

NDIS pathway for new clients

Client diagnosed with likely eligible disability resulting in functional impact

- RELATED RESOURCES:
- > [Factsheet: About the NDIS](#)
 - > [Factsheet: Accessing the NDIS](#)
 - > [My NDIS Pathway – Guide to being a Participant](#)
 - > [Factsheet: Psychosocial disability, recovery and the NDIS](#)
 - > [Access to the NDIS – Eligible conditions](#)

Client contacts the National Disability Insurance Agency (NDIA) to make an access request via:
Telephone: 1800 800 110 Email: nat@ndis.gov.au

- RELATED RESOURCES:
- > [My Access Checker: www.ndis.gov.au/ndis-access-checklist](http://www.ndis.gov.au/ndis-access-checklist)

NDIA sends Access Request Form to client for completion

Check if client agrees for SA Health staff to liaise with NDIA on their behalf – if yes, ensure NDIA Consent for Exchange of Information Form is completed and returned with completed Access Request Form

An eligibility decision will then be made by NDIA
Note: further information may be requested by NDIA

ELIGIBLE

NOT ELIGIBLE

NDIA contacts client, referred to as a 'Participant', by letter to inform of eligibility decision and to arrange time for Participant to meet/talk with NDIA Planner or Local Area Coordinator

- RELATED RESOURCES:
- > [Checklist: Getting ready for your planning conversation](#)
 - > [Factsheet: Developing your NDIS plan](#)

NDIA contacts client to inform of decision by letter

- RELATED RESOURCES:
- > [Requesting an internal review of a decision](#)
 - > [Feedback and complaints](#)

Participant develops first plan with NDIA Planner or Local Area Coordinator by meeting or telephone discussion

NDIA staff or Local Area Coordinator can assist with information and referral to other government or non-government agencies that may be able to help

Participant decides on management of plan and funds

- RELATED RESOURCES:
- > [Checklist: Starting my plan as a NDIS self-managed participant](#)
 - > [Factsheet: Starting your plan](#)
 - > [Checklist: Starting my NDIS plan with a Support Coordinator](#)
 - > [Checklist: Starting my NDIS plan with a Local Area Coordinator](#)
 - > [Factsheet: Self-managing your plan](#)
 - > [Factsheet: Choice and control](#)
 - > [Factsheet: Managing your Participant plan](#)

Participant chooses and engages service providers
Participant may require support with this (e.g. family, Local Area Coordinator, Support Coordinator)

Services in place

For more information about the National Disability Insurance Scheme (NDIS) and to access all resources:

Website: www.ndis.gov.au

Resources: www.ndis.gov.au/people-disability/fact-sheets-and-publications



Government of South Australia

SA Health