



Individuals, Families, Carers Information sheet 2C

Relevant for those in non-NDIS sites (i.e. not yet started transition to the Australia-wide NDIS).

Australia-wide NDIS:

- The roll-out of the National Disability Insurance Scheme in Western Australia, operated by the National Disability Insurance Agency (NDIA).
- The NDIA commenced delivering the NDIS in WA with a trial site in the Perth Hills area. From 1 July 2018, the NDIA assumed responsibility for the delivery of the NDIS in WA and is rolling this out on a geographical basis, in accordance with the [NDIS Schedule: Western Australia](http://www.disability.wa.gov.au) (www.disability.wa.gov.au > NDIS in WA > Helpful documents).

Access to services

Until the Australia-wide NDIS is available in an area, people can still receive support from the Department of Communities (Disability Services) via Local Coordinators and service providers. Use the Department's [contact your nearest office](http://www.disability.wa.gov.au) online search tool (www.disability.wa.gov.au > Individuals).

Until an area begins transition to the Australia-wide NDIS, the area will continue to operate. Individuals will continue to receive support through the Department until they have an approved NDIS plan.

Importantly, as areas get close to the transition commencement dates, the best way to make both eligibility and information requests will be through the NDIA. Access requests can be made up to six months prior to an area transitioning.

NDIA access request can be made by:

- phone: 1800 800 110
- visiting the NDIA's Midland office at 78-80 Railway Parade, Midland WA 6056
- phone the Midland office on 9235 7200.

Note: there are [residency and age](http://www.ndis.gov.au) requirements for the NDIS (www.ndis.gov.au > Participants > Can I access the NDIS).



What if a person is not eligible for the NDIS and seeks alternative support from the Department?

The Department will continue to support individuals who are currently in receipt of services, including those who do not meet NDIS eligibility requirements. Further information will be provided soon.

Further information

[Questions and answers](#) are provided by the NDIA on their website, which may assist with addressing enquiries from individuals, families/carers (www.ndis.gov.au > About us > Western Australia – Questions and answers).

To find out more about the Australia-wide NDIS, please contact the NDIA via the [contact form](#) or phone 1800 800 110 (Freecall).