

NDIS - Step by Step Guide for Providers.

1. Identify clients from the Serious and Persistent Mental Illness stream whom may be eligible for an NDIS package. Refer to *Understanding NDIS Book 1*. [Downloadable here](#).
2. If eligible ask the client if they would like to apply for, or be considered for NDIS. (APMHA providers complete the **NDIS Eligibility Questionnaire** in located in the Assessment Tab, in Fixus).
3. Ring the number on the back of NDIS Book 1, **1800 800 110** to start the process. Complete a **Verbal Access Request** This takes about 30 minutes.
4. The client will receive an [Evidence Form](#) in the mail. The client then has **28 days** to submit their application.
5. The client and family/carers need to identify the impact of the mental illness on the worst days of the illness. The [Psychological Disability Matrix](#) developed by Aftercare, is a useful tool for this. It is advisable that you support them through the process. *It is important to get this information in writing, in the client's own words.*
6. Any existing reports confirming diagnosis, likely impact of the illness and recommended support should be obtained. This may be done by contacting DHS to obtain original documents should the client already be on a Disability Support Pension.
7. Consider what new information could support the application i.e. a current Psychiatrist assessment and recommendations or neuropsychological assessment with a specific focus requested. Make the necessary arrangements for these to be obtained. This could be a referral from the GP or in the case of the later, funding may need to be sourced. (Flexible Funding through Dept. Health can help where no other funding is available.) This can be done by completing the SCTT tool and referring through [Community Interlink](#).
8. Make a long appointment with the GP to complete the **Evidence Form**. Offer to attend with the client to further support this process. Explain to the GP that this is about how the client is on their worst days of their illness. Offer the **Psychological Disability Matrix** as a guide for the GP. Ensure the client (and carer) bring a copy of their own previously prepared statement.

9. Submit the application either by taking it directly to the [Local Area Coordinator \(LAC\)](#) or submitting it by mail. Do not email client information in any unsecure means. Advise the client to keep copies of the documents.
10. Client will be notified of the status of their application such as: “**Access Granted**” or “**Request for Further Evidence**”. If, **Access Granted** they will be offered a **planning appointment**.

Prior to the **Planning appointment** the client will need to address the questions in **NDIS Book 2** [Downloadable here](#). The client may need further support through this stage to complete these questions.

You may also find the booklet “[Re-Imagine Today](#)” developed by Aftercare, a useful resource.

11. It may be helpful for to have a pre-planning appointment discussion with the LAC around the client’s difficulties in expressing themselves accurately due to their condition.
12. At the Planning Appointment the LAC will elicit the client’s existing supports formal and informal, and the client’s goals. The client may require a support person to attend this meeting with them. A report will be sent to an **NDIA delegate** who will prepare the package based on the content of the report and evidence submitted.
13. Client receives notification from the LAC that the package has been granted and forwarded to the previously nominated administrator.