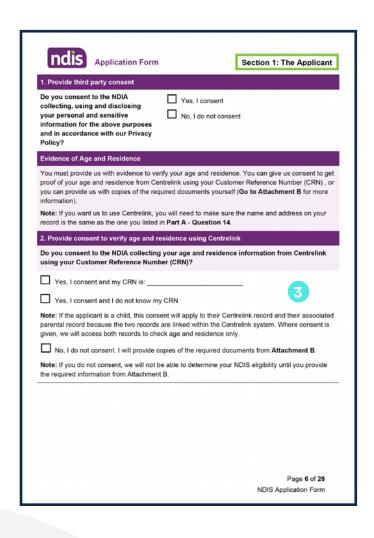
- 1 For staff members: If you are working in a residential aged care facility, or a health service, you might be supporting a person with disability to submit this NDIS access request. Please note, however, that you are required to have the person with disability with you while you complete the form.
- 2 Do you consent to the NDIA collecting, using and disclosing your personal and sensitive information for the above purposes and in accordance with our Privacy Policy?

This consent relates to information that the NDIA might need in order to assess whether you are eligible to access the NDIS, but also relates to your consent for sharing information if you do become an NDIS participant.

If you choose not to consent here, service providers such as hospitals and allied health professionals cannot give information about you to the NDIA, which may be important at the access or planning stages. At the access stage, it may mean that your NDIS access request is delayed.

- For staff members
- For participants



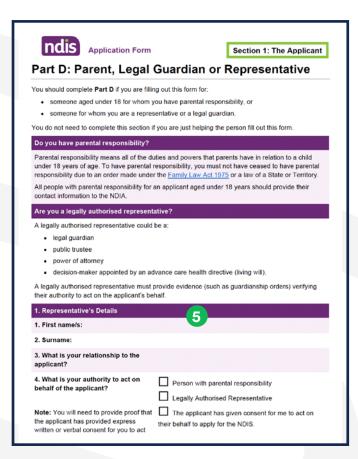


You must provide us with evidence to verify your age and residence. You can give us consent to get proof of your age and residence from Centrelink using your Customer Reference Number (CRN), or you can provide us with copies of the required documents yourself.

If you don't have a Centrelink CRN, ideally you will need to attach to your completed form a copy of your birth certificate or your passport. If you do not have a copy of either of these, it may be OK to provide a couple of other copies of identification, such as birth extract, or a drivers licence.



ndis Application Form	Section 1: The Applicant
Part C: Contact Methods n Part C, you need to answer some questions about how you would like us to contact you.	
Would you prefer us to send you letters or emails?	Letters Emails
2. Who would you like us to contact about your application?	Contact me – Go to Question 3 Contact my representative – Go to Part D
Note: If you want us to contact your representative, we will still need to send you letters about your application.	Contact me and my representative – Go to Part D
3. How would you like us to contact you?	Home phone – provide details below
	Mobile phone – provide details below
	Email – provide details below
	TTY – provide details below
4. Can we use SMS to contact you?	□ No
	Yes – I consent to being contacted by SMS
5. What is the main language spoken at your home?	Please use SMS only, I am Deaf or Hard of Hearing
6. Do you need an interpreter to help us communicate with you?	□ No



4 'How would you like us to contact you?'

Remember that whatever you select as being the best way to contact you will generally be used by the NDIS as the first way they will try to contact you from now on. That might mean that if you have selected that you'd like to be contacted on your mobile phone, you might need to make sure you have your phone charged and take it with you when you go out in case someone calls from the NDIS.

Also, keep in mind that often when the NDIA phones you, the number may be displayed as 'No Caller ID'. If you are someone that typically disregards these calls, it might be best to answer, especially during the application phase.

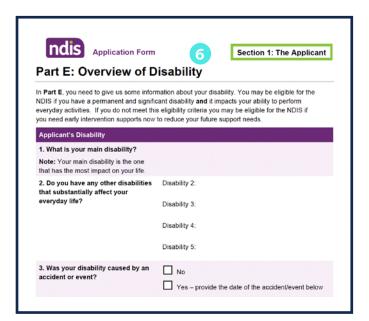
6 'Representative's Details'

For staff members: If you are filling out the Access Request Form with a person with disability, ask them who they would like as a contact person. You might like to suggest one of these options:

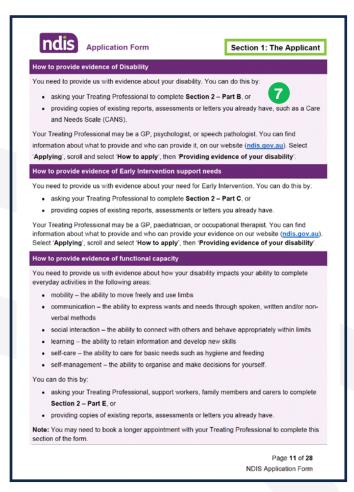
- person with disability (applicant)
- family member
- friend
- carer
- health professional
- health service staff member
- aged care facility staff member

This person will be the first point of contact for the NDIS for the whole application process.





6 'Part E: Overview of Disability'
List all the disabilities that you have that impact on your life. If you enter only one disability here, you will be assessed in terms of supports related to that disability only.



'Asking your Treating Professional to complete Section 2 – Part B...'

For health professionals: Make sure you describe the individual in terms of impact

on mobility and support needed on his/
her worst day. Consider the impact of a
person's disability on functioning under
all internal and external conditions: in
hot/cold weather, when tired or ill, on
uneven surfaces, etc. Also remember to
avoid using clinical language and use plain
language: summerfoundation.org.au/

resources/getting-the-language-right

ndis Application Form

Section 1: The Applicant

How to provide evidence of Disability

You need to provide us with evidence about your disability. You can do this by

- asking your Treating Professional to complete Section 2 Part B, or
- providing copies of existing reports, assessments or letters you already have, such as a Care and Needs Scale (CANS).

and Needs Scale (CANS).

Your Treating Professional may be a compsychologist, or speech pathologist. You can find information about what to provide and who can provide it, on our website (ndis.gov.au). Select 'Applying', scroll and select 'How to apply', then 'Providing evidence of your disability'.

How to provide evidence of Early Intervention support needs

You need to provide us with evidence about your need for Early Intervention. You can do this by:

- asking your Treating Professional to complete Section 2 Part C, or
- · providing copies of existing reports, assessments or letters you already have.

Your Treating Professional may be a GP, paediatrician, or occupational therapist. You can find information about what to provide and who can provide your evidence on our website (ndis.qov.au). Select 'Applying', scroll and select 'How to apply', then 'Providing evidence of your disability'.

How to provide evidence of functional capacity

You need to provide us with evidence about how your disability impacts your ability to complete everyday activities in the following areas:

- mobility the ability to move freely and use limbs
- communication the ability to express wants and needs through spoken, written and/or nonverbal methods
- . social interaction the ability to connect with others and behave appropriately within limits
- . learning the ability to retain information and develop new skills
- self-care the ability to care for basic needs such as hygiene and feeding
- . self-management the ability to organise and make decisions for yourself.

You can do this by:

- asking your Treating Professional, support workers, family members and carers to complete Section 2 – Part E. or
- · providing copies of existing reports, assessments or letters you already have

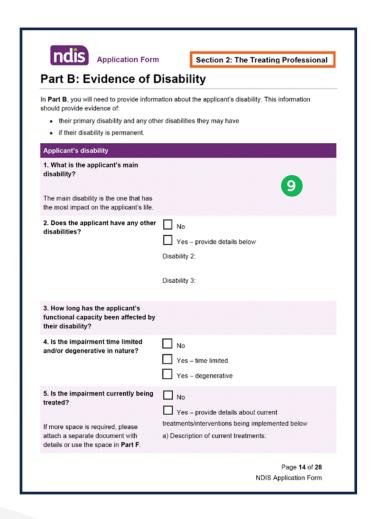
Note: You may need to book a longer appointment with your Treating Professional to complete this section of the form.

Page 11 of 28 NDIS Application Form 8 'Providing copies of existing reports, assessments or letters you already have...'

You might like to ask your doctor or other health professional for any previous clinical reports or assessments they have on file that might support your NDIS application. The more evidence you can provide about your disability and its impact on your life, the better chance you have of being successful in your application.

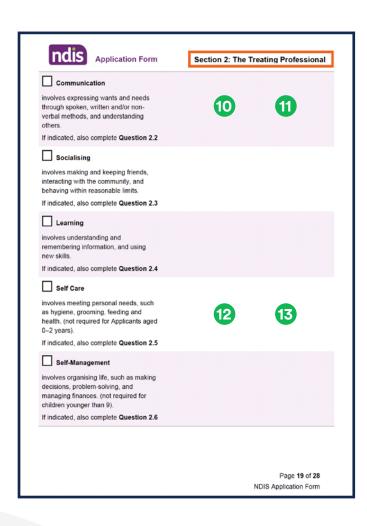
Check that the reports use plain language that clearly describes the functional impact of your disability on your daily life. If you feel that the reports or assessments do not describe the full extent or impact of your disability, you can contact the person or organisation that issued the report to discuss whether there are any other details they can provide to support your application.



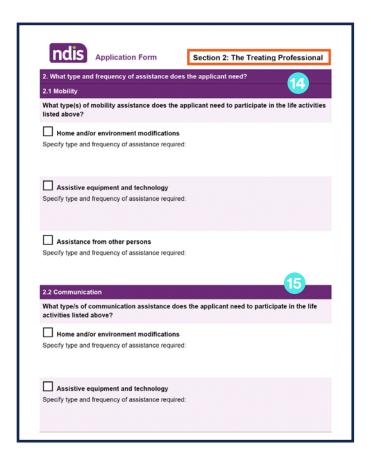


9 For staff members: Make sure you describe impact of the person's disability on mobility if the person was in the community. That is, on unfamiliar and uneven surfaces, on wet and smooth surfaces, in areas without grab rails or non-slip mats, etc.



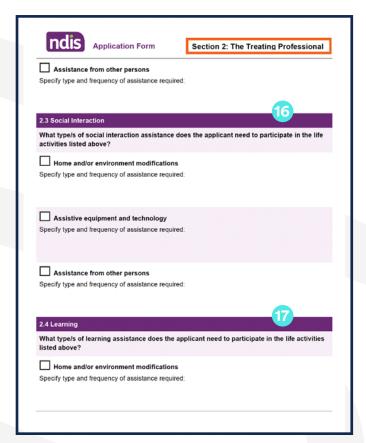


- for health professionals: Remember to describe the individual in terms of impact on functioning and support needed on his/her worst day. Consider the impact of a person's disability on communication under internal and external conditions such as: when tired or ill, among strangers, in noisy environments, under stress, etc.
- for staff members: Make sure you describe impact of the person's disability on communication if the person was in the community e.g. conversations related to various topics, with strangers, in noisy environments, under stress, etc.
- For health professionals: : Remember to describe the individual in terms of impact on functioning and support needed on his/her worst day. Consider the impact of a person's disability on self-care under internal and external conditions such as: when tired or ill, under stress, without shower chair, etc.
- describe impact of the person's disability on self-care if the person was in the community e.g. making own meals, managing medications and medical appointments, without shower chair, etc



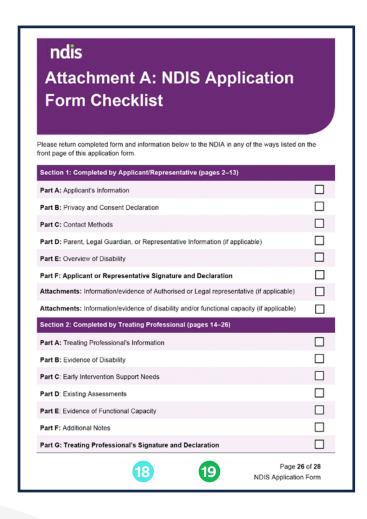
Mobility assistive equipment and technology might include: Electronic scooters, walking aids, lift and recline chairs, grab bars, ramps etc.

15 Communication assistive equipment might include: Alphabet boards, communication books, community request cards, etc.



- include: Object calendars, picture shopping lists, activity schedules, behaviour script etc. Consider whether the person requires supervision (monitoring verbal control, cueing, coaxing) under stressful or unfamiliar situations, has the ability to cooperate, participate and demonstrate socially appropriate behaviours.
- 17 Learning assistance might include:
 Budget wheels, menu planner, etc.
 Consider cognitive skills such as memory, comprehension, attention, and how these impact function.





18 Once your form is complete, take a photocopy of the form and keep it somewhere safe. Health professionals should file this in the medical record (with permission).

Make a note of the date that you submit your access request form. Generally, NDIS aims to respond to each access request within 21 business days.

For health staff supporting people in hospital: Please refer to the 'Urgent Access Request Cover Letter' resource for guidance on creating a cover letter that should be sent with the person's ARF.



We value your feedback about this resource - Please contact the Housing Hub at enquiries@housinghub.org.au, or phone 1300 61 64 63

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