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Let us know you are in hospital

If you are an NDIS participant, you should let hospital staff know. Then, with your consent, they will let us know you are in hospital.

If you want to let us know you are in hospital, you can:

- call us on [1800 800 110](tel:1800800110)
- talk to your [my NDIS contact](#)
- submit an enquiry through our [service hub](#) .

If you aren't an NDIS participant, but think you might be eligible you can talk to your hospital staff. With your consent, they can contact us on your behalf.

We'll reach out to support you

We will then be in touch within 4 days. We can connect you with [a hospital liaison officer \(HLO\)](#). The HLO will talk to you about your situation. If your [NDIS plan may need to change](#), or if you want to [apply for the NDIS](#), your HLO will explain the process to you.

They will also let you know what information and evidence we might need to support you.

The hospital gives us information

Your hospital staff will keep us updated during your stay. They give us information and evidence to help us understand your needs when you leave hospital. We only share information with state and territory health services according to privacy legislation and with your consent.

Your home and living assessment, if needed

We will then complete a [home and living](#) assessment with you, if needed. This helps us understand what home and living supports you might need when you come home. It also gives us the information and evidence we need to decide if we can include home and living funding in your NDIS plan.

Changing or creating your NDIS plan

Based on the information and evidence you provide, we may create your first NDIS plan or make changes to your current NDIS plan. We will talk to you about your situation and the decision made to create your plan at a [plan meeting](#).

If the NDIS supports in your plan fit your situation and are right to help you pursue your goals, we will approve your plan in the meeting.

We'll share your plan with the hospital

Once your plan is approved, we'll let your hospital staff know. We'll let them know what supports are in your NDIS plan that will help the hospital plan for you leave. This might be things like home modifications or a support worker, so the hospital knows you will have the right supports when you return home.

If you have a support coordinator

Your NDIS plan will also be shared with your [support coordinator](#). They can help coordinate your supports to return home with your HLO, the hospital and other people who support you, like your family or accommodation provider.

Your plan implementation

We'll contact you and arrange a [plan implementation meeting](#). If you have a support coordinator they will work with you to find providers you want to work with and support you to transition out of hospital.

Leaving hospital

Getting ready to leave hospital

If required, you can have a meeting with hospital staff to help get you ready to leave. The hospital staff may call this a discharge planning meeting. If you have a support coordinator they can support

you at this meeting.

Your hospital staff will complete a plan for you to leave and make sure you are supported when you leave hospital. This is called a discharge summary. Your NDIS plan will help inform the hospital staff's plan for you.

Once you leave hospital

You can use your NDIS supports and connect with your [my NDIS contact](#). Your my NDIS contact, or support coordinator if you have one, will help you with:

- implementing your plan
 - [using and paying your supports](#)
 - [changes you may need to your plan](#)
 - [preparing for your next plan](#).
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Related information

[What is a hospital liaison officer \(HLO\)](#)

[Guide to changing your plan](#)

[Guide to getting started](#)

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