

# Homelessness services and NDIS interface

## Key roles and responsibilities – a summary

Identify client circumstances (practice guidelines page reference)	Initial contact and support	Homelessness persons support services	Case managers – crisis support	Case managers – medium to longer term
<b>Client not engaged or reluctant to engage</b> (page 9)	<b>All services*</b> Promote and support engagement, and use professional judgement to identify opportunities in which a person may be ready to consider asking for additional support.			
<b>Client would like to test their eligibility (make an access request)</b> (page 12)	Consider referral to transitional case management/ or other support provider for assistance.	If there is a long-term relationship with the client, provide a statement of evidence of functional limitations; assist them to identify providers to assist them gaining evidence. Refer to the local area coordinator (LAC) for assistance.	Identify other support providers to assist the client, and/or refer to transitional case management. Support client to link with appropriate service providers, including GPs. If appropriate, commence access process / plan with client to commence access process. Refer to the LAC or NDIA office for assistance.	Identify, involve and refer to other support providers who can assist the client to make an access request. Support client to make an access request, including leading or coordinating the process if necessary.
<b>Client needs to develop an NDIS plan</b> (page 16)	If there is a long-term relationship with the client, provide appropriate pre-planning support (this may be in partnership with other service providers) and ask client if they would like you to attend the planning meeting.			Pre plan with the client. Provide direct support at planning meeting if asked to by client.
<b>Support implementation of client's first plan</b> (page 20)				Provide assistance as appropriate to implement plan. Provide a warm handover to LAC / support coordinator.
<b>Coordinate homelessness assistance with NDIS supports</b> (page 24)	<b>All services*</b>	Work with client, support coordinator (if in place) and/or LAC to coordinate NDIS and homelessness supports.		
	Provide immediate housing assistance / emergency relief if required.			
<b>Client has an NDIS plan but is not accessing support</b> (page 27)	<b>All services*</b>	Identify that client is an NDIS participant. Assist client to re-engage with support. If appropriate and consent is provided, inform (or support client to inform) LAC or support coordinator that client's needs or circumstances have changed.		
	Provide immediate housing assistance / emergency relief if required.	Continue to provide homelessness support.	Continue to provide homelessness support.	Continue to provide homelessness support.
<b>Support client to urgently review their plan</b> (page 28)	<b>All services*</b>	Inform or support client (with consent) to inform LAC or support coordinator of changed circumstances and if necessary, to request a review. The support coordinator or LAC will determine if the review progresses.		
	If there is a long-term relationship with the client and the review progresses, ask the client if they would like you to participate in and provide input into the review process.			If appropriate and review progresses, participate in or provide input into the review process.
<b>Client is a child aged 0-6 with a disability or developmental delay</b> (page 30)	Refer to the early childhood partner.		Make a warm referral to the early childhood partner.	

**ALL SERVICES**

- Know about, promote and support engagement with the NDIS
- Know who the LAC and early childhood partners are in your area
- Identify likelihood of eligibility
- Provide information about the NDIS
- With client consent, coordinate with other services to support NDIS access and planning
- Ensure your client knows who to contact for more information about the NDIS, their access request or plan.

See the full document [Practice Guidelines for Victorian Homelessness Services and their interface with the National Disability Insurance Scheme](#) for more information.

To receive this publication in an accessible format, email Homelessness and accommodation support <HAAS@dhhs.vic.gov.au>  
Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

©State of Victoria, October 2019. (1905304)