

North Queensland Community Skill Building Program

NDIS Access Toolkit

Information on eligibility, application procedures, and practical tips for preparing your application and understanding the planning process.



www.rightsinaction.org.au

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Who is this toolkit for?

This toolkit has been developed for people with disabilities, and for those who support them, including family members, carers, nominated support persons, advocates and individuals assisting people to self-advocate.



This toolkit is designed to help you understand your rights, make sense of the application process, and take steps to ensure you are prepared when applying for the NDIS.

What is the NDIS?

The National Disability Insurance Scheme (NDIS) provides support to people with disability, their families, and carers. The NDIS is funded and governed by the Australian government and participating states and territories.



The NDIS is an insurance scheme that assists people with disability. The NDIS scheme connects people with disabilities with community services, including doctors, support groups and educational institutions.

- The NDIS scheme is voluntary.
- The NDIA is responsible for implementing the NDIS.

What is the NDIA?

The **National Disability Insurance Agency (NDIA)** role is to implement the NDIS.

The NDIA is responsible for:

- Assessing eligibility for access
- Developing, approving, and reviewing NDIS plans
- Determining funding for NDIS plans
- Setting price controls and claiming rules
- Investigating fraud and pursuing legal action
- Reporting on the scheme's financial sustainability
- Managing participant nominees

NDIS Eligibility



Things to consider before applying

- Why do you want NDIS funding?

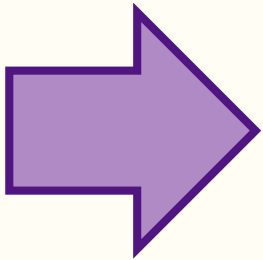
- What do you need support with? (Getting dressed, showering, leaving the house, going to appointments)

- What are your hopes and expectations?

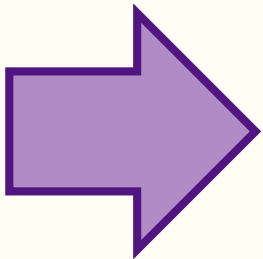
- Consider what you want compared with what you actually need

Your Rights

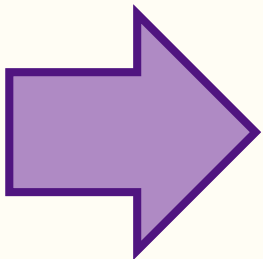
You have the right to:



Be treated with dignity and respect: You have the right to be treated with dignity and respect throughout the NDIS process, regardless of your disability.



Privacy: Health professionals, organisations and anyone involved in the NDIS process should interact with you in a way that ensures your privacy is respected and maintained.



Access to information: Information should be accessible and available to you in a way which enables you to understand. This can include information in your language, or information provided in AUSLAN.

****You have the right to a support person who can assist and support you with this process****

Applying to the NDIS

Steps to take when applying:

1

Check Eligibility

2

Connect with an NDIS Partner (LAC or Early Childhood Partner)

3

Gather required evidence and forms

4

Complete and submit the NDIS Access Request form (refer to page 20 of toolkit)

5

NDIA will review your application and supporting evidence

Applying to the NDIS

If you are aged 9 and older:

- Your **Local Area Coordinator (LAC)** can help you apply. They can help you through the application process and be your point of contact.
- If you do not have a **Local Area Coordinator** in your area, you can call **1800 800 110** to discuss other options available to you.

For children younger than 9:

Families are encouraged to talk to an **Early Childhood Partner** before applying to the NDIS. They can offer supports to children before they apply and let families know if the NDIS is right for their child.

Applying to the NDIS

Local Area Coordinator (LAC):

An **LAC** helps people with disabilities reach their goals, make their own choices, and get the support they need to live the life they choose.

LAC's also connect people to their communities and assist NDIS participants in finding and using the right disability supports.

Early Childhood Partner:

Early Childhood Partners are experienced professionals who assist children under 6 with developmental delays and children under 9 with disabilities, along with their families.

They provide support and assist you to understand your child's needs. **Early Childhood Partners** can also connect you to appropriate services.

Important things to Remember

Reports from Professionals:

Evidence which is required may include reports from Occupational Therapists, General Practitioners, Psychologists, Psychiatrists, or other relevant health experts. The more detailed the reports, the better.



Your evidence should clearly demonstrate how your disability affects your daily life. Generic letters which are not detailed will not assist with your application.

Important things to Remember

Reports from Professionals:

The reports you submit with your application must outline your challenges, explaining what you find difficult or are unable to do.

Example A: “Liz has depression”

Example B: “Liz’s depression means she struggles to leave the house, maintain personal hygiene, and prepare meals without assistance.”

Both of these statements recognise Liz’s depression but example B is much more detailed.

Ensure your specialists understand that you require detailed information regarding your disability- not just your diagnosis.

Begin gathering these reports now. Schedule appointments with your specialists if you haven’t seen them recently.

Important things to Remember

- **Evidence should be current:** Ensure that your evidence is no more than 12 months old.
- **Weight of evidence:** A report from a specialist will strengthen your application more than one from a general practitioner.
- **Each application is assessed on a case by case basis:** Just because someone with the same disability as you is receiving NDIS funding, does not mean you will automatically receive it too.

**** Be clear about what you require NDIS funding for****

Important things to Remember

- **Current diagnosis:** Ensure you have a diagnosis **before** applying for NDIS funding.
- **NDIS funding is designed to support people with substantial impairment:** This means that your disability must have a significant impact on your daily life

- **NDIS funding is not your money to be used as you wish.**
- **It is not for everyday living expenses such as groceries and rent.**
- **NDIS funding is for the use of disability supports.**

Early Connections

Early connections support children with developmental delays or disabilities by providing quick access to necessary assistance, regardless of NDIS eligibility.

Services are tailored to individual needs, and early connections may reduce future needs for long-term NDIS support.

Available to families in Australia, these connections focus on building strengths and developing skills for everyday activities.



Child Representatives

A child representative is a person who makes decisions about the NDIS on behalf of a child.

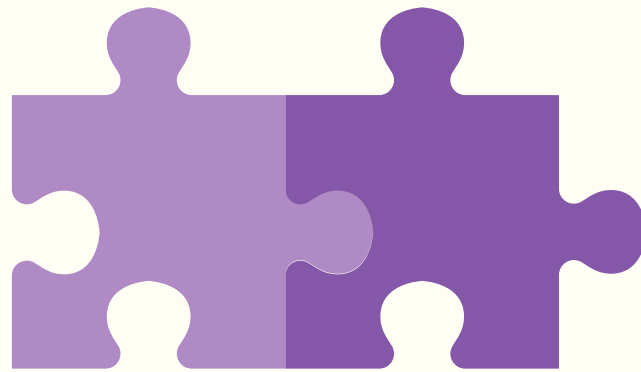
A child representative is different to a nominee.

A child who is younger than 18 years of age and is receiving early connections or applying to the NDIS will have a child representative, even though they are not a participant.

If you are a child's parent or parents, you will usually have parental responsibility and be the child representative automatically.

Community Connections

Community Connections is support provided to all people with disability, not just NDIS participants.



If you are aged between 9 and 64, the NDIS can connect you to information and supports available in your community.

You can access Community Connections by contacting your Local Area Coordinator (contact details listed on page 21 of this toolkit)

Useful Links and Resources



Early Childhood Partner:

- Cairns
- Cassowary Coast
- Tablelands
- Yarrabah

1800 860 555

eceicairns@ndis.gov.au



Early Childhood Partner:

- Townsville
- Burdekin
- Charters Towers
- Hinchinbrook

1800 543 354

unitingcare.earlychildhood@ndis.gov.au

Useful Links and Resources



Early Childhood Partner:

-Mackay

-Isaac

-Whitsunday

1800 543 354

unitingcare.earlychildhood@ndis.gov.au



Local Area Coordinator:

1300 986 970

Email: feroslac@ndis.gov.au

Useful Links and Resources

1800 887 688



Cairns: 2/192 Mulgrave Road,
Westcourt, QLD

Townsville: 1/ 1-3 Barlow Street,
South Townsville, QLD

Email: info@rightsination.org.au



1800 800 110

<https://www.ndis.gov.au/contact>

Useful Links and Resources

NDIS Access Request Form:

ndis

Access Request Form

Complete this form to apply for the National Disability Insurance Scheme (NDIS).

How to complete this form:

- You (the applicant) should complete **Section 1**.
- Your Treating Professional should complete **Section 2**.
- Please attach evidence of age, residence (including citizenship or visa status), and disability with this application form. We need this information to make a decision about your application.

For children younger than 9: Early childhood partners deliver a nationally consistent early childhood approach. Our early childhood approach is for families with children younger than 6 with developmental delay, or younger than 9 with disability. Children who do not fully meet the definition of developmental delay and have developmental concerns will also be supported through the **early childhood approach**.

Please visit our website (ndis.gov.au) and select 'Contact' or call us to get contact details for an early childhood partner in your area.

How to contact us

Do you need help to understand this form?

Do you need help to fill out this form?

Do you have more questions or need information about the NDIS?

You can contact us by:

Phone:	1800 800 110
Speak and Listen:	1800 555 727
Teletypewriter (TTY):	1800 555 677
Email:	NAT@ndis.gov.au
Internet Relay:	Visit relayservice.gov.au and ask for 1800 800 110
Translating and Interpreting Service (TIS):	Call TIS National on 131 450 and ask for the NDIA on 1800 800 110 once an interpreter is available

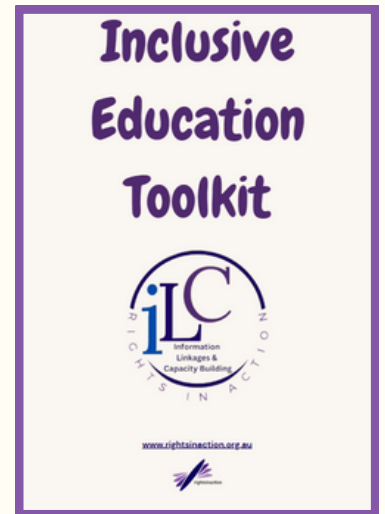
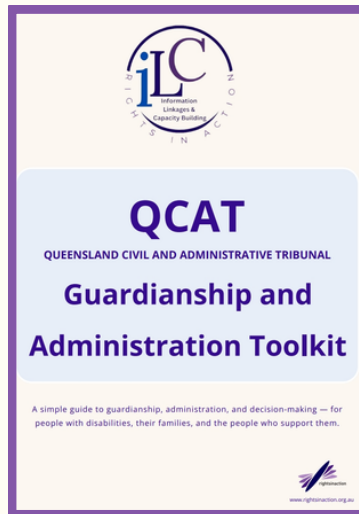
How to return your completed form and evidence to us:

- Email: NAT@ndis.gov.au
- Mail: GPO Box 700, Canberra, ACT 2601
- In person: Take it to your local NDIA office.



Scan QR code to
access NDIS
request form

Other available toolkits



Upcoming toolkits

NDIS Appeals

Mental Health Review Tribunal

Child Protection

Human Rights Complaints

Navigating Provider Disputes

Scan the QR Code to
register your interest
in ILC topics



Feedback



Scan the QR Code to
provide feedback on
this toolkit

Notes

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PLEASE NOTE: The NDIS funding and application process and criteria are constantly updated. Therefore, the information provided is subject to change