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Our Guideline

Step 1: Connect with an NDIS partner

Check if there is an NDIS partner near you

Use our office finder to find out if there's an NDIS partner near you.

Contact us

You can contact us on 1800 800 110 or visit us in person at your local office, if you're not sure who your NDIS partner is. We'll connect you with an NDIS partner.

We'll connect you with someone at the NDIA in special circumstances or if there is no NDIS partner in your area.

Your NDIS partner will become your my NDIS contact if you apply and are eligible to become an NDIS participant.

Meet with your NDIS partner

Your NDIS partner can explain the application process, and the kinds of information and evidence we need to decide if you're eligible to become a participant.

Your NDIS partner can also talk to you about the community and mainstream supports and services available in your area.

You can meet with your NDIS partner in person, over the phone or virtually through Microsoft Teams.

They can help you begin the application process.

They'll talk to you about:

- your life
- your disability
- your needs
- the NDIS eligibility requirements
- the application process
- the evidence you need to provide.

> **Tip: You can take a support person with you to all your meetings.**
>
> You can take whoever you feel most comfortable with to any meeting with us.
>
> This could be a family member, friend, support coordinator or recovery coach.

Step 2: Work with your treating health professional to gather evidence

You need to provide information and evidence from your treating health professional in your application.

You might need to book an appointment with your treating health professional to talk about what evidence you need for your application.

Learn more about how to gather evidence for your application.

Step 3: Complete your application

With your NDIS partner

Your NDIS partner can help you complete your application to the NDIS. They can include some of the information you gave them when you first met.

> **Tip: Ask questions.**
>
> The application process can be hard to complete. You may want to ask your NDIS partner any questions about the process, who’s involved and what you’ll need to prepare.

By yourself

You can fill out an access request form.

Step 4: Submit your application

You have options for how to submit it

You need to submit your application once it’s completed. Your NDIS partner can submit your application for you.

You can submit your application to us in the way that suits you best if you choose to get it to us yourself.

Use our service hub

You can submit your completed form through our service hub .

Send it in the mail

You can mail it to us at NDIA, GPO Box 700, Canberra ACT 2601.

Deliver it in person

You can deliver it in person to your local office.

Step 5: Wait for our decision

We’ll let you know within 90 days

We’ll tell you if you are eligible for the NDIS in 90 days once your application and all your supporting evidence is submitted to us.

We tell you if you’ve met the disability or early intervention requirements or both if you become an NDIS participant. We also give you an impairment notice that describes this.

If you're not eligible for the NDIS

We’ll send a letter to explain why you’re not eligible for the NDIS. You can call us on 1800 800 110 if you’d like to talk to us about our decision.

You can ask for us to review that decision if you don’t agree.

Learn more about how to request a review of a decision.

Our NDIS partners can help you learn about the community and mainstream supports and services available in your local area if you’re not eligible for the NDIS.

There are no limits to the number of times you can apply to the NDIS. You can apply again if your situation changes, and you have more information and evidence which shows you might be eligible.

Our Guideline

Download the applying to the NDIS guideline:

- Applying to the NDIS (PDF 580.69KB)
- Applying to the NDIS (DOCX 143.18KB)

Related information

What is an access request form

What is supporting evidence

What are community connections

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