

Who are the NDIA?

Step 2 - Who are the NDIA?

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

Who's who in the National Disability Insurance Agency

The NDIA has offices across Australia, with various departments that do different things.

Here are some of the people and parts of the NDIA:

- NDIS website (www.ndis.gov.au)
- NDIS Call Centre ([1800 800 110](tel:1800800110))
- Business Support Officers or Regional Support Officers - people who follow-up phone calls, answer emails and greet people at reception in NDIS offices
- National Access Team - people who take your access request and evidence and decide whether you meet NDIS 'access requirements' to get an NDIS plan (more on the access process in next steps)
- National Access Team Mental Health Specialists - people who help make access decisions for people with mental health conditions who apply for the NDIS
- National Access Team Business Support Officers - people who might contact you for more information to support your access request
- Planning and Support Coordinators - people who determine what funding is 'reasonable' and 'necessary'
- Engagement Officers - people who talk with service providers and the community about the NDIS/NDIA, to help them understand the scheme
- Information, Linkages and Capacity Building (ILC) services:
 - Link people to support
 - Assist services to be more inclusive and responsive to the needs of people living with disability
 - Fund evidence-based services and supports that improve individual results.
- Local Area Coordinators (LACs) - workers who help people develop their NDIS plans and connect with supports and services in their community. ***This is explained in more detail next.***

Useful links

[About the NDIA](#)

[List of NDIA offices](#)