

Guide to writing a Support Worker letter – psychosocial disability

This guide provides information about how to write a Mental Health Support Worker/Lived Experience/Peer Worker letter to support an access, reassessment, or plan variation request for someone who may be eligible to become or who already is a National Disability Insurance Scheme (NDIS) participant with a psychosocial disability.

Support Worker letter

A Support, Lived Experience or Peer Worker can provide a letter as part of evidence to the NDIS for an applicant with a mental health condition or participant with psychosocial disability.

The person may:

- be applying with a primary psychosocial disability
- need a plan reassessment
- need a plan variation.

Along with other evidence, this letter can help the National Disability Insurance Agency (NDIA) understand if someone meets the [disability](#) or [early intervention requirements](#).

For more information on supporting a person with a psychosocial disability through the access process to become an NDIS participant, please view the series of [psychosocial disability factsheets](#) on the NDIS website.

What to include in the letter

The letter should include the following:

- Your role and how long you have supported the person.
- What support you offer including:
 - how many hours of support each week
 - the type of support
 - the level of support.
- Other support the person has including:
 - family
 - friends
 - other services.
- How the person's mental health condition impacts their daily life, with a focus on:
 - the 6 life skill areas (you can view [Factsheet 6: Providing evidence for NDIS eligibility](#) on the NDIS website for more information on the 6 life skill areas)
 - what tasks the person can and cannot do within each area.
- The functional impact not just when the person is unwell, but:
 - over the last 6 months
 - over the last 2 years for someone with a mental health condition that fluctuates or is episodic.
- Evidence of how the person has lived without supports. For example, if someone has always lived with their parents, what happens when their parents can no longer care for them? What is expected if this support cannot continue?
- If consistent support has helped the person develop more independence.
- If the support needs have changed over time.

- Any other useful information to assess functional capacity. You can include examples, such as if someone has tried social activity A, B and C but were not successful because of X, Y and Z.

What not to include in the letter

The letter does not need:

- details of trauma or abuse
- minor health issues
- relapse prevention strategies
- symptom management strategies
- suggestions for support needs in an NDIS plan.

Support Worker letter example

You may use this template to draft a Support Worker letter.

To whom it may concern,

My name is [staff name] from [organisation name] and I am assisting [person's name] with [requesting access/plan reassessment/plan variation] to the National Disability Insurance Scheme (NDIS).

Current supports

I have been working with [person's name] for [xx months/years] in my role as [role] for the [program name/organisation].

Through this [program/organisation], [person's name] currently receives [describe support type] support for [number] hours per [week/month].

[Person's name] also receives support through the following services:

- [List other mainstream or community services accessed]

[Describe informal networks and support. For example, [name] lives with partner who supports [name] to...].

Functional capacity

Use the below headings to outline how the person functions in each life skill. Focus on the life skill areas the person needs most support with. Give less detail in the others, without missing any key points.

- **Social interaction**
 - Making and keeping friends
 - Interacting with the community
 - Behaving in limits accepted by others
 - Coping with feelings and emotions in a social context.

- **Self-management**

- Cognitive capacity to organise one's life, to plan and make decisions, and take responsibility for oneself, including:
 - completing daily tasks
 - making decisions
 - solving problems
 - managing finances
 - managing tenancy.
- Any community treatment orders
- Guardianships or financial administrations.

- **Self-care**

- Activities related to:
 - personal care
 - hygiene
 - grooming
 - feeding oneself
 - care for own health.

- **Communication**

- Being understood
- Understanding others
- Expressing needs
- Appropriate communication.

- **Learning**

- Understanding and remembering
- Information
- Learning new things
- Using and practising new skills.

- **Mobility**

- Moving around the home and community
- Completing ordinary activities of daily living requiring the use of limbs.

Generally speaking, a person applying for the NDIS for a primary psychosocial disability is not likely to have substantially reduced functional capacity in the life skill area of mobility.

Concluding statements

- You can provide any other information that might be relevant, such as the following:
 - Times when the person has been well supported.
 - If this support increased their capacity and level of independence, and their social and economic participation.

This information could help the NDIA inform the types of recovery-focused supports that could or should be funded in an NDIS plan.

For a plan reassessment or plan review, add any information that may support this process.

Regards,

[Name, Title, Telephone Number and Email Address]