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What a hospital liaison officer is

A hospital liaison officer (HLO) is an NDIA staff member who works directly with the health system, including hospitals. They provide a link between state and territory hospital staff and the NDIA.

What a hospital liaison officer is for

They can help you when you're in hospital

If you're a participant, or if you might be eligible for the NDIS, our HLOs can work with you and your health team during your hospital stay.

A HLO can work with you if [changes are need to your plan](#) because of your hospital stay. They can also help you apply for [home and living supports](#) or [home modifications](#) if needed before you go home.

They can help you when you leave hospital

HLOs work with hospital staff to help you and to understand what support you may need when you leave hospital.

They also make sure:

- we receive the right information to plan for when you leave hospital
- communication between us and the hospital is as fast as possible.

What working with a hospital liaison officer is like

If you're a participant and you go to hospital, the hospital staff will contact us and let us know.

HLOs work with your health professionals on a case-by-case basis. With your consent, they'll discuss:

- how long you've been in hospital

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- why you went into hospital
 - when you'll be ready to leave hospital
 - your health and disability support needs
 - any changes to your disability support needs
 - any further information we might need.

If you're not a participant and you might be eligible for the NDIS, the hospital staff and the HLO will support you with [applying to the NDIS](#).

Related information

[Guide to your hospital stay](#)

[Guide to changing your plan](#)

[Guide to getting started](#)

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