

NDIS Access Support Guide

Helping prospective participants understand the NDIS application process and how Matts Global can support them.

Participant-friendly downloadable guide

This guide is designed for people with disability, families, carers, nominees and support networks who want to understand the first steps towards applying for the NDIS.

Important: Matts Global can support you to understand the NDIS access process and organise information. The NDIA makes the final eligibility decision. Matts Global cannot guarantee approval.





Contents

1. About This Guide
2. What Is the NDIS?
3. Who Can Apply for the NDIS?
4. What Evidence May Be Needed?
5. Daily Life Impacts to Explain
6. The NDIS Application Process
7. How Matts Global Can Support You
8. What Matts Global Cannot Do
9. Freedom of Choice
10. Conflict of Interest Statement
11. What Happens If You Are Approved?
12. What Happens If You Are Not Approved?
13. Helpful Questions Before Applying
14. Evidence Checklist
15. Our Commitment
16. Contact Matts Global
17. Official Sources

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1. About This Guide

Applying for the NDIS can feel confusing, especially if you are doing it for the first time. This guide explains the basic NDIS access requirements, the type of evidence that may be needed, and how Matts Global Pty Ltd can support you through the process in a clear and respectful way.

This guide has been prepared by Matts Global Pty Ltd, a Registered NDIS Provider, to help prospective participants, families, carers and nominees understand what to prepare before making an NDIS access request.

2. What Is the NDIS?

The National Disability Insurance Scheme, known as the NDIS, provides supports to eligible people with disability. If a person is approved, they receive an NDIS plan with funding for reasonable and necessary disability-related supports linked to their needs and goals.

The NDIS may support people to:

- increase independence and confidence
- build daily living skills
- access the community
- receive support related to their disability
- work towards personal goals
- improve health, safety, wellbeing and quality of life

3. Who Can Apply for the NDIS?

A person generally needs to meet age, residency and disability or early intervention requirements. The final access decision is made by the NDIA.

Requirement	What it generally means
Age	You must usually be aged 0 to 64 when you apply. People aged 65 or older may need aged care supports instead.
Residency	You must live in Australia and usually be an Australian citizen, permanent resident, or protected Special Category visa holder.
Disability / early intervention	You may need evidence that your disability or impairment is likely to be permanent and substantially affects everyday life, or that early intervention supports may improve long-term outcomes.

4. What Evidence May Be Needed?

Evidence is one of the most important parts of an NDIS application. Evidence should generally come from treating professionals who understand the person's disability, impairment, treatment history and daily support needs.

Useful evidence may include:

- GP or specialist letters
- hospital reports or discharge summaries
- occupational therapy or physiotherapy reports

- psychology, psychiatry or speech pathology reports
- functional capacity assessment
- diagnosis reports
- medication information
- school or education reports, where relevant
- carer statement or family statement explaining daily support needs

Strong evidence usually explains:

- what the disability or impairment is
- whether the impairment is likely to be permanent
- what treatment or therapy has been tried
- how the disability affects daily life
- what support is needed and why
- what risks exist without support
- what recommendations the treating professional makes

5. Daily Life Impacts to Explain

The NDIS does not only look at a diagnosis. It also looks at how the disability affects function and daily life. It is helpful to clearly explain where support is required.

Area	Examples
Self-care	Showering, dressing, toileting, eating, grooming, personal hygiene.
Mobility	Moving around the home, transfers, wheelchair use, falls risk, transport access.
Communication	Understanding information, expressing needs, using communication supports.
Daily living	Cooking, cleaning, shopping, managing routines, appointments and medication safety.
Community participation	Getting out safely, social connection, confidence, transport and community access.
Safety and risk	Health risks, isolation, support needs, emergencies, behaviour support needs, supervision needs.

6. The NDIS Application Process

Step 1 - Initial discussion

Speak with the NDIS, an NDIS partner, family, nominee or support person to understand the process and possible eligibility.

Step 2 - Gather evidence

Collect documents from treating professionals that explain the disability, functional impact and support needs.

Step 3 - Complete the application

Complete the NDIS access request/application information and attach supporting evidence.

Step 4 - Submit the application

Submit the application to the NDIA using the accepted method advised by the NDIS or NDIS partner.

Step 5 - Wait for a decision

The NDIA reviews the information and may request more evidence if needed.

Step 6 - Planning if approved

If approved, the person usually moves into planning to discuss goals, needs and supports. The plan must be approved before funded supports can begin.

7. How Matts Global Can Support You

Matts Global can provide practical guidance and help you feel more organised during the access process. Our support is focused on explaining, preparing and organising - not guaranteeing an outcome.

- explain the NDIS access process in simple terms
- help you understand what evidence may be useful
- help you prepare a document checklist
- help you organise reports and information
- help you prepare questions for your doctor, therapist or specialist
- help you prepare for your first NDIS planning conversation if approved
- explain how service agreements and support onboarding work once a plan is approved

8. What Matts Global Cannot Do

To remain fair, ethical and compliant, Matts Global must be clear about what we cannot do.

- We cannot guarantee NDIS approval.
- We cannot make the eligibility decision.
- We cannot provide false or misleading information.
- We cannot pressure you to choose Matts Global as your provider.
- We cannot replace your doctor, specialist, therapist or treating professional.
- We cannot claim NDIS funding before you have an approved plan and before services are delivered.
- We cannot provide clinical assessments unless completed by an appropriately qualified professional.

9. Freedom of Choice

If your NDIS application is approved, you have the right to choose your providers. You are not required to use Matts Global services because we helped explain the access process.

If you choose Matts Global, we will complete a separate onboarding process with you before services begin. This includes intake, consent, service agreement, risk assessment, support planning and worker matching.

10. Conflict of Interest Statement

Matts Global Pty Ltd is a registered NDIS provider. If we assist you to understand the NDIS access process, we will do so transparently and ethically.

- the NDIA makes the final decision
- you are free to choose any provider if approved
- there is no obligation to use Matts Global
- any future service arrangement must be agreed separately
- your rights, choice and control remain the priority

11. What Happens If You Are Approved?

If your NDIS application is approved, you will usually discuss your goals, needs, current supports, risks and daily life requirements with the NDIS or an NDIS partner.

If you choose Matts Global after your plan is approved, onboarding may include:

- participant intake form
- consent forms
- service agreement and schedule of supports
- participant risk assessment
- support plan
- communication preferences
- emergency contact details
- worker matching
- complaints and feedback information
- incident management information

12. What Happens If You Are Not Approved?

If your application is not approved, you may be able to ask for the reasons, gather stronger evidence, speak with treating professionals, request a review or seek advocacy support.

Matts Global can help you understand the general next steps, but review decisions and eligibility outcomes remain with the NDIA.

13. Helpful Questions Before Applying

- What is my disability or impairment?
- Is it likely to be permanent?
- How does it affect my daily life?
- What support do I receive now?
- What support do I need but do not currently receive?
- Which professionals know my condition best?
- Do I have recent medical reports or assessments?
- What risks exist if I do not receive support?
- What goals do I want to work towards?

14. Evidence Checklist

☐ Proof of identity	☐ Proof of age
☐ Proof of Australian residency or visa status	☐ Medicare card
☐ Diagnosis reports	☐ GP letter
☐ Specialist letter	☐ Therapy reports
☐ Hospital reports	☐ Functional capacity assessment
☐ Medication list	☐ Mobility or equipment information
☐ Carer or family statement	☐ School or education reports, if relevant

15. Our Commitment

Matts Global Pty Ltd is committed to supporting people with disability with dignity, respect, safety and genuine care. We believe every person deserves to be heard, understood and supported in a way that respects their rights, culture, goals and independence.

16. Contact Matts Global

Matts Global Pty Ltd
Registered NDIS Provider
Registration ID: 4-LQIYFLJ

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17. Official Sources

This guide is based on general information published by the NDIS and is current at the time of preparation. Always check the official NDIS website for the latest information.

- NDIS Eligibility Requirements:
<https://www.ndis.gov.au/applying/eligibility-requirements/what-are-ndis-eligibility-requirements>
- How to Apply: <https://www.ndis.gov.au/applying/application-process/how-apply>
- Gathering Evidence: <https://www.ndis.gov.au/applying/gathering-evidence>
- Supporting Evidence: <https://www.ndis.gov.au/applying/gathering-evidence/what-supporting-evidence>
- Access Request Form:
<https://www.ndis.gov.au/applying/application-process/what-access-request-form>

Disclaimer: This guide provides general information only and should not be considered legal, medical, financial or eligibility advice. NDIS eligibility decisions are made by the NDIA. Matts Global Pty Ltd cannot guarantee approval for the NDIS. Applicants should seek advice from the NDIA, an NDIS partner, advocate, doctor, specialist or treating professional where required.