On this page:

What a hospital liaison officer (HLO) is
What a hospital liaison officer (HLO) is for
What working with a hospital liaison officer (HLO) is like

What a hospital liaison officer (HLO) is

A hospital liaison officer (HLO) is an NDIA staff member who works directly with the health system, including hospitals. They provide a link between us and state and territory hospital staff.

What a hospital liaison officer (HLO) is for

They can help you when you're in hospital

Our HLOs can work with you and your health team during your hospital stay if you're a participant or if you might be eligible for the NDIS.

A HLO can work with your hospital staff to gather evidence if changes are needed to your plan because of your hospital stay. They can also help the hospital to apply for home and living supports or home modifications if needed before you go home.

They can help you when you leave hospital

HLOs work with hospital staff to help you and to understand what new or different NDIS supports you may need when you leave hospital.

HLOs are a part of a wider specialist team who work together with the hospital staff so you can leave hospital as soon as you are medically ready.

They also make sure:

- we get the right information to plan for when you leave hospital
- communication between us and the hospital is as fast as possible.

What working with a hospital liaison officer (HLO) is like

Hospital staff will contact us and let us know you're in hospital if you're a participant.

HLOs work with your health professionals on a case-by-case basis. With your consent, they'll discuss:

- how long you've been in hospital
- why you went into hospital
- when you'll be ready to leave hospital
- your health and disability support needs
- any changes to your disability support needs
- any further information we might need.

Hospital staff and the HLO will help you to apply to the NDIS if you're not a participant and you might be eligible.

Related information

Guide to your hospital stay

Guide to changing your plan

Guide to getting started

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