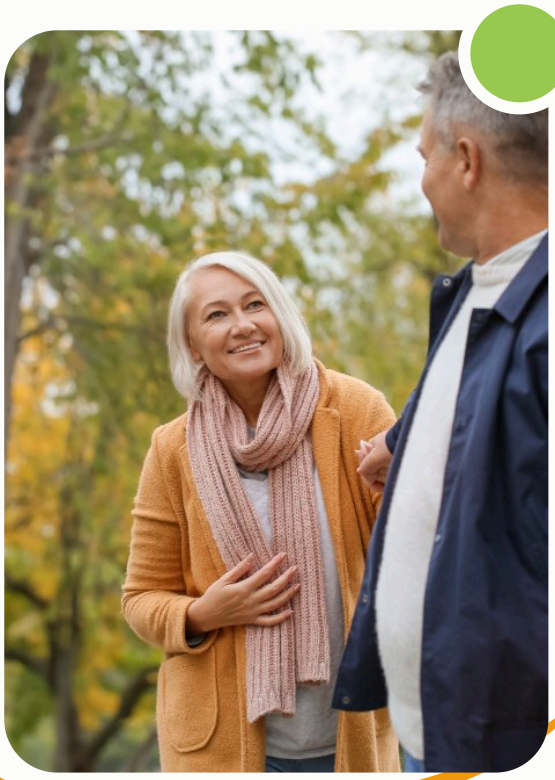
United Health Professionals

Getting started with the NDIS: a plain-English guide for families.

A guide for families

Your family member has a disability and isn't on the NDIS yet. This guide explains who can apply, how to apply, and what happens after the NDIA decides.



1. Who can apply
2. How to apply and how long it takes
3. Evidence, and a before-you-apply checklist
4. A daily life worksheet
5. After the decision, and key terms

Start with the facts, one step at a time.

United Health Professionals
Registered NDIS provider
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1 Who can apply for the NDIS.

The NDIS (National Disability Insurance Scheme) funds disability supports. The NDIA (National Disability Insurance Agency) runs it. The NDIA decides who can join, using rules set by law.

Age

The person must be under 65 when the NDIA receives the completed application. If they're 65 or older, aged care supports may be available instead.

Residence

The person must live in Australia and be an Australian citizen, a permanent visa holder or a Protected Special Category visa holder (some New Zealand citizens).

Disability or early intervention

The person must meet the disability requirements, the early intervention requirements, or both. The NDIA's own wording for each is below.

The disability requirements. The NDIA's website says that to be eligible (here, 'you' is the person applying):

- your disability is caused by one or more impairments
- your impairment is, or is likely to be, permanent
- your impairment substantially reduces your ability to do everyday tasks
- your impairment affects your ability to work, study or take part in social life
- you'll likely need NDIS supports for your lifetime.

The early intervention requirements. Early intervention means support given as early as possible. The NDIA's website says that to be eligible:

- you'll have an impairment, or a psychosocial disability caused by an impairment, that's likely to be permanent, or be a child younger than 6 with developmental delay
- the early intervention supports you need will reduce your need for support in the future, improve your functional capacity or prevent it from getting worse, and be NDIS supports.

If your child is younger than 9.

The NDIA helps children younger than 9 through its early childhood approach, with local early childhood partners. Your child doesn't need a diagnosis for them to help. Some help, called early connections, doesn't need your child to be eligible for the NDIS.

Only the NDIA decides.

The NDIA says the people who help you gather evidence can't tell you if the person is eligible. Only the NDIA can decide. No provider can promise the person will get in, so be wary of anyone who does.

2 How to apply, one step at a time.

Applying is called making an access request. You can do it with help from an NDIS partner, or on your own.

1 Contact an NDIS partner

NDIS partners are local organisations funded by the NDIA. For ages 9 to 64, it's a local area coordinator. For children under 9, it's an early childhood partner. Use the office finder on ndis.gov.au, or call 1800 800 110 (weekdays, 8am to 7pm local time).

2 Talk it through

Meet in person, by phone or on Microsoft Teams. They'll ask about the person's life, disability and needs, and explain what evidence the NDIA needs. You can bring a family member or friend. Need an interpreter? Call 131 450.

3 Get documents and evidence ready

The NDIA needs 3 identity documents, including one that shows when the person was born or arrived in Australia. With your consent, it can check age and residence using Centrelink records. Then gather evidence (see section 3).

4 Complete and submit

Your NDIS partner can help you complete and submit it. Or use the access request form yourself: you fill in section 1 and the health professional fills in section 2. Send it through the NDIS online service hub, by post to NDIA, GPO Box 700, Canberra ACT 2601, or to a local NDIS office.

How long a decision takes.

By law, the NDIA has 90 days from getting the application to decide, or to ask for more information.

If it asks, you have 90 days to reply, or longer if the request says so. The NDIA then has 14 days to decide, or to ask again. Can't reply in time? Call the NDIA, or the application may be treated as withdrawn.

Evidence

3 Evidence that helps, and who can give it.

The NDIA needs evidence of the person's disability and how it affects daily life. Most of it comes from a treating health professional, someone who has treated the person.

Who should write it

A treating health professional for the person's primary disability, the one with the biggest impact on daily life. Ideally, they've treated the person for at least 6 months.

Who that might be

For example a GP, paediatrician, psychologist, psychiatrist, neurologist, occupational therapist, speech pathologist or physiotherapist, registered to practise in Australia or New Zealand.

What it should cover

The primary disability, how it affects different areas of life, treatments tried and their results, and future treatment options. It should be recent and specific to the person.

What form it can take

A supporting evidence form, the evidence of psychosocial disability form, section 2 of the access request form, existing reports or assessments, or a letter or email.

What family can add

The NDIA says you, providers and carers can also describe how the impairment affects daily life. The worksheet in section 4 can help you prepare.

For children younger than 9

An early childhood partner can help you gather evidence. If there isn't one in your area, a GP, child health nurse or early childhood educator can provide it.

Before you apply.

- [ ] Check the age requirement (section 1)
- [ ] Find your local NDIS partner
- [ ] Book a visit with the health professional
- [ ] List treatments tried and what happened
- [ ] Note any compensation claims for the disability
- [ ] Check the residence requirements (section 1)
- [ ] Get 3 identity documents ready
- [ ] Collect recent reports and letters
- [ ] Fill in the worksheet (section 4)
- [ ] Keep copies of all you send, with dates

The NDIS is changing.

New NDIS laws passed in August 2026. The government says there are no changes to how people access the NDIS until 1 January 2028. Until then, people keep applying the same way.

Worksheet

4 How disability affects daily life.

This isn't an NDIS form. Use it to get ready to talk to the health professional and NDIS partner. Give real examples, and note what needs help, prompting or supervision.

Primary disability And who diagnosed it

Health professionals Name, role, how long

Communication Talking, understanding others

Social interaction Friends, coping with people

Learning New things, remembering, new skills

Mobility Moving around, home and outside

Self-care Washing, dressing, eating, toileting

Self-management Money, appointments, decisions

Work, study, social life What's hard now

Help they get now Who, with what, how often

Aids and equipment What's used, who suggested it

Treatments tried What, when, and the result

5 After the NDIA makes its decision.

The NDIA writes to you with its decision. Here's what usually comes next.

If yes: *the letter*

It gives the date the person joined the NDIS as a participant, and which requirements they met. You'll also get a my NDIS contact to help, often your NDIS partner.

If yes: *the first plan*

An NDIA planner meets with you to go through the plan. By law, the NDIA must start preparing it within 21 days. It aims to approve it within 56 days.

If no: *ask for a review*

Ask within 3 months of the letter. The NDIA aims to finish this internal review in 60 days. Still disagree? You have 28 days to ask the Administrative Review Tribunal.

If no: *other options*

Call 1800 800 110 to have the decision explained. You can apply again, for example with new evidence, but not while a review is underway.

Other help, whatever the decision.

NDIS partners can link people aged 9 to 64 with community and government services, even if they're not eligible. Carer Gateway supports family carers: call 1800 422 737. Foundational supports are services outside the NDIS. The first part, Thriving Kids, started in October 2026 for children aged 8 and under with developmental delay or autism and low to moderate support needs. It's rolling out in stages until January 2028. In Victoria, call the MCH Line on 13 22 29. In WA, call Thriving Kids Connect WA on 1300 925 437.

NDIA

The National Disability Insurance Agency. It runs the NDIS and decides who can join.

NDIS partner

A local organisation funded by the NDIA. Local area coordinators help people aged 9 to 64. Early childhood partners help children under 9.

Impairment

A significant change in how the body works or is structured, or in how a person thinks and learns.

Functional capacity

A person's ability to do everyday tasks.

Psychosocial disability

Disability that comes from a mental health condition.

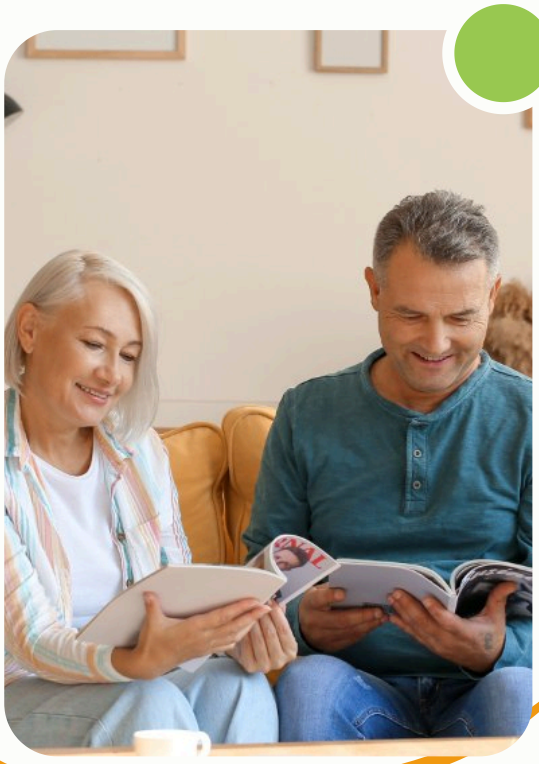
Developmental delay

When a child finds it much harder to do everyday things that other children their age can do.

United Health Professionals

Personal care at home, including complex care.

We support adults at home in Melton, Caroline Springs, St Albans, Sunshine and Deer Park. Ask us every question in this guide. We'd rather you compare.



Personal care

Showering, dressing, grooming and toileting, at home and on your schedule.

Complex care

Talk to us about PEG feeding, catheter care, bowel care or seizure support.

Household tasks

Cleaning, laundry and meals, alongside personal care.

Registered NDIS provider

Check us on the NDIS Commission's provider register.

ABN 69 649 956 776

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Your plan, your say

Support can be paid from your NDIS funding if it's included in your plan.

How to start

1

Call us

Tell us who the support is for, what's needed and where.

2

Talk it through

We go through the plan, the routine and what matters to the person.

3

Meet us

At home or wherever suits, with family there if you'd like.

4

Sign when ready

A service agreement with every support and price, before anything starts.

Questions about getting started?

You're welcome to call us with your questions, and for anything about an NDIS application or decision, call the NDIA on 1800 800 110.

Call 0416 851 984

info.unitedhealthprofessionals@gmail.com

This guide is general information, not advice about a particular plan. Always follow the person's own support plan and their health practitioner's instructions.