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.

‘You must provide proof of age, residence (including citizenship or visa status) and disability (or your need for early intervention supports) with this Access Request Form.’

Keep in mind that if you have had previous communication or support from Centrelink, you can provide your Centrelink customer reference number (CRN) instead of providing all this evidence. There is a place for you to enter your Centrelink CRN on page 2 of the form.

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.
Do you consent to the NDIA collecting your information from third parties...

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.
'How would you like the NDIA 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.

'How would you like the NDIA to contact you?'

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.
'Information about your carers and family members’

For staff members: Ask the individual who they would like to nominate here. You might suggest one of these options:

- family member
- friend
- carer
- health professional
- health service staff member
- aged care facility staff member

'Information about your carers and family members’

If you do not have a close family member, friend or carer that you’d like to enter here, you might like to consider whether you are comfortable nominating someone else, such as a trusted staff member at your health service or aged care facility. We suggest that this person is someone that you trust and is available to take part in the planning conversation.

'Part F: Your disability, or need for early intervention supports’

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.

'If you have undertaken one or more of the following assessments...’

It does not matter if you haven’t undertaken one of these assessments. These assessments might not be relevant to you and your disability.
Provide us with copies of reports, letters or assessments...

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 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.

Ask a professional to complete the table below

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/getting-the-language-right

For aged care staff: Make sure you describe the impact of the resident’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.

Mobility assistance might include: Electronic scooters, walking aids, lift and recline chairs, grab bars, ramps etc.
Communication assistance might include:
Alphabet boards, communication books, community request cards, 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 aged care staff: Make sure you describe impact of the resident’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.

Social interaction assistance might 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.

Learning assistance might include:
Budget wheels, menu planner, etc. Consider cognitive skills such as memory, comprehension, attention, and how these impact function.
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.

For aged care staff: Make sure you describe impact of the resident’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.
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 days.

We value your feedback about this resource – please contact the Summer Foundation at info@summerfoundation.org.au, or 1300 626 560.