



URGENT ACCESS REQUEST - COVER LETTER

How to request urgent NDIS access for your patient

JANUARY 2020

In some circumstances a person may be vulnerable to risk and need urgent supports. For example, they may be going back to live in a community setting with few supports of any kind after they are discharged from hospital, or they may not be able to return home and may be at risk of moving into a residential aged care facility.

To seek priority access and planning for the prospective participant:

1. If emailing the Access Request Form, use the subject line: PRIORITY – Urgent Access Decision Required.
2. If posting the request, the top of the first page of the Access Request Form should include the same line.
3. In the body of the email or cover letter, detail the urgent circumstances and clearly identify that the prospective participant is in hospital. The “Sample Access Request (AR) cover letter” below provides some guidance for how to do this.

For health staff supporting people in hospital, please refer to the [How to fill out the NDIS Access Request Form](#) step-by-step resource for further guidance on completing an Access Request Form. You can download the Word doc. version of this resource [here](#).

[Health Service Logo]

Dear NDIS National Access Team,

I am writing with regards to the enclosed Access Request Form for **[insert prospective participant name]** who is currently an inpatient at **[insert Hospital name]** Hospital.

[insert prospective participant name] has a significant and permanent disability and is unable to leave hospital without implementation of an NDIS plan to adequately address the support needs arising from their disability.

[insert prospective participant name]'s support plan will include personal supports, equipment, home modifications and support to explore alternative housing options **[select all relevant]**.

The inpatient health team estimates that **[insert prospective participant name]** will have completed their required inpatient hospital stay and be ready for discharge from hospital on **[insert date]**.

[insert prospective participant name] meets the requirements for priority access and planning due to urgent circumstances. This relates to 4.11 of the Access Operational Guidelines - *"In urgent circumstances, the NDIA may determine whether a prospective participant meets the access criteria sooner than the timeframe set out in the NDIS Act. Urgent circumstances include, but are not limited to, where a prospective participant's accommodation or care arrangements have broken down, are unsustainable, fragile, at risk of breakdown or where a prospective participant is at risk of harm or is re-entering a community setting and has few or no supports in place."*

It also relates to 6.2 of the Planning Operational Guidelines - *"In urgent circumstances, the NDIS may commence preparing a participant's plan sooner than the timeframe set out in the phasing rules (section 32A(3)(a))"*.

The urgent circumstances relating to planning are the same as access, with the addition of the risk to delaying planning - *"delay is likely to result in higher scheme costs, poorer longer term outcomes or a further reduction in functioning; or participants who need to have appropriate support arrangements in place to be able to return to the community"*.

In addition to this, **[insert prospective participant name]** has the following complexities:

- **Involvement with other systems (e.g. justice, child protection, etc)**
- **Significant support level for physical support or behaviours of concern (i.e. 1:1 or 2:1)**
- **Risks with current housing (e.g. shared supported accommodation or residential aged care); need for alternative**
- **No/minimal informal or community supports**
- **Input from multiple providers**
- **Other: CALD, parent/carer with a disability**
- **Rural isolation from essential services**

[elaborate and/or remove what is not appropriate]

Given these complexities, an NDIA senior planner from the Complex Support Needs Pathway should be considered, to provide an effective level of support to **[insert prospective participant name]**.

The primary contact person in **[insert prospective participant name]**'s health team is **[insert staff member]**, **[insert discipline]**. The inpatient health team at **[insert hospital name]** Hospital is available to support **[insert prospective participant name]** in collaboration with the NDIS in planning for **[insert prospective participant name]**'s discharge from hospital and achieving their ongoing NDIS plan.

The primary contact person in **[insert prospective participant name]**'s health team is **[insert staff member name]**, **[insert discipline]**. The inpatient health team at **[insert Hospital name]** is available to support **[insert prospective participant name]** in collaboration with the NDIS in planning for **[insert prospective participant name]**'s discharge from hospital and achieving their ongoing NDIS plan.

Kind regards,

[Staff member], [Role]
[Ph], [Email]