



# Navigating the NDIS System

## The 7 Step Process to Achieving a Quality NDIS Plan



### 1. Eligibility

**To become an NDIS participant a person must:**

- Have a permanent disability
- Be under 65 years
- Be an Australian citizen or hold a permanent visa
- Live in an NDIS area



### 2. Access

**You will need to complete an Access Request Form by:**

- Calling 1800 800 110
- Visit your local NDIA office
- Visit a Local Area Coordinator

**As part of completing an Access Request Form you will be asked:**

- To confirm your identity  
*(or a person's authority to act on your behalf)*
- Whether you meet NDIS access requirements
- For your Centrelink Customer Reference Number (CRN) – the NDIA can use this to verify your age and residency status
- If NDIA staff can talk to other people about you to get more information they need *(family, GP, support provider)*

**You need to demonstrate that you meet NDIS access requirements by proving your age, home address, citizenship/residency:**

- Passport
- Birth certificate
- Utility bill/phone bill

**You will also need to provide evidence of the impact of your disability:**

***Gather allied health and medical reports that:***

- Explain how your disability impacts your day to day life
- Talks about your whole disability
- Explain how your disability impacts on your quality of life and safety



### 3. Pre-planning

#### Think about and describe:

- What a typical day looks like now
- What you would like it to look like
- How would this make things better for you
- Who matters to you, and who supports you now?
- How much support do you need?
- Are any of your current supports likely to change?
- Is your accommodation stable, or might it change?
- What equipment would give you more independence?
- Who will you bring to the planning meeting?
- Which organisations might be a good match to work with you and provide services?

Click [here](#) to go through the planning meeting checklist before your meeting



### 4. Your NDIS Planning Meeting

#### NDIS face to face meeting

- Request the meeting is face to face not on the phone
- Be on time and prepare for a 1.5 hour meeting

#### What to bring with you?

- Bring a copy of your planning tool
- Any letters from the NDIA
- Your bank account details
- Your MyGov login and password details
- A family member or friend to support you.



### 5. NDIA Planner approves your plan

#### NDIA planner will draft and approve a plan

- Your new NDIS plan will be mailed or emailed to you  
(*approx.. 4 weeks*)



### 6. Choose your providers

#### There is support to do this - Support Coordination, Specialist Support Coordination or Local Area Coordinators

- Think about who can best support you
- You can ask to meet with different providers before you choose one



### 7. Review your plan

- You have a 3 month period after your plan is approved to lodge an appeal if you are dissatisfied with your plan
- Most plans are reviewed every 12 months
- If there is a significant change in your circumstances, you can lodge a change of circumstance form to have the plan reviewed
- Your Support Coordinator or Local Area Coordinator is there to help with this



# Contact information

## Where to find NDIA and LAC (local area coordination) offices

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### NDIA offices

Ph: 1800 800 110  
Website: [ndis.gov.au](http://ndis.gov.au)  
Email: [nationalaccessteam@ndis.gov.au](mailto:nationalaccessteam@ndis.gov.au)

### APM LAC offices

Ph: 1300 276 522

### Mission Australia LAC offices

Ph (08) 9225 0400

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### Albany

108 Stirling Terrace, Albany WA 6330

### Armadale

Shop T2.78 Armadale Shopping Centre,  
Jull St, Armadale WA 6112  
Ph: (08) 9399 5891

### Armadale

42 William Street, Armadale WA 6112

### Bunbury

Shop 1 16 Victoria Street, Bunbury WA 6230

### Busselton

Shop 13 69 Prince Street, Busselton WA 6280

### Cloverdale

275 Abernethy Road, Cloverdale WA 6105

### Fremantle

56 Adelaide Street, Fremantle WA 6160

### Gosnells

94 Lissiman Street, Gosnells WA 6110

### Joondalup

E25/E26 Boas Avenue, Joondalup WA 6027

### Joondalup

1/62 Grand Boulevard, Joondalup WA 6027

### Mandurah

Suite 1 15 Sholl St, Mandurah WA 6210  
Ph: (08) 9535 5139

### Margaret River

Tenancy 14 The Village at Margs 49  
Town View Tce, Margaret River WA 6285

### Midland

78-80 Railway Parade, Midland WA 6056

### Mirrabooka

44 Mirrabooka Avenue, Mirrabooka WA 6061

### Morley

Unit 2, 9 Boag Road, Morley WA 6062

### Northam

Office 1-3 Northam Arcade 187 Fitzgerald St East,  
Northam WA 6401  
Ph: (08) 9622 1680

### Rockingham

Unit 9 14-16 Commodore Dr,  
Rockingham WA 6168

### Success

Unit 6b 11 Wentworth Pde, Success WA 6164  
Ph: (08) 6595 3973

### Success

Unit 7, 11 Wentworth Pde, Success WA 6164