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Let the hospital know you’re an NDIS participant

Your hospital stay may result in a change of circumstances for you. Let the hospital staff know you’re an NDIS participant if they need to work with us to support your changed needs. They’ll let us know you are in hospital, with your consent. We'll work together with the hospital team to support you so you can be safely discharged from hospital.

You can also tell us you’re in hospital by:

- calling us on 1800 800 110
- talking to your my NDIS contact
- submitting an enquiry through our service hub .

Hospital staff can contact us with your consent if you aren’t an NDIS participant, but they think you might be eligible. They can help you to apply to the NDIS while you're in hospital.

We’ll reach out to help you

We’ll be in touch with you within 4 days once we’re told a change to your plan may be needed or you want to apply to the NDIS. We’ll contact you or your nominee by phone or email. You’ll then work with someone from our specialised hospital team, who may be a hospital liaison officer.

> **Tip: Hospital staff will take care of you while you’re in hospital.**
>
> They’ll help with things like personal care and taking medicine.
>
> You have the right to get the same health care as everyone else. Hospitals must make changes to help with your disability needs. Give your care plan to the hospital staff so they know what you need.
>
> You can’t use NDIS funding to pay your usual support worker to care for you in hospital because you’ll receive support from hospital staff instead.

You can use your NDIS funding to pay for these supports while you're in hospital, but only if these are for a complex communication need or managing behaviours of concern.

The hospital gives us information

The hospital staff will keep us updated during your stay. They'll give us information and evidence to help us understand your needs after you leave hospital.

We only share information with state and territory health services if you give us consent and if privacy laws allow it.

Changing or creating your NDIS plan

A specialised NDIA planner will meet with you to talk about your situation.

Together, you'll talk about your goals and the information and evidence shared by the hospital to create your first NDIS plan or any changes to your current plan.

We'll share your plan with the hospital

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

If you have a support coordinator

We'll share your plan with your support coordinator, if you have one, if you give us consent. They can help coordinate the supports you need to return home. They'll work with your HLO, the hospital and other people who support you, like your family or accommodation provider.

Leaving hospital

Getting ready to leave hospital

Your hospital staff will make a plan for you to leave hospital and make sure you have the support you need. They'll include your support coordinator, if you have one. We'll ask who your support coordinator is so we can include them in the hospital discharge process. Your NDIS plan will help inform the hospital's plan for you.

After 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, can help you with:

- implementing your plan
- using and paying for your supports
- changes you may need to your plan
- preparing for your next plan.

Related information

What is a hospital liaison officer (HLO)

Guide to changing your plan

Guide to getting started

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