

Community connections



This fact sheet will explain:

- what community connections are
- how you can ask for community connections
- how community connections can support you.

What are community connections?

The NDIS can provide support to all people with disability, even if you aren't an NDIS participant. If you are between 9 and 64, we can connect you to information and supports available in your community. We call this community connections.

If you need support for a child younger than 9, we can provide [early connections](#) instead. You can read about early connections on the NDIS website.

If you're 65 or older, we can give you information on aged care services that can support you.

Community connections might suit you if:

- you're looking for short-term support, or you can get the support you need through mainstream and community services
- you want practical information about your disability
- you want to connect with people with similar experiences
- you want support to apply to the NDIS
- you don't meet the eligibility criteria for the NDIS, or you don't want to apply.

Community connections do not give you any funded NDIS supports. But they can help you take part in your community and do the things that are important to you.

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

For more information, you can read [Our Guideline – Community connections](#) on the NDIS website.

How do you get community connections?

To get community connections, you can contact us or a local area coordinator:

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

If you contact the NDIS directly, we can help connect you to a local area coordinator or NDIS planner near you. This person will be your main point of contact throughout your NDIS journey. We call them a **my NDIS contact**.

We'll talk with you to understand your goals, your support needs and your current situation, so we can give you the right information.

How do community connections work?

For most people, community connections will be one or two conversations with your my NDIS contact. Some people will need more regular conversations.

There's no limit to the number of times you can talk to your my NDIS contact. If your goals or support needs change, you need more information, or you decide to apply to the NDIS, you can contact them again.

It's up to you to decide how you use the information we talk with you about. If you want, we can put this information in a community connections plan. This lets you record your goals and the supports that can help you work towards them.

A community connections plan might be helpful if:

- you're happy to give us information about you, like your address and date of birth
- you want the information we talk about written down
- you need more support than one or two conversations
- you're interested in applying to the NDIS.

You don't need to have a community connections plan if you apply to the NDIS. If you do become an NDIS participant, we can use the information in your community connections plan as a starting point when we work with you to build your first NDIS plan.



Types of community connections

Connections to information relevant to you

We can help you find practical information that's relevant to you. Depending on your situation, this could include information about:

- different disabilities and conditions
- accessibility in your community
- your rights, and organisations that can help you advocate for your rights
- supports and services you might find helpful.

Connections to mainstream and community supports

[Mainstream supports](#) are the supports you can get from other government-funded services, like health, mental health, and education.

[Community supports](#) are support services available through community organisations, like social groups, non-profit organisations, or supports from local councils.

These are supports that can be used by all Australians, including people with disability.

We can suggest mainstream and community supports near you. We can explain what these supports are responsible for, and what reasonable adjustments you can ask for so they are accessible to you.

Connections to other people for peer support

We can help connect you to people in your community who have similar situations or experiences. This could be one-on-one or in groups.

Peer supports can help you learn from other people's experiences, share practical information and build your support networks.

Support to apply to the NDIS

If you need more support than you can get through community connections, you might decide to apply to the NDIS. We'll help you understand the eligibility criteria and work out what information and evidence you'll need to give us when you apply. Find out more about [applying to the NDIS](#) on the NDIS website.

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



Notes



Fact sheet – Community connections

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