

Mental Health NDIS Access Support (Victoria)



A supportive way to get help with NDIS applications

The National Disability Insurance Scheme (NDIS) assists people with a disability, including those living with significant mental health conditions. NDIS supports with everyday activities and connecting with community.

The Mental Health NDIS Access Support helps adults with a psychosocial disability to explore the NDIS. We work with you, your family, carers and health services to make the process clearer, easier to navigate and more manageable.

Our support includes

- gather supporting evidence and identification documents for NDIS Access Requests
- liaise with health services, including GPs and private psychiatrists (with consent)
- provide a contact point for NDIS-related questions
- collect and collate additional evidence if required by the NDIS to support timely decision-making
- support attendance at community connections meetings through the Local Area Coordinator (LAC) services (by phone or virtually)
- follow up with the NDIS or LACs on the status of applications

- provide guidance on requesting reviews and support in connecting with specialist services for appealing NDIS decisions
- assist with NDIS Eligibility Reassessments for people with a psychosocial disability.

Eligibility criteria

- are an adult under 65
- live with a significant mental health condition
- have had a mental health diagnosis for 2+ years
- are applying under a Psychosocial Disability
- have a GP or psychiatrist to support your application.

Please note

People currently case managed by an Area Mental Health Service are not eligible, unless they are discharging within a month.

Accessing the service



EACH

T 1300 003 224
E NDISAccess@each.com.au

LGAs

Boroondara, Manningham, Monash, Whitehorse, Knox, Maroondah, Shire of Yarra Ranges, Greater Dandenong, Cardinia, Casey, Banyule, Darebin, Whittlesea and Nillumbik



ACSO

T 1300 022 760
E NDISAccess@acso.org.au

LGAs

All local government areas (LGA) in regional and rural areas across Victoria



Neami National

T 1300 379 462
E intake@neaminational.org.au

LGAs

Bayside, Glen Eira, Kingston, Port Phillip, Stonnington, Frankston, Mornington Peninsula, Melbourne, Moonee Valley, Merri-bek, Yarra, Brimbank, Hume, Maribyrnong, Hobsons Bay, Wyndham and Melton



Free access to an Interpreter



Key Messages

Free, practical and respectful support for consumers

- Walk alongside people with mental health conditions that affect daily life.
- Assist with NDIS applications, gathering supporting evidence, identification documents, and communicating with health professionals.
- Provide ongoing support through Access Requests, reviews and eligibility reassessments.

Expanded support for eligibility and reviews

- Help participants understand and complete NDIS Access Requests.
- Guide participants through reassessments, reviews and appeals.
- Include families and carers in ways that are safe, respectful and supportive.

Collaborative statewide services for referrers and partners

- Delivered in partnership by Neami, EACH and ACSO, funded by the Victorian Government.
- Clear referral pathways for GPs, councils, Local Area Coordinators and community organisations.
- Work with other services to make the NDIS process easier to understand and navigate.

Inclusive and accessible

- Free interpreters available for people from culturally and linguistically diverse backgrounds.
- Services are culturally safe and respectful for Aboriginal and Torres Strait Islander peoples.

Prioritising people most in need

- Designed for people living with mental health conditions who are not linked to clinical mental health services.
- Support focuses on people experiencing barriers to daily life.
- Services meet participants where they are with understanding and care.

Advocating for ongoing funding through community voice

- Community stories and referrals demonstrate demand and impact.
- Strong advocacy for continuation of the service highlighting the importance of accessible, person-centred NDIS support.