



# NDIS Starter Pack

# GUIDE & CHECKLIST

Empowering Lives with Heart



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# NDIS “Where Do I Start?”

## Starter Pack

A practical first-step guide for new participants, families and carers.

### What makes this pack useful

Plain-English guidance you can actually use before your first provider conversation.  
A simple checklist for eligibility, evidence, questions to ask and documents to gather.  
Helpful Affective Care resources matched to the stage you are in right now.

### Ready to make your first step feel clearer?

Keep this pack beside you, tick off each step, and use the linked resources as you go.

This guide has been prepared by **Affective Care**, a Sydney-based provider offering emotionally-centred support across Core Supports, Therapy Services, Accommodation (SIL, STA and MTA), Plan Management, Aged Care and Telehealth services.

**Important note:** This pack is general information only. It does not replace official NDIA advice, professional advice or an access decision based on your individual circumstances.

### Your quick practical plan

1. Check the basic eligibility rules first.
2. Build one folder for identity, residency and disability evidence.
3. Ask your treating professionals for reports that describe functional impact, not only diagnosis.

4. Write down your daily challenges, goals and the support that may help.
5. Compare providers carefully before signing anything.

## 1. Start With Eligibility

Before gathering paperwork, confirm the main access basics. The NDIS asks whether the person is in the required age range, has the right residency status, lives in Australia, and has a disability caused by a permanent impairment or meets early intervention requirements.

| What to check first                              | Practical action                                                                                                                                        |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Age</b>                                       | Check whether the person is aged between 9 and 65 when access is requested. For children under 9, the NDIA points families to early childhood supports. |
| <b>Residency</b>                                 | Have proof ready such as citizenship, permanent residency or other eligible residency documents.                                                        |
| <b>Living in Australia</b>                       | Make sure the address and contact details you provide are current and match your paperwork.                                                             |
| <b>Disability or early intervention criteria</b> | Focus on how the condition affects daily life, communication, mobility, learning, self-care, self-management or participation.                          |

### Official eligibility check

Use the NDIA eligibility page as your first reference point before spending time on the rest of the pack. [Open the "Am I eligible?" page](#)

## 2. Build a Strong Evidence Folder

A good evidence folder saves time and helps you explain your situation clearly. The goal is not to collect every document possible. The goal is to collect the right documents and keep them in one place.

| Document or note                     | What makes it useful                                                                                                 |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Proof of identity and age</b>     | Birth certificate, passport, driver licence or other accepted identification documents.                              |
| <b>Residency documents</b>           | Evidence showing citizenship, permanent residency or other eligible status.                                          |
| <b>Treating professional reports</b> | Letters or reports that explain diagnosis, likely permanence and how daily life is affected.                         |
| <b>Functional assessments</b>        | Occupational therapy, psychology, speech pathology, physiotherapy or specialist reports that describe support needs. |
| <b>Your own practical notes</b>      | A simple one-page summary of what is hard at home, in the community, in learning, in work or in routines.            |
| <b>Support history</b>               | Past therapies, supports used, equipment trialled and what has or has not worked.                                    |

### Make your evidence more practical

- Ask each professional to describe what the person cannot do, needs help with, or can only do with significant support.
- Use everyday examples: showering, dressing, leaving the house, using transport, understanding instructions, managing behaviour, or communicating needs.
- Save every document with a simple file name such as "OT report - March 2026" so you can find it quickly later.

### Affective Care guide for applying

This page is useful when you want a simple overview of how to register, what forms are involved and where to start with your treating team. [Read "Register with NDIS"](#)

## 3. Understand Diagnosis Lists the Practical Way

People often spend too much time asking whether a diagnosis is "on the list". A more useful question is whether the condition is permanent and significantly affects everyday functioning. Diagnosis matters, but functional impact matters just as much.

| Resource                     | How to use it properly                                                                                                                                                                         |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">List A guide</a> | Use this when you want to understand conditions that are highly likely to meet the disability requirements. It can help you understand why evidence may be more straightforward in some cases. |
| <a href="#">List B guide</a> | Use this when the condition may lead to permanent impairment but still needs clear evidence showing substantial impact on daily life.                                                          |
| <a href="#">Your reports</a> | Match your reports to the list guidance, but do not rely on diagnosis name alone. Make sure the reports explain real-world impact.                                                             |

**Related reading:** [NDIS List of Disabilities A](#) | [NDIS List of Disabilities B](#)

### A simple test for yourself or your family

- Can we show how the condition affects daily routines, communication, learning, emotional regulation, safety, mobility or independence?
- Can we show that support is needed often, not just occasionally?
- Can we explain what happens without support and what improves with the right support?

## 4. Before You Speak with Any Provider

- Write down the top three outcomes you care about right now, such as safety at home, better routines, communication support, community participation or more stable daily living.
- List preferred days, times, languages, communication preferences and whether you want in-person or telehealth options.
- Prepare a short summary of current supports, what is working, what is not working and what you want to change.
- Keep your questions ready so you can compare providers fairly.

### Five smart questions to ask a provider

1. What support do you actually provide, and what is outside your scope?
2. How do you match participants with workers or clinicians?
3. How are travel, cancellations and service agreements explained?
4. How will communication happen if needs change quickly?
5. How do you handle feedback, complaints and participant choice?

## 5. Know Your Rights and Your Next Moves

Good support should feel respectful, clear and participant-first. You should be given information you can understand, realistic explanations about services, and space to make informed choices.

- You can ask for information in a format that is easier for you to understand.
- You can take time before signing a service agreement.
- You can ask what fees apply, what notice periods exist and how cancellations work.
- You can raise concerns if communication is unclear or services do not match what was explained.

### Need past NDIA documents or access information?

This official page helps when you need information about an application, supporting evidence, access decision reasons or other participant information. [Open the Participant Information Access Request page](#)

## 6. How Affective Care can Help at the Right Stage

| If you need help with...            | Affective Care support areas to explore                                                                               |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Daily living and community support  | Core Supports delivered with an emotionally-centred approach that values dignity, trust and consistent communication. |
| Therapy and behaviour support needs | Therapy Services that may support functional goals, emotional wellbeing and day-to-day independence.                  |
| Home and living pathways            | Accommodation options including SIL, STA and MTA when relevant to the person's support pathway.                       |
| Plan administration                 | Plan Management support for people who want help handling invoices, claims and budget visibility.                     |
| Flexible access across locations    | Telehealth services and broader support pathways that can make conversations easier to start.                         |

### Want a calm, clear first conversation?

Speak with Affective Care to talk through support options, next steps and the information that may help you prepare with more confidence.

**1300 615 193 | [Info@affactivecare.com.au](mailto:Info@affactivecare.com.au)**

[affectivecare.com.au](https://affectivecare.com.au)

## Quick checklist to keep

- ☐ I checked the main eligibility basics
- ☐ I created one folder for identity, residency and evidence documents
- ☐ I asked professionals for reports that explain functional impact
- ☐ I wrote down my goals, routines and preferred supports
- ☐ I prepared questions before speaking with a provider
- ☐ I saved the official and Affective Care links that match my situation

*Prepared for Affective Care - Mental Health-Centred NDIS Services. Empowering Lives With Heart.*

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[www.AffectiveCare.com.au](http://www.AffectiveCare.com.au)



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