

# How the NDIS can help



## This fact sheet will explain:

- what the NDIS is
- how we support people with disability
- how to contact us for support.

## What is the NDIS?

The National Disability Insurance Scheme (NDIS) is Australia's national scheme for people with disability. We can:

- connect people with disability to supports in their local community
- provide funding for eligible people with disability.

The government organisation that delivers the NDIS is called the National Disability Insurance Agency (NDIA). The NDIA is responsible for deciding whether you are eligible for the NDIS and, if so, what supports we fund, based on the laws for the NDIS.

We deliver the NDIS together with community-based organisations across Australia, who we call our partners:

- [Local area coordinators](#) work with all people with disability, not just NDIS participants. For most people, if you're 9 or older, a local area coordinator will be your main point of contact for the NDIS.
- [Early childhood partners](#) are local organisations who deliver our early childhood approach on behalf of the NDIS. They have experience and clinical expertise in working with young children with developmental concerns, developmental delay or disability and their families.

## How we support people with disability

### We connect people with disability to supports in their local community

You don't have to be eligible for the NDIS to get support. The NDIS can help you, your family and carers connect to your community by providing connections to information, peer support, and [mainstream and community supports](#). These are supports and services provided by other government services and community groups, including education, healthcare, employment, and family support.

We can help you find supports that suit you, or develop a plan to help you make the most of your mainstream and community supports. When you connect with a local area coordinator, we call this [community connections](#). When you connect with an early childhood partner, we call this [early connections](#).

Depending on your situation, this might be all the support you need.

### We provide funding to eligible people with disability

The NDIS provides funding for [reasonable and necessary](#) supports to people with a permanent and significant disability.

We can also provide funding if we have evidence that early access to supports means you'll need less supports later. We can do this for both children and adults.

If you [apply to the NDIS](#) and we decide you are eligible, you'll become a participant. We'll work with you to create your NDIS plan. We'll provide funding based on your disability support needs and [the goals](#) you tell us about.

You can spend your NDIS funding on the supports set out in your NDIS plan. You choose the support you receive, when you receive it and who provides it.

When we talk about NDIS supports, we mean the services, items and equipment we fund to help you meet your disability support needs and work towards your goals.



## How to contact us for support

To get started with the NDIS, you can contact us or one of our partners:

- visit the [office location](#) page on the NDIS website to find a local partner or NDIS office
- call us on **1800 800 110**, or
- send us an email at [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

If you contact the NDIS directly, we can help connect you to a partner who suits your needs. This person will be your main point of contact throughout your NDIS journey. We call them a my NDIS contact.

We'll talk to you to understand your needs and the support you're looking for. We can connect you to community supports, or help you to apply to the NDIS.

If you need to contact us again, you can talk to your my NDIS contact directly.

For more information about how the NDIS can help, visit [ndis.gov.au](https://www.ndis.gov.au).



# Notes



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For more information visit [ndis.gov.au](https://www.ndis.gov.au)

## National Disability Insurance Agency



Website: [ndis.gov.au](https://www.ndis.gov.au)



Telephone: 1800 800 110



Webchat: [ndis.gov.au](https://www.ndis.gov.au)

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TIS: 131 450

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TTY: 1800 555 677



Voice relay: 1800 555 727



National Relay Service: [relayservice.gov.au](https://relayservice.gov.au)