# Booklet – How the NDIS can help you in Tasmania

This booklet is intended to support people with disability and participants throughout their NDIS journey during the test of our new computer system and processes in Tasmania.

You can read more about the test of our new computer system and improved processes at www.ndis.gov.au/improvements

This booklet covers:

* what the NDIS does and who is involved
* what happens when you contact the NDIS for the first time
* talking to you about your needs and current situation
* the mainstream and community services we can connect you to
* what the NDIS funds
* how to work out if you’re eligible for NDIS funded supports
* how to apply for NDIS funded supports
* you’ve decided how you want us to help – what happens next.

## How to use this booklet

### Hello and welcome!

This booklet will help you understand how the National Disability Insurance Scheme (NDIS) can help you in Tasmania.

You can share this booklet with family and friends and bring it to meetings.

This is the first of two booklets in the series.

### Booklet 1: How the NDIS can help you

* what the NDIS does and who is involved
* what happens when you contact the NDIS for the first time
* talking to you about your needs and current situation
* the mainstream and community services we can connect you to
* what the NDIS funds
* how to work out if you’re eligible for NDIS funded supports
* how to apply for NDIS funded supports
* you’ve decided how you want us to help – what happens next.

### Booklet 2: Understanding and using your NDIS plan

* what your NDIS plan includes
* how to use your NDIS plan
* how to choose and pay for supports and services
* how to prepare for your plan reassessment.

## What the NDIS does and who is involved

### What is the NDIS?

The NDIS is Australia’s national scheme for people with disability.

It puts people with disability at the centre of decision-making, through the principles of reasonable and necessary supports and individual choice and control.

The NDIS also focuses on early intervention where getting early supports can reduce the impact of disability on you or your child.

The NDIS also helps anyone with a disability connect to supports in their local community through Community connections. This can include help to access education, health services, social networks, recreational activities and other government services. Community connections can also help connect you with other people for peer support, and find other relevant information.

You can view our [Participant Service Charter](https://www.ndis.gov.au/about-us/policies/service-charter) on the NDIS website.

### What does the NDIS do?It provides information and help to find mainstream and community supports

You don’t have to apply to the NDIS to get supports. The NDIS provides information and connects people with disability to mainstream and community supports. This means you, your family and carers can find mainstream supports from other government services and community supports. We call this Community connections or Early connections.

The NDIS has funded local area coordinators to deliver Community connections since the NDIS started in 2013. We have previously called this ‘linking you to information and support in your community’.

Community connections are all about helping you find the supports you need in your local community. Community connections are funded by the NDIS and available to people with disability aged 7 to 64, and their families. You don’t need to apply to the NDIS to get Community connections.

Early connections are for children younger than 6 with delays in their development or for children younger than 7 with disability. It’s all about giving quick access to supports that meet your child’s needs. Early connections can help you support your child’s development regardless of whether they’re eligible for the NDIS.

This might be all the support you need.

#### It provides funding to eligible people with a disability, based on their individual needs

The other role the NDIS plays is to provide reasonable and necessaryfunding to people with a permanent and significant disability so they can access the supports they need to live and enjoy their life. People who join the NDIS are called participants.

The Australian Government made laws about what we can fund under the NDIS. All supports need to meet the criteria in these laws before we can include them in an NDIS plan. We call these the NDIS funding criteria.

To meet the NDIS funding criteria, a support must meet the NDIS reasonable and necessary criteria. There are also some types of supports that the law says we can’t fund.

You can find more information about the NDIS funding criteria in [Our Guideline - Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable).

If you become a NDIS participant, we create your NDIS plan based on your disability support needs. Your NDIS plan sets out your goals and the supports that will help you pursue those goals. We can build on the information and goals in your existing Community connections plan if you have one and include these supports in your NDIS plan.

You decide what your goals are. They might include things like spending time with family and friends, learning new skills, living independently, accessing your local community, getting a job or volunteering.

NDIS supports are the services, items and equipment we provide or fund to help you meet your disability support needs.

You can spend your NDIS funding on the supports set out in your NDIS plan. You choose the support you receive, when you receive it and who provides it. A nominee or third-party decision maker who has been appointed by you or a court to act on your behalf can help you do this.

### Who is helping deliver the NDIS?

#### The National Disability Insurance Agency

The National Disability Insurance Agency (NDIA) is the independent government organisation that runs the NDIS. We decide whether you are eligible to become a NDIS participant and, if so, how much funding you receive. We make these decisions based on the laws for the NDIS which sets out:

* who is eligible for the NDIS
* what supports and services are considered reasonable and necessary for the NDIS to fund.Partners in the community

Partners in the community are community-based organisations working with us to help deliver the NDIS. If you are between the ages of 7 and 64, you will work with a local area coordinator. If you are younger than 7 years of age you will work with an early childhood partner.

#### Local area coordinators

[Local area coordinators](https://www.ndis.gov.au/understanding/what-ndis/whos-delivering-ndis/lac-partners-community) work with all people with disability, not just NDIS participants. They can:

* work with you to understand your needs and current situation
* help you connect with supports and activities in your community and other government services to meet your needs
* work with you to help you use an NDIS plan or Community connections plan
* work in local communities to help them become more accessible and inclusive for all people with disability
* support you to gather the right information to help work out if you are eligible for the NDIS if you decide to apply.

For most people, if you’re 7 or older, a local area coordinator will be your main point of contact for the NDIS.

#### Early childhood partners

[Early childhood partners](https://www.ndis.gov.au/understanding/families-and-carers/early-childhood-approach/connecting-early-childhood-partner) are specialist local organisations who deliver our early childhood approach on behalf of the NDIS. They have experience and clinical expertise in working with young children with developmental concern, developmental delay or disability, and their families. Early childhood partners also help families connect with other appropriate supports such as community health services, playgroups and educational settings.

#### How do I find my local area coordinator or early childhood partner?

To search for offices in your area:

* visit the [office location](https://ndis.gov.au/contact/locations) page on the NDIS website
* call us on **1800 800 110**, or
* send us an email at enquiries@ndis.gov.au.

#### What about areas that don’t have a local area coordinator or early childhood partner?

Local area coordinators and early childhood partners are not always located in remote and very remote areas. Don’t worry if you live in an area that doesn’t have one, you can [contact us](https://www.ndis.gov.au/contact) directly and we’ll help you to decide whether you’d like to apply for the NDIS.

### How we will work with you

Our Participant Service Charter sets out what you can expect from us and our partners in the community. It also tells you how you can contact us, make a complaint or provide feedback, and what your rights are if you don’t agree with a decision we’ve made.

Our commitment to you is based on five principles. Your experience with us will be:

* Transparent – We will make it easy for you to access and understand our information and decisions.
* Responsive – We will respond to your individual needs and circumstances.
* Respectful – We will recognise your individual experience and acknowledge you are an expert in your own life.
* Empowering – We will make it easy to for you to access information and be supported by the NDIS to lead your life.
* Connected – We will support you to access the services and supports you need.

### What if you need help to work with us?

Other people can help you work with us if you want them to. For example, you could ask for help from a family member, a friend, a carer or a support worker.

With your permission, we can share information with these people. For example, they could call us to check who your local area coordinator is or find out how we are progressing with a community referral. You can let us know if you would like us to share information.

If someone else has legal authority to make decisions for you, they can work with the NDIS on your behalf. If you’re younger than 18, the people with parental responsibility for you will do this for you. This is often your parents or legal guardian.

## What happens when you first contact the NDIS?

We understand that people want to talk to the NDIS for different reasons. You might want to talk to us because you want general information. Or you might want us to help you connect with mainstream and community supports or to apply for NDIS funded supports.

When you contact us for the first time, we will ask for your name and age. If you call us, we will ask you what suburb you are calling us from. This information helps us connect you to the right person to explain how the NDIS can help you based on your individual situation.

For children younger than 7, we will connect you to an early childhood partner.

For people 7 or older, we will connect you to a local area coordinator.

Some people, like those currently staying in a hospital or justice setting, will be connected to an NDIA Planner.

We will make sure you understand who you are connected to; we call this person your My NDIS Contact. The first thing your My NDIS Contact will do is make time to understand your needs and current situation. This helps us provide you with the right information and connections. Then, if you need to contact us again, just ask for your My NDIS Contact for support.

### Examples

These examples show what happened when an individual contacted us for the first time. The examples also talk about what the NDIS funds. There is more information about [NDIS funded supports](#_What_the_NDIS) in this booklet.

#### Harriet

Janine is concerned about the development of her 4-year-old daughter Harriet. Janine uses the NDIS website to learn about the early childhood approach for children younger than 7, and she thinks Harriet might benefit.

Janine calls the NDIA to find out where to get help. We direct Janine to her local early childhood partner. They set up a meeting. In the meeting the partner identifies that Harriet does not need to apply for the NDIS, but would benefit from some early intervention support. The partner supports Janine with speech therapy strategies to use at home and at kindergarten to improve the development of Harriet’s communication skills. Funding for these Early connections supports is covered by the NDIS.

The partner also provides some therapy strategies the family can use at home to support Harriet’s independence. After three months, Harriet’s speech and overall development has improved. The family feel confident to continue to support her progress without needing more early intervention supports. Harriet is ready to start primary school the next year.

The early childhood partner works with Janine to set up strategies to help her make sure Harriet continues to make progress. They agree how Janine will get back in touch if she has anything she’d like to discuss about Harriet’s development in the future.

#### Dom

Dom, 24, has a moderate intellectual disability. He lives with his parents and needs their help for things like cooking meals and transport. They accompany him when he goes out. He would like to be more independent and get a part-time job one day.

Dom has never received disability support before. His dad calls the NDIA and asks about applying to the NDIS. Dom and his dad are connected to a local area coordinator. The local area coordinator makes time to understand Dom’s needs and what is important to him. Together, they think about what Dom’s goals are and how he could work towards them.

The local area coordinator explains the community, mainstream and NDIS funded supports that could help Dom work towards his goals.

Dom and his dad decide they want to apply to the NDIS. So, the local area coordinator helps them get evidence about Dom’s identity, age, residence, and disability The local area coordinator explains that they can have a Community connections plan now. The Community connections plan can help them set-up mainstream and community support, while we progress Dom’s application.

Dom and his dad ask if they could use the plan to connect with a local café where Dom would like to work. His dad noticed that other people with disability work there too. The local area coordinator supports them with this important first step to find a job and, together, they use the plan to record steps for connecting with the café manager.

The local area coordinator sends Dom’s application and evidence to the team who will decide if he is eligible for the NDIS. Dom is eligible and receives NDIS funding to help him work towards his goals. He works with his local area coordinator to use the funding to buy supports to learn new things like cooking for himself, getting ready each morning, and building his skills and confidence so he can catch the bus by himself. In the longer-term, Dom hopes to get the right skills for a part-time job in hospitality.

#### Jim

Jim, 45, has an accident at home and sustains multiple injuries to his left leg. He is admitted to hospital, has various surgeries, and needs medication to manage his pain.

For the first few weeks after leaving hospital, Jim will need help changing the dressings on his wounds. He will also start an intensive rehabilitation program.

Jim works with the Hospital Social Worker, and they connect him to a NDIA Hospital Liaison Officer.

The Liaison Officer listens to understand Jim’s needs and what is important to him. Together, they work out Jim is not eligible for a plan with NDIS supports, because his injury won’t cause permanent impairment. Jim’s needs can be provided by community and mainstream services.

They develop a Community connections plan which includes information about Jim, his goals, how he wants to work towards these and how services can help. With a Community connections plan and supports in place, Jim is confident to leave hospital knowing he has the support to work towards his goal of recovering from surgery at home.

Jim also knows that if his needs change down the track he might need different supports and can apply for the NDIS. For example, he may be eligible for a plan with NDIS supports, after he finishes all his treatment, there is evidence that he has a permanent and significant disability, and he needs help with day-to-day activities.

## Talking to us about your needs and current situation

When you talk to your My NDIS Contact, they will listen to understand what is important to you. They will also ask questions to make sure they know how to help. They will ask you about:

* your situation
* what is important to you, including goals you would like to pursue
* your current strengths and abilities
* your current supports and services
* areas where you may need more support
* how well the current supports and services meet your needs
* what help you need to build your skills to do more things yourself
* the types of community and government services you are using.

You can use the next few pages to help you get ready to talk to us. You can fill in your responses to the questions or have someone help you.

**Tell us how your disability impacts your day-to-day life?**

For example, I am mostly independent. I use a wheelchair to get around. I have a modified car. I need a bit of help with getting ready for work, meal preparation and house and garden maintenance.

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**Tell us a little more about you.**

* What people or things are important to you?
* Where do you live?
* Who do you live with?
* What are your interests?
* Do you have a job?

For example, I live with my girlfriend at my mum and dad’s house. I’m really close to my family and have a small group of friends I grew up with.

I go to a community centre three days a week. I don’t have a job but volunteer at the local high school keeping the sports equipment organised. I’d like to have a full-time job one day.

On the weekend I spend time with my mates.

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#### Weekly supports

What community and other government supports do you use to help you do the things you need to each week? This section will help your My NDIS Contact understand:

* what community-based activities you are involved in
* what support you receive from other government services
* if you have received any form of compensation
* what supports you might need in the future.

| Day | What I do | To do these things I get support from |
| --- | --- | --- |
| For example, Monday | My son goes to childcare.Every Monday I have an appointment with my psychologist.I go to work. | His childcare team have strategies in place in case he gets frustrated or upset.I got a referral from my GP. |
| Monday |  |  |
| Tuesday |  |  |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |
| Saturday |  |  |
| Sunday |  |  |

#### Occasional activities

**What activities or supports do you access fortnightly, monthly or every now and then?**

For example, I go to the swimming pool fortnightly with my sister, I go to social group on Thursdays, and the football on weekends with my uncle. I sometimes have to go interstate for a meeting. I have to take a portable shower chair and organise a carer to come with me.

For example, I volunteer at my son’s cricket club, mostly on weekends or for events. I’m a member of the local library and sometimes attend events there with the kids. I take public transport.

I go to church with my wife a few times a week. My wife usually drives.

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**Are there any aids or equipment (assistive technology) you use to do what you want each day?**

Assistive technology (AT) may be equipment or systems which help you with moving around your home or community, communicating with other people, processing information and other daily tasks.

More information about assistive technology is available on the [understand assistive technology evidence, advice, assessments and quotes](https://www.ndis.gov.au/participants/assistive-technology-explained#low-mid-and-high-cost-at) page on the NDIS website and on our [supports you can access](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#supports-you-can-access) page.

For example, I use an AAC (Augmentative and Alternative Communication) app on my iPad, which speaks as I press the buttons. It helps me tell my family and friends what I want to say.

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**Do you need help to live independently?**

We want to provide the best option for support in your home, now and in the longer term. We can help explain the different home and living supports and work with you to find the best mix of supports that will help you live as independently as possible.

We will need to get information about your current and future support needs. This helps us to work out what home and living supports you might need.

There are different types of home and living supports the NDIS can fund. You can find out more about these supports on our [supports you can access](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#supports-you-can-access) page.

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#### Who are the important people in your life?

Tell us about the important people in your life and the community who are already supporting you. These are people who don’t work for a disability service provider. They might be your friends, family, housemates, neighbours, supervisor or workmates, advocates or others who care about you, help and support you. They may also be people you support, like your children or parents.

| Name | Relationship to you | Tell us how they are involved in your life |
| --- | --- | --- |
| For example, Maria and David | For example, Mum and Dad | For example, See me regularly at family dinners and celebrations. They also volunteer with me at community fundraising events. |
| For example, Vito | For example, Disability Liaison Officer at University | For example, Helps me with special arrangements for lectures and exams. |
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### What are your goals?

Your My NDIS Contact will ask about your goals so we know how we can help you.

They will ask you about what’s important to you to understand the life you want to live, and your goals. Your goals are your own personal desires about what you’d like to do. You can have as many or as few goals as you want. They can be big or small, short-term or long-term, simple or complex. They can’t change your goals or choose them for you. But they can help you to think about how you want to word them.

You can set any goals you like.

Have a think about the things you like doing, anything you might like to change or anything new you might like to try. In this section, you can start writing down goals you might like to pursue.

#### What are your short-term goals?

You can usually work towards these goals in 12 months or less. Think about the things you would like to pursue, why you would like to pursue them and how you will know if you are making progress.

For example:

Goal 1: This year, I want to learn to use public transport by myself, so I can go to the library or out with friends and not rely on my Mum.

Goal 2: Within the next four months, I want to be able to shower myself, without a support worker.

Use the space below to provide your answer.

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#### What are your medium to long-term goals?

You may work towards these goals for several years but it’s important to identify the steps towards pursuing them.

For example:

Goal 1: In the next few years, I want to move out of home, maybe with a friend.

Goal 2: By next Christmas, I’d like to get a job so that I can pay my own bills.

Use the space below to provide your answer.

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### If we decide you are eligible for the NDIS, how would you like to manage your funding?

If you decide to apply for the NDIS, we’ll explain the fund management options and help you choose which one is best for you.

There are three options:

1. Self-managed – We pay you so you can pay your providers directly.
2. Using a plan manager – We provide funding for a plan manager to pay providers on your behalf.
3. Agency-managed – We will pay your providers on your behalf.

You may choose a combination of fund management options. For example, you might manage some of the funding yourself, and ask the NDIA to manage the rest.

#### Are you getting compensation?

Let us know if you have sought, or need support to explore, compensation for an accident or event.

More information is available in [Operational Guideline - Compensation](https://www.ndis.gov.au/about-us/operational-guidelines/compensation-operational-guideline).

#### Is there anything else you want to talk about?

Are there any other areas of your life that you would like to discuss? Do you have any safety concerns or other questions you’d like to ask?

### Your questions about getting support from the NDIS

Use the table below to list the questions you’d like to ask your My NDIS Contact. You can record the answers when you talk to them.

| Question | Answer |
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## Will you help me connect to mainstream and community supports?

Yes, if you want us to. After your My NDIS Contact talks to you about your needs and current situation, they can connect you to the right mainstream and community supports.

They can record information about these supports in a Community connections plan, if you want us to.

A Community connections plan is where you can record information about you, your goals, how you want to work towards your goals and what community and mainstream supports may help. This will help us find the right supports for your individual situation. If you don’t want a plan, we can still give you information relevant to you.

You don’t need a Community connections plan to become a NDIS participant. Read about [becoming a participant](#_I_think_I) and learn more in [Our Guideline - Applying to the NDIS](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#applying).

**What are mainstream and community supports?**

Mainstream supports are the supports you can get from other government funded services, like health, mental health, and education.

There are also many support services available through community organisations, like religious groups and supports from local councils. We call these community supports.

To help you understand mainstream services, we have listed some examples below. Community services look different in every community. Your My NDIS Contact can help you find out what community services are available in your local area.

[The Disability Gateway](https://www.disabilitygateway.gov.au/) also has information and services to help all people with disability, their families and carers to locate and access services across Australia.

We can’t fund a support if it’s more appropriately funded or provided by a mainstream or community support.

Read [Our Guideline - Community connections](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#community) to learn more.

### Education

#### How can the school education system support me?

The school education system provides supports where the main purpose is to help you learn, study and achieve education outcomes. This includes:

* adjusting teaching methods
* providing learning assistance and aids
* modifying the school building
* providing transport between school activities, such as to excursions and sporting carnivals.

### Health

#### How can the health system support me?

* Treating and diagnosing health conditions, including ongoing or [chronic health conditions](https://www.health.gov.au/health-topics/chronic-conditions)
* Medical services like general practitioners, medical specialist services, dental care and nursing
* Allied health services, such as physiotherapy and optometry, to improve the health of all Australians
* Acute and post-acute services – hospital services for illness and injury, and follow-up care such as rehabilitation
* Preventive health – help to stop you getting sick in the future, such as help for weight loss, or to reduce your smoking, drinking or drug use
* Care in public and private hospitals
* Medicines, pharmaceuticals and aids such as crutches
* Other services that all Australians are entitled to, that aim to improve your health status
* Services and therapies to help you pursue a goal or outcome over a set period of time, where the main purpose is treatment directly related to your health
* Short-term services and therapies after a recent surgery or medical event, to help you pursue a goal or outcome over a set period of time, and improve what you’re able to do – for example rehabilitation and follow-up care
* Palliative care – such as end of life care
* Clinical or medical supports for young children, including acute care in a hospital setting, and outpatient and continuing care where the child doesn’t stay in hospital
* Newborn follow-up, such as child and maternal health services.

### Employment

#### How can the employment system support me?

The employment system is responsible for employment services and programs. This includes general employment services for all Australians, and disability-specific employment services such as [Disability Employment Services](https://www.servicesaustralia.gov.au/individuals/topics/disability-employment-services/51421).

For example, employment services provide advice and support for people with disability to prepare for, find and maintain jobs.

* The employment system also helps employers hire and include people with disability in the workplace. This includes:
* support, training and resources
* funding assistance to make [reasonable adjustments](https://humanrights.gov.au/quick-guide/12084), such as workplace equipment through the [Employment Assistance Fund](https://www.jobaccess.gov.au/employment-assistance-fund-eaf)
* incentives to hire people with a disability, such as wage subsidies.
* employers are responsible for work-specific support related to your recruitment, your job arrangements, and your workplace environment. This includes:
* training and induction when you start a new job
* workplace modifications and workplace equipment that allows you to do your job, including those that can be funded by the [Employment Assistance Fund](https://www.jobaccess.gov.au/employment-assistance-fund-eaf)
* transport within work activities
* workplace support to follow disability discrimination laws, such as reasonable adjustments.

### Family support

#### How can the child protection and family support systems support me?

* Statutory child protection services for families who have entered, or are at risk of entering, the child protection system
* General parenting programs, counselling or other supports for families at risk of entering the child protection system, and to the broader community – this includes adjusting these programs to make them suitable for families with disability
* For children in out-of-home care, supports that other children at a similar age and in similar out-of-home care arrangements need, including respite and other support for carers.

## What about NDIS funded supports?

If you want to become a NDIS participant and get NDIS funded supports, you’ll need to apply to the NDIS. There are some requirements you need to meet to be eligible for the NDIS.

To find out if you might be eligible for the NDIS, contact us or complete the [checklist.](#_Am_I_eligible_1)

## What the NDIS funds

### What can the NDIS fund?

We can fund supports you need for your disability if they meet certain criteria. These are called reasonable and necessary supports. For example, supports need to be related to your disability, value for money, effective and beneficial, and most appropriately funded or provided by us.

When we make a reasonable and necessary decision, it is based on many different things; including what your disability support needs are, your living arrangements and what is reasonable for informal supports, like families and carers to provide – everyone is different.

The [Would we fund it](https://ourguidelines.ndis.gov.au/would-we-fund-it) guide includes examples of commonly requested items that we find cause the most confusion. For each item, we explain how we make reasonable and necessary decisions about them and provide an overview of whether we typically fund them.

### How does the NDIS support families and carers?

We know families and carers provide help and support that could otherwise be provided by formal services or paid support workers. They can be one of the greatest advocates for people with disabilities, providing practical and emotional support.

In addition to the [government-funded programs available to support carers](https://www.ndis.gov.au/understanding/families-and-carers/support-carers-other-agencies), you might use NDIS funding to give your carers a break. This might mean:

* joining a new community group
* having a short stay out of home to try new things, make new friends or develop new skills
* temporary periods of extra personal supports so you can remain at home when your family and/or carers are not available
* support to participate in community activities, resulting in a break for carers.

### Is the NDIS linked to the Disability Support Pension?

No. The Disability Support Pension (DSP) is separate to the NDIS. If you are receiving the DSP, this does not mean you are automatically eligible for the NDIS. You will still need to check your eligibility and apply for the NDIS.

Similarly, if you receive NDIS funding, it will not impact any income support you receive, such as the DSP or Carer Allowance.

### I am receiving compensation payments. Will this affect my eligibility for the NDIS?

No. Compensation for a personal injury will not affect your eligibility for the NDIS.

But the person who pays your compensation might need to pay some money to the NDIS.

They will do this if the NDIS has paid for supports or services which your compensation should have paid for. The amount of money they pay to the NDIS is called a recoverable amount. There is more information about [compensation](https://ndis.gov.au/participants/compensation-and-your-plan) on the NDIS website.

Quote from Matthew, NDIS participant

‘I’ve been able to go to the beach with the kids for the first time in 11 years, it’s little things like that are giving us experiences to live a normal life.’

### Education

#### What can the NDIS fund?

* We’re responsible for supports for everyday activities that you need because of the functional impact of your disability and aren’t related to learning. This includes:
* personal care and support at school
* transport to and from school
* specialist support you need to transition to higher education, training or work because of your disability.

Remember, if we’re responsible for funding the support, it must also meet all the other NDIS funding criteria before we can fund it. Read [Our Guideline - Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable) to learn more.

### Health

#### What can the NDIS fund?

We’re responsible for supports that help you go about your daily life and are related to your disability-related impairments that impact your functional capacity. We fund supports that are related to things you can and can’t do, due to your disability, which you need on an ongoing or regular basis.

This includes maintenance supports, given or supervised by qualified healthcare staff. These are ongoing supports that help you keep your body’s functions and abilities. This could include long term therapy or support, to improve your abilities over time or stop things from getting worse.

We’re responsible for these maintenance supports if:

* the support is directly related to your disability-related impairments that impact your functional capacity – the things you can and can’t do because of your disability
* you also need the support so you can continue to live in the community, study or work.

Remember, if we’re responsible for funding the support, it must also meet all the other NDIS funding criteria before we can fund it. Read [Our Guideline - Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable) to learn more.

### Employment

#### What can the NDIS fund?

* Supports you need for your daily life whether you’re working, looking for work or not looking for work
* Personal care and support in the workplace, such as help to go to the toilet, eat and drink while you’re at work
* Transport support to and from work, if you can’t use public transport without great difficulty due to your disability. Read [Our Guideline - Mainstream and community supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#mainstream) to learn more.
* Supports you need on a regular and ongoing basis to help you find and keep a job – we may fund these supports if you’re able to work, but are unlikely to find or keep a job, even with an employment service
* Support to transition to work, when you need extra support because of your disability, compared to other Australians – this includes training about workplace relationships, communication skills, wearing the right clothes, getting to work on time, and travelling to and from work.

Remember, if we’re responsible for funding the support, it must also meet all other NDIS funding criteria before we can fund it. Read [Our Guideline – Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable) to learn more.

### Family support

#### What can the NDIS fund for children who are in out-of-home care?

For children in out-of-home care, we’re responsible for supports that are specific to the child's developmental delay or disability. This means we’re responsible for the extra supports children need because of their developmental delay or disability, compared to other children of a similar age and in similar out-of-home care arrangements.

Out-of-home care arrangements are different across Australia. So, the reasonable and necessary supports we fund in out-of-home care arrangements will reflect each child’s individual needs and situation.

Governments across Australia agree on who funds different supports for children in out-of-home care arrangements. You can find more information about these Disability Reform Ministers’ Meetings agreements on the [Department of Social Services website](https://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/government-international/disability-reform-council).

Remember, if we’re responsible for funding the support, it must also meet all the other NDIS funding criteria before we can fund it. Read [Our Guideline – Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable) to learn more.

#### What can the NDIS fund for children who aren’t in out-of-home care?

We’re responsible for supports that families need as a direct result of a child’s developmental delay or disability, and that help families and carers sustainably maintain their caring role. These may include supports such as:

* social and recreation support
* therapy and behaviour supports
* short breaks or respite
* assistive technology.

Read [Our Guideline - Mainstream and community supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#mainstream) for more information.

Remember, if we’re responsible for funding the support, it must also meet all the other NDIS funding criteria before we can fund it. Read [Our Guideline – Reasonable and necessary supports](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reasonable) to learn more.

## Am I eligible for the NDIS?

Contact us or use this checklist to understand what evidence to provide to apply for the NDIS.

| **Question** | **Answer** |
| --- | --- |
| 1. **Do you meet the age requirements?**

You need to give us evidence that shows:* you are younger than 65 on the day you apply.
 | **Yes**, go to Question 2.**No**, you will not be eligible for NDIS funding. You may be able to access other aged care supports. Visit [myagedcare.gov.au](http://www.myagedcare.gov.au/). |
| 1. **Do you meet the residence requirements?**

You need to give us evidence that shows: * you live in Australia, and
* you are an Australian citizen or permanent resident, or
* you hold a permanent visa, or
* you hold a protected special category visa.
 | **Yes**, go to Question 3.**No**, you will not be eligible for NDIS funding. If you are living in Australia, we may be able to help you connect to Community connections or Early connections.  |
| 1. **Do you meet the disability requirements?**

You need to give us evidence that shows:* your disability is caused by an impairment
* your impairment is likely to be permanent
* your permanent impairment substantially reduces your functional capacity
* your permanent impairment affects your ability to work, study or take part in social life
* you’ll likely need support from the NDIS for your whole life
 | **Yes**, you may be eligible for NDIS funding. Contact us to apply for the NDIS.We can also refer you to Community connections or Early connections. **No**, go to Question 4. |
| 1. **Do you need early intervention?**

You need to give is evidence that shows: * you have an impairment that is likely to be permanent
* early intervention supports will help you need less disability support in future
* the early intervention you need is most appropriately funded by us.

**Or:*** you are a child younger than 6 with developmental delay, or
* you are a person younger than 26 with a hearing impairment
 | **Yes**, you may be eligible. Contact us to apply for the NDIS.**No**, you will not be eligible for NDIS funding. Contact us, we may be able to help you connect to Community connections or Early connections.  |

## I think I am eligible. How do I become an NDIS participant?

Applying to the NDIS is how you let us know you want to become an NDIS participant.

Your My NDIS Contact will help you to apply. If you don’t have a My NDIS Contact and want to apply:

* **For child younger than 7** - talk to an early childhood partner before applying to the NDIS. They can provide supports to children before they apply and let families know if the NDIS is right for your child.
* **For person 7 and older**, your My NDIS Contact can help you apply. They can help you through the application process and be your point of contact.

Sometimes you may not have a partner in your area, to discuss other options available to you.

you can:

* contact us on 1800 800 110, or
* send us an email at enquiries@ndis.gov.au.

### What do I need to provide when I apply?

You will need to:

* help us understand your [needs and current situation](#_Talking_to_us).
* give us the information and any documents we need to verify your identity. Read [Our Guideline - Your privacy and information](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#privacy) to learn more.
* give us the information and any documents we need to decide [if you’re eligible](#RowTitle_1). These are outlined in [Our Guideline - Applying to the NDIS](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#applying).
* sign or certify the NDIS application.

### Who can provide evidence of my impairments?

We need evidence of your impairments, to help us work out if you’re eligible. To provide this, ask your [treating professional](https://www.ndis.gov.au/applying-access-ndis/how-apply/information-support-your-request/providing-evidence-your-disability#who-can-provide-evidence-of-your-disability).

For children younger than 6 with developmental delay, an early childhood partner can provide evidence of developmental delay.

Your treating professional might be your doctor, specialist, or allied health service provider. You should use a professional who:

* has worked with you for a long time, usually for at least 6 months
* is the [most appropriate type of professional](https://www.ndis.gov.au/applying-access-ndis/how-apply/information-support-your-request/types-disability-evidence) to give evidence about your impairment
* is qualified and registered in their area of practice with the [Australian Health Practitioner Regulation Agency](https://www.ahpra.gov.au/) or relevant professional authority.

If your treating professional does not meet these requirements, we may not be able to verify the information in your request to access the NDIS and may need to ask you for further information.

There are resources on the NDIS website to help your treating professional understand the requirements. Your My NDIS contact can help you access the resources. They can also support you to talk to your treating professional about the evidence we need.

## What happens next?

This section has next steps for the different ways we might help.

**I contacted the NDIS for general information and support. I don’t need any more help. What happens next?**

If we have answered your questions and given you the information you need, you don’t have to keep talking to us. We will create a customer record in our system. The record will have everything we talked about and how we helped. You can get in touch if you decide you need help down the track. Then we will check your customer record, so you don’t have to repeat what you already told us.

**I need help to connect to community and mainstream supports. What happens next?**

Your My NDIS Contact will use the information you shared to suggest mainstream and community supports in your community. They will work with you to see how these supports may help with what is important to you. The information can be recorded in a Community connections plan, or it might be a conversation.

[Our Guideline - Community connections](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#community) has information to help you decided if a Community connections plan is right for you.

**I have applied for the NDIS. What happens next?**

If you apply, we will decide if you are eligible or ask for more information **within 21 days**.

We will contact you and send you a letter to let you know if you are eligible, how we made the decision, and any next steps.

**If you are eligible:**

* you become a NDIS participant
* we use information gathered about your goals, and connections with community and mainstream supports to help create your NDIS plan.
* we will contact you **within 28 days** to talk about your NDIS funding and fund management.

Check out [Booklet: Understand and using your NDIS plan](https://www.ndis.gov.au/media/5320/download?attachment) for more detailed information.

**If you are not eligible:**

* we will contact you to explain why and your review rights
* your My NDIS Contact will help you with next steps
* your My NDIS Contact will connect you to mainstream, and community supports, if you want them to.

If you don’t agree with our decision, you have the right to ask us for an internal review. You have 3 months to ask for an internal review. This is 3 months from the day after you receive our decision in writing.

Your My NDIS Contact can let you know how to do this and put you in touch with someone, such as an advocate, who can help you with this process.

Following our internal review, if you are still not satisfied with our decision you can request it be reviewed by the Administrative Appeals Tribunal (AAT). You can only ask the AAT to review a decision after there has been an internal review by the NDIA. [Our Guideline - Reviewing our decisions](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#reviewing) has information on how you can ask for a review of a decision.

**National Disability Insurance Agency**

**[ndis.gov.au](http://ndis.gov.au/)**

Telephone 1800 800 110

Email enquiries@ndis.gov.au

Webchat ndis.gov.au

Follow us on our social channels

[Facebook](https://www.facebook.com/NDISAus), [Twitter](https://twitter.com/NDIS), [Instagram](https://www.instagram.com/ndis_australia/), [YouTube](https://www.youtube.com/user/DisabilityCare), [LinkedIn](https://www.linkedin.com/company/national-disability-insurance-agency)

**For people who need help with English**

**TIS:** 131 450

**For people who are deaf or hard of hearing**

**TTY:** 1800 555 677

**Speak and Listen:** 1800 555 727

**Internet relay:** [National Relay Service relayservice.gov.au](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub)