

Psychosocial Streamlined Access extended nationally

Background

A Streamlined Access Process was initially introduced for participants transitioning from Commonwealth mental health programmes: Partners in Recovery, Day to Day Living and Personal Helpers and Mentors.

In December 2018, as part of the Psychosocial Disability stream enhancements, the NDIA approved the extension of the Streamlined Access Process to state funded mental health programmes in two commencement sites, Tasmania and South Australia.

The Streamlined Access Process has now been **extended nationally** to assist all people transitioning from Commonwealth, State and Territory funded mental health programmes.

Streamlined Access Process

People with a psychosocial disability can be supported to make an access request using the Verbal Access Request (VAR) rather than having to submit an Access Request Form (ARF).

People can also nominate a support person who can then be the primary NDIA contact for the access process.

The Streamlined Access Process encourages:

- Prospective participants to commence their request verbally at a time suitable to them with the assistance of a support person
- The support person, with consent, to be the primary NDIA contact for the duration of the access process and provide assistance as required
- Prospective participants to re-test access to the National Disability Insurance Scheme (NDIS) with assistance.

The Streamlined Access Process aims to:

- Reach people who the NDIA have not been able to contact
- Reach people who may not have fully understood the NDIS access process and chosen not to proceed with an access request
- Support ineligible participants who may need to resubmit further information or a new Access Request Form.

To commence this process the prospective participant and their support worker can:

Call **1800 800 110** and ask to complete a Verbal Access Request as part of the Streamlined Access Process for psychosocial disability.

If the prospective participant is unable or unwilling to complete the Verbal Access Request they can be sent an Access Request Form or give written consent for this form to be sent to their chosen representative.

If you have any further questions, please contact us at mental.health.team@ndis.gov.au