

Who are the NDIA?

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NDIA stands for National Disability Insurance Agency. This is the Commonwealth government agency responsible for implementing the National Disability Insurance Scheme . The NDIA is made up of the people who will support you to understand the NDIS and whether you are eligible to access the NDIS.

Who's who in the National Disability Insurance Agency?

The National Disability Insurance Agency has many offices across Australia. They have different departments that do different things. Here are some examples of National Disability Insurance Agency departments, sources of information and work roles that you may come across:

- NDIS website
- The NDIS call centre
- Business Support Officers/ Regional Support Officers - they do follow-up phone calls, answer emails and greet people at reception when they visit NDIS offices
- National Access Team - after you have made an access request along and provided evidence of your disability, they make decisions about whether you meet the NDIS 'access requirements' to join the NDIS
- National Access Team Mental Health Specialist - the National Disability Insurance Agency has introduced Mental Health Specialist roles to assist with making access decisions for people with mental health conditions applying for the NDIS
- National Access Team Business Support Officers - they might contact you for more information to support your access request
- Planning and Support Coordinators - determine what funding is reasonable and necessary
- Engagement Officers - these people talk with providers and others in the community to help them understand the NDIS/NDIA and give advice on issues that may arise
- Information Linkages and Capacity Building services:
 - Better link individuals to mainstream supports
 - Assist services to be more inclusive and responsive to the needs of people with disability
 - Direct investment towards evidence based services and supports that improve individual results.

The Information, Linkages and Capacity-building part of the NDIS is still quite new

Local Area Coordinators - help people develop their plans and link with supports and services in their community. This is described in more detail next.

Useful links

[About the NDIA](#)

[List of NDIA offices](#)

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