



PATIENT INFORMATION BOOKLET

Accessing the National Disability Insurance Scheme (NDIS)



ACKNOWLEDGEMENTS

This Patient Information Booklet has been developed by Queenslanders with Disability Network (QDN) on behalf of Brisbane North Primary Health Network (PHN) and North Brisbane Partners in Recovery. North Brisbane Partners in Recovery is an initiative of the Australian Government.

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Patient information booklet

This patient information booklet has been developed to assist people who are patients of a general practice or allied health professionals in the North Brisbane and Moreton Bay Region with key information in relation to accessing the National Disability Insurance Scheme (NDIS). This booklet is for you, if you are a person with a disability or a carer of a person with disability who may be eligible for the NDIS.

Accessing the NDIS



This booklet will assist you with:

- understanding the NDIS and the eligibility/access pathway for people with disability
- understanding your General Practitioner's (GP) or allied health professional's role in assisting you to access the NDIS
- information about the NDIS forms—**Access Request Form** and **Supporting Evidence Form** and what is needed to make an access request
- making an appointment with your GP or allied health professional to get the forms completed
- getting your information together about the way your disability affects your day-to-day life, to take to your appointment to assist the GP or allied health professional fill out relevant sections of the form
- information about who can support you with getting your information together, or going to your GP or allied health professional and
- information about where you can get more information and assistance.

What is the NDIS and who can access it?

The National Disability Insurance Scheme (NDIS) is a national scheme for people with a disability to get the support they need to manage their day-to-day living and to socially and economically participate in the community.

People with disability are eligible to join the NDIS if:

- they are aged under 65
- are Australian citizens (or hold special visas) and
- have an impairment/disability that is permanent and they need the type of support the scheme provides.

The NDIS is implemented by the National Disability Insurance Agency (NDIA).

With the NDIS, many people will get funding or support for the first time, and others will get funding that better supports what they need to live an ordinary life.

The NDIS is:

- a national scheme so it will be the same for people all over Australia
- designed to give people more choice and control over who, where, when and how supports are provided
- free and doesn't affect people's Centrelink income or Disability Support Pension.

How does the NDIS support people?

The NDIS provides supports that are both 'reasonable' and 'necessary':

- 'reasonable' means something that is fair
- 'necessary' is something you must have.

The NDIS funds things like support to access the community, to learn new things and new skills, for assistive technologies and home modifications, and support you need to live in your home.



How do people with a disability access the NDIS?

Everyone who makes a request to access the NDIS has to give information to the NDIA about their disability, how it affects them on a day-to-day basis and what support they need within the home and in the community. After you call the NDIA, you will be sent an Access Request Form and/or a Supporting Evidence Form to complete.

The flowchart on page 7 describes the steps that people who are currently receiving disability supports and people who are **NOT** receiving disability supports need to take to make an access request to the NDIS.

If you are **NOT** currently receiving disability support services, you will have to complete an Access Request Form.

If you currently receive disability support services, you may have to complete a Supporting Evidence Form if the NDIA needs to know more about your disability and your support needs.

These forms gather:

- your personal details
- your contact information
- information about the people who support you
- details about your disability and
- how your disability affects your daily living.

This allows the NDIA to decide your eligibility for the NDIS.

For children aged 0-6 years, the pathway to access the NDIS is through the Partners in the Community – Early Childhood Early Intervention (ECEI) Partner. The Benevolent Society is the partner in the Brisbane North and Moreton Bay region.










For more information about ECEIs in other areas go to: <https://www.ndis.gov.au/ecei>

For more information about the ECEI approach go to: <https://www.ndis.gov.au/about-us/our-sites/QLD>



The National Disability Insurance Scheme (NDIS) is a national scheme for people with a disability to get the support they need to manage their day-to-day living and to socially and economically participate in the community.

Flowchart: steps to access the NDIS

If you currently receive funded disability supports	If you don't receive any disability supports
	
<p>Your data will be handed over to the NDIA.</p>	<p>You have to call the NDIA on 1800 800 110 and say that you would like to 'make an access request'.</p> <p>For children aged 0-6 years, you need to contact the NDIS Partner in Community – Early Childhood Early Intervention Partner at https://www.ndis.gov.au/about-us/our-sites/QLD</p>
	
<p>The NDIA will send a letter to you or your representative or will contact you by phone to make an access request.</p>	<p>The NDIA will send you an Access Request Form. You need to fill out the first parts of the Access Request Form. Your GP or allied health professional or an educator (if appropriate) will need to complete Part F.</p>
	
<p>If the NDIA needs more information, they will send you a Supporting Evidence Form with sections to be completed by your GP or allied health professional or an educator (if appropriate).</p>	<p>You or your representative have to send back the form with assessments and reports to the NDIA within 28 days.</p>
	
<p>You need to say 'yes' to become an NDIS participant. State funding will cease when your plan is approved.</p>	<p>The NDIA may contact you to check your eligibility criteria.</p>
	 <p>You will receive a letter stating if your access request has been successful or unsuccessful.</p>

A request for review of decision or appeal can be made to:



enquiries@ndis.gov.au or



NDIA – 1800 800 110

How can my GP assist me to access the NDIS?

Your GP has a role in helping you understand the NDIS and providing information to the NDIA about your disability. GPs and allied health professionals are authorised to complete the sections of the documents required by the NDIA to prove your eligibility for the NDIS and the impact your disability has on your day-to-day life. Educators can also provide information about the impact that a disability has on a child's day-to-day life.

They can also provide copies of reports or assessments relevant to your disability and the way your disability affects your day-to-day functioning including your:

1. **Mobility**
2. **Communication**
3. **Social interaction**
4. **Learning**
5. **Self-care**
6. **Self-management**

Reports from school are also a good source of information about the way disability affects children with disability.





Access Request Form

- you or your support person can complete Parts A, B, C, D and E of the form
- your GP or allied health professional or an educator (if relevant) needs to complete Part F.

Supporting Evidence Form

- you or your support person complete Section 1
- your GP or allied health professional or an educator (if relevant) completes Sections 2 and 3.

ndis Released by the NDISA on _____
By _____
NDISA Office

Access Request Form

Complete this form to request to become a participant in the National Disability Insurance Scheme (NDIS). 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. We cannot make a decision on your access request without this information.

If you have questions about this form, need help to complete it or would like more information about the NDIS, please contact us:

Phone: 1800 800 110 | TTY: 1800 555 677 | Speak and Listen: 1800 555 727
Internet Relay: Visit www.ndis.gov.au and ask for 1800 800 110 | Email: NAT@ndis.gov.au

Part A: Your details (the person wishing to become an NDIS participant)

Full name	
Date of birth (DD/MM/YYYY)	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unspecified (X)
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> No <input type="checkbox"/> Yes - Aboriginal <input type="checkbox"/> Yes - Torres Strait Islander <input type="checkbox"/> Yes - Aboriginal and Torres Strait Islander <input type="checkbox"/> Do not wish to disclose
Country of birth	
Language spoken at home	
Are you living in Australia permanently?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Current home address	
State:	Postcode:
Postal address	
<input type="checkbox"/> As above <input type="checkbox"/> Different to current home address:	
State:	Postcode:
For Western Australia or Northern Territory only: What was your home address on 1 July 2014?	
<input type="checkbox"/> Same as current home address above <input type="checkbox"/> Different:	
State:	Postcode:

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ndis

Access Request – Supporting Evidence Form

The National Disability Insurance Agency (NDIA) will use the information in this form to determine if a person meets the requirements to become a participant in the National Disability Insurance Scheme (NDIS). For children under 6 with a developmental delay, please use the Access Request – Supporting Evidence Form for Children Under 6 with Developmental Delay.

Instructions for the person applying to become a participant in the NDIS

You do not need to complete this form if you can provide recent existing information (letters, assessments or reports) from a health or education professional with details:

- your symptoms
- how long they last and
- how it impacts your daily life.

How to complete this form

Section 1 can be completed by you or your parent, representative or your health or education professional.

Sections 2 and 3 must be completed by a health or education professional.

If you have questions about this form, are having difficulty completing it, or would like more information about the NDIS, please contact us:

Phone: 1800 800 110 | TTY: 1800 555 677 |
Speak and Listen: 1800 555 727
Internet Relay: Visit www.ndis.gov.au and ask for 1800 800 110
Email: www.ndis.gov.au

Returning this form:

Please return the completed form to:
Mail: GPO Box 796, Canberra ACT 2601
Email: NationalAccessTeam@ndis.gov.au
Or take it to your local NDIA office.

Instructions for the health or education professional completing this form

Sections 2 and 3 of this form must be completed by a health or education professional. You may provide the person applying to the NDIS with copies of letters, assessments or other reports in lieu of completing this form.

If you have any questions about this form please contact the NDIA on 1800 800 110 or go to www.ndis.gov.au

Personal-in-Confidence when complete Supporting Evidence Form v1.0 Feb 2016 1 of 7

I have my Access Request Form or Supporting Evidence Form – what next?



Make an appointment with your GP or allied health professional

Let the medical practice receptionist know that you have a form to access the NDIS and that you need the GP to help complete it. Let them know you will need a longer consultation with the GP to review and to complete the NDIS form. You may require a number of consultations so the GP can complete the form. An allied health professional or an educator (if appropriate) can also help complete relevant sections of the Access Request Form to provide information regarding the impact that the disability has on a person's day-to-day functioning.



Before the appointment

Get information together about you, your disability and how it impacts upon your day-to-day life to take to your appointment

Your GP needs to provide the NDIA with evidence about the way your disability affects you, to confirm that your disability is permanent and to tell the NDIA about the impact your disability has on your life and how this relates to your support needs.

It is important that you can give the GP or allied health professional all the information they might need about you and your disability. Your GP needs to identify your **Primary Disability** which is the disability that has the most impact on your life day-to-day. When your GP fills out the form, they need to say how your **Primary Disability** impacts upon your functioning in one or more of the following six areas of your life:

1. Mobility

3. Social interaction

5. Self-care

2. Communication

4. Learning







6. Self-management

To prepare for your GP visit, think about your **Primary Disability** (*refer to the examples in Table 1*) and how this affects you so you can discuss how it impacts upon you being able to do everyday things.

If you have any reports or assessments that have been done recently in the past few years, please take these to your appointment. If you don't have a copy of them, your GP can assist you to contact the service, government department or hospital to request a copy. You may also have assessment information from Centrelink and statements from support workers or from your family that you can take with you.

Table 1 provides examples of different types of support that people need across the six areas of functional impact.

Table 1: Examples of support that you may need

	Mobility and motor skills	<ul style="list-style-type: none"> • Using public transport • Leaving the house 	<ul style="list-style-type: none"> • Moving around house • Going to shops
	Communication	<ul style="list-style-type: none"> • Letting other people know needs and wants • Help to talk with others 	<ul style="list-style-type: none"> • Assistive technology • Following instructions or directions
	Social interaction	<ul style="list-style-type: none"> • Initiating conversations • Social interaction • Making and keeping friends 	<ul style="list-style-type: none"> • Understanding feelings and interactions • Talking to strangers or particular people
	Learning	<ul style="list-style-type: none"> • Learning new things • Organising information 	<ul style="list-style-type: none"> • Memory and planning • Studying and attending courses
	Self-care	<ul style="list-style-type: none"> • Looking after self • Personal hygiene • Showering, dressing 	<ul style="list-style-type: none"> • Dental/oral hygiene • Medication
	Self-management	<ul style="list-style-type: none"> • Keeping safe • Budgeting money • Problem solving things that arise • Making decisions 	<ul style="list-style-type: none"> • Taking responsibility • Looking after diet and nutrition • Doing household jobs

The blank table on pages 16-17 will help you think about how your Primary Disability impacts on your life, what supports you need, how much support you need and how often you need these supports and services. To help your GP understand your needs, you can fill out this information and take this with you to your GP visit. This information is for your discussions with your GP only. If your access to the NDIS is approved, the information that you write in this table will also be useful for your discussions with the NDIA planner.

You don't need to attach the table to your Access Request Form or Supporting Evidence Form. The Check List on pages 18-20 also provides useful prompts to ensure you have gone through all the steps needed to make an access request to the NDIS.

Functional area impact of Primary Disability:

The following information provides examples of the types of assistance that a person with a particular disability might need depending on the areas of functional impact that are affected by their Primary Disability.

Patient examples: primary disability, functional impact and support needs

David, 45 year old man with a cognitive disability

Support needs:

- Communication
- Learning
- Social interaction

My name is David. I have had a physical disability since birth and get around using a motorised wheelchair. I need assistance with all my transfers (getting in and out of bed, going to the toilet and having a shower) and use a hoist.

My motorised wheelchair regularly breaks down and I need a new one. I use it when I am at home and getting around in the community. I also need an adapted drinking cup and modified cutlery to help me with food and drinks.

Currently, my ageing parents give me assistance with all of my transfers and most aspects of my self-care, such as showering, getting dressed, brushing my hair, shaving, cleaning my teeth and putting my shoes and socks on. They also make sure my equipment (wheelchair and hoist) keeps charged and is in good working order.

It would be great if I had support to do this rather than having to rely on my parents. One day my parents may not be around to help me so I'd like to plan a more independent future.

John, 25 year old man with a neurological disability

Support needs

- Mobility/motor skills
- Self-care

My name is John and I am 25 years old.

I have Cerebral Palsy, which means I use a wheelchair to get around. I am unable to weight bear, which means I need help to transfer from my wheelchair into the shower or toilet.

My disability means that I have limited movement in my upper arms and hands which means I need help every day to shower and get dressed, to eat food, and go to the toilet.

Patient summary examples

Diane, 36 year old woman with a sensory disability

Support needs:

- Communication

My name is Diane. I am a 36 year-old deaf woman. I live with my husband and two children and have a job in an accounting firm. I communicate using Auslan.

I have challenges communicating with my hearing colleagues and clients, as they do not use Auslan. I need an interpreter to communicate with colleagues and clients at work, particularly at meetings, training sessions and conferences.

With close friends and colleagues who do not sign, I am happy to use my iPad to communicate but at large meetings or conferences I could really be left behind without the proper support.

I am fearful that I could miss out on training opportunities because of my lack of access to communication support. I also need skilled interpreters when I have personal appointments such as doctor's consultations, meetings with my children's teachers and other services as my family are not always with me. It is also not appropriate for my children to be constantly available to act as my interpreters as I would like to be as independent as possible.

Shelley, 30 year old woman with a psycho-social disability

Support needs:

- Self-care
- Self-management

My name is Shelley and I am 30 years old.

I find it difficult to complete daily chores because sometimes I hear voices in my head. I manage this with medication and I visit the GP once a month.

I do need lots of assistance to get there and to remember things. If I don't take this medication, my life is much harder to manage day-to-day.

Sometimes it is very hard to concentrate and sometimes I find it difficult to get out of bed. My doctor tells me this can be a side effect of the medication I am taking. I was diagnosed with schizophrenia when I was 17. I find the voices in my head can be exhausting and very distracting. I need daily help and encouragement with cleaning my house, doing my washing and cooking healthy meals.

I also need help to do my shopping. Sometimes people think that I am acting in an unusual way because of the voices in my head. I find it hard to make the pension last for two weeks.

The Public Trustee manages my money but Claire my Personal Helpers and Mentors worker thinks it would be good for me to have some help to do a weekly budget so I have enough money for my groceries and personal shopping.

Going to the appointment

What do I do before I go?



- Get all your paperwork and information together
- Think about whether you want a trusted person to support you at the appointment
- Book a long consultation with your GP – you may need more than one consultation

What do I take with me?



You need to take:

1. your **Access Request Form** and/or **Supporting Evidence Form**
2. any letters, assessments or reports that detail how your **Primary Disability** affects your life.

You may like to take any other information with you that you have gathered (like the table on pages 16-17) that can give the doctor more information about your **Primary Disability** and how it impacts upon your life

If you have relevant information held in different hospitals, your GP will help you access this information so that the NDIA has as much information about the functional impact of your **Primary Disability** as possible.

Who can I take with me?



It is a good idea to think about whether you want someone you trust with you at your appointment. You may want to take a family member, friend, or a paid worker, or you may have an appointed guardian who can come with you.

What to talk about with my GP?



It is really important that the GP writes down your **Primary Disability**. Your **Primary Disability** is the disability or impairment that most impacts upon your day-to-day functioning and what you can do.

It is also really important, once the GP has written your **Primary Disability**, that they also provide information about the 'functional impacts' that your **Primary Disability** has on one or more of the six functional areas listed in Table 1. This information needs to include the way your **Primary Disability** impacts upon you, what supports you need, how much support you need and how often you need them (daily, weekly, occasionally) and the way they relate to each other.

It is also really important that the information is clear that your disability is permanent and that you are likely to need supports over the course of your life.

What if I don't have any assessments or other paperwork?

You may need to have a health professional conduct a functional assessment to provide evidence to the NDIA about your disability and the impact it has on your day-to-day living. Carers Queensland is partnering with the NDIS to deliver the Local Area Coordinator Partners in Community Program. They can also assist and support you with the access process. You can contact them on **1800 242 636** or via email at info@carersqld.com.au or visit their website at <https://carersqld.com.au/ndis-local-area-coordination/>.

Children, living in Brisbane, with complex disability needs who don't have assessments, can access the Children's Health Queensland Specialist Outpatient department to request an assessment by allied health professionals. To access this service you require a Medical Officer referral. Referrals are made via the Children's Health Queensland Specialist Outpatient referral form.

The electronic link to the referral form is located at <https://www.childrens.health.qld.gov.au/chq/health-professionals/referring-patients/referral-forms/>

If required, children living outside the Brisbane region, who need assessments to provide the evidence about the functional impact of their disability will need to have these conducted by allied health professionals or educators.

Who can support me?

NDIA Local Area Coordinators/Early Childhood Early Intervention (ECEI) Partners in your area can help you get your evidence together for the NDIA. The pathway to access the NDIS, for children who are aged 0-6 years who have a disability, is via the ECEI Partners.

For more information, visit www.ndis.gov.au/about-us/locations.html#gld.

Carers Queensland can also help you. In Brisbane, they can be contacted on **1800 242 636**.

Queenslanders with Disability Network (QDN) can also help you. You can phone QDN on **1300 363 783** or visit the website www.qdn.org.au.

What resources are there to support GPs and allied health professionals?

GPs have a General Practice Toolkit to support you make an access request to the NDIS. The Toolkit can be assessed at <http://www.brisbanenorthphn.org.au/page/health-professionals/ndis/>







Allied health professionals can refer to a good practice guide to prepare functional assessment reports for people with disability who are making an access request to the NDIS.

The good practice guide is available at <https://www.valid.org.au/sites/default/files/10-steps-to-excellent-National-Disability-Insurance-Scheme-NDIS-therapy-reports-v1.pdf>







Table for patients to take to GP visit



Table to take to your GP visit—write down how your Primary Disability impacts on your life and your support needs.


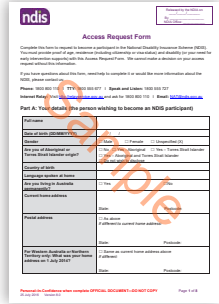




	Functional area	
Area of need	How my disability impacts on my life	What are my support needs?
Mobility and motor skills 		
Communication 		
Social Interaction 		
Learning 		
Self-care 		
Self-management 		

You might like to refer to the patient summary examples on pages 12-13 to help you think about your areas of need and your support needs.


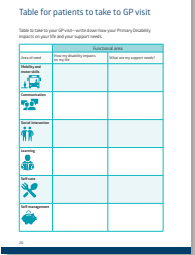


	Support needs	
Area of need	How much support do I need?	How often do I need support?
Mobility and motor skills 		
Communication 		
Social Interaction 		
Learning 		
Self-care 		
Self-management 		

Checklist for patients




Going to their GP or allied health professional to help complete their NDIS access forms. You may wish to ✓ the boxes as you go through each step.

I want to access the NDIS to get support for my disability		
<input type="checkbox"/>	I have called the NDIS on 1800 800 110 and requested an Access Request Form .	
I have my NDIS Form and I need to get my doctor or allied health professional to help complete my NDIS paperwork		
<input type="checkbox"/>	I have my NDIS form . (see page 5, 7 and 9)	
<input type="checkbox"/>	I have made an appointment with my GP or allied health professional and let them know that I have my NDIS Access Request Form or Supporting Evidence Form . (see pages 10 and 14)	
Getting ready for my appointment		
<input type="checkbox"/>	I have all the information together about myself, about my disability and how it impacts upon my day-to-day life to take with me to my appointment. (see pages 10-11)	
<input type="checkbox"/>	I have gone through each of the six areas of functional impact and written down detailed information about which ones impact upon me, by how much, and how often . I have included details about what it means to me and how it affects me. (see pages 11, 16 and 17)	
<input type="checkbox"/>	I have other assessments or reports from other health professionals, and have contacted them and asked for copies to be sent to me or to my GP. (see pages 10 and 15)	




Going to your appointment

<input type="checkbox"/>	<p>Get all your information together</p> <p>Bring your NDIA form with you</p>	
<input type="checkbox"/>	<p>Bring the information about your disability from the table on pages 16-17 of this booklet</p>	
<input type="checkbox"/>	<p>Bring any letters from doctors or previous assessments from therapists or educators</p>	
<input type="checkbox"/>	<p>Have a support person with you</p> <p>Decide if you want anyone to go with you. You can take a family member, friend or a support person.</p>	

At your appointment – talking with the doctor

<input type="checkbox"/>	<p>You need to ask your doctor to write down your Primary Disability. That's the disability or impairment that most impacts upon you. The GP then needs to write down information in one or more of the six areas of functional impact that matches your Primary Disability.</p>	
<input type="checkbox"/>	<p>It is important that the language that your GP uses talks about how this Primary Disability impacts upon you, the type of support you need, how often and how much on a daily, weekly or occasional basis.</p>	
<input type="checkbox"/>	<p>It is also really important that your doctor is clear that your disability is permanent and that it is likely that you will need support for your lifetime.</p>	

Checklist for patients

Who can support me if I need extra assistance?		
<input type="checkbox"/>	<p>NDIA Local Area Coordinators or Early Childhood Early Intervention Partners in your area can help you get your evidence together for the NDIA. For more information, visit www.ndis.gov.au/about-us/locations.html#qld.</p>	
<input type="checkbox"/>	<p>Queenslanders with Disability Network (QDN) can also help you. You can phone QDN on 1300 363 783 or visit the website www.qdn.org.au.</p>	
<input type="checkbox"/>	<p>The NDIA can provide you with extra assistance. You can call them on 1800 800 110.</p>	





www.northbrisbane.pirinitiative.com.au



www.qdn.org.au



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