



# Guide to writing a Support Worker letter

(to support an access request for someone with a mental health condition)

## What is a Support Worker letter?

A letter from a Support Worker can be provided as evidence for a person with a mental health condition requesting access to the NDIS.

This is an opportunity for the Support Worker to summarise their observations regarding how mental health conditions impact the life of a person they work with, and to provide more information or context to the evidence provided as part of the NDIS access request.

A Support Worker letter, as an addition to other evidence can support the NDIA to decide if a person meets the access requirements. In particular S24(1)(c) of the [NDIS Act](#), whether a person has an impairment/s resulting in substantially reduced functional capacity. That is, on the majority of days does the person need direct support to undertake the whole or majority of one of the following 6 life skills; Social interaction, Self-Management, Self-Care, Communication, Learning and Mobility.

## What information should I include?

- Your role and the length of time you've supported the person
- What support you provide including: how many hours per week and the type/level of support
- Other supports the person has in their life including other family, friends and services
- A description of how the person's mental health condition impacts their everyday life with a focus on the six life skills. Focus on what activities a person can and cannot do within each area, the functional impact not just when a person is unwell
- Detail the functional impact over the last 6 months, or for someone's who's mental health condition fluctuates you may go up to the last 2 years
- Any evidence about how the person has lived without supports in place  
For example, if a person has lived with their parents for their entire life, what happens when their parents are no longer able to care for them? What is the expected outcome if this support is not able to continue?
- Any other information that might be helpful to assess the person's functional capacity including examples  
For example, a person has tried social activity A, B and C and they weren't successful due to X, Y and Z

## What information is not necessary to include?

- 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 outline:

To whom it may concern,

My name is [staff name] from [organisation name] and I am assisting [person's name] with requesting access 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]. Through this program, [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 your detail into the life skill areas the person requires most support with, and less detail in the others without missing any key points.

- **Social interaction**
  - Ability to access the community and act within community acceptable standards
  - Ability to obtain and maintain friendships
  - Ability to attend social activities
- **Self-care**
  - Hygiene including showering/bathing, eating and caring for one's own health needs
- **Self-management**
  - Capacity to make their own decisions
  - Money management
  - Housing
  - Medication management
  - Attending appointments
- **Learning**
  - Ability to learn basic tasks
- **Communication**
  - Very passive or aggressive communication
  - Ability to see other people's point of view
- **Mobility**
  - Getting around the home and the community

### **Concluding statements**

- Notes - any other information that is important to note

Regards,

[Name, Title, Telephone Number and Email Address]