



Mainstream Interface - Employment

Supports the NDIS will fund in relation to employment.

About the NDIS

The National Disability Insurance Scheme (NDIS) is a new way of providing community inclusion and individualised support for people with permanent and significant disability, their families and carers.

The National Disability Insurance Agency (NDIA) has been established to implement the NDIS.

What are mainstream services?

Mainstream services are the government systems providing services to the Australian public, eg. health, mental health, education, justice, housing, child protection and employment. Most people interact with a range of services throughout their lives.

Why are mainstream services important?

The NDIS aims to maximise opportunities for independence for people with disabilities, by providing access to high quality supports.

However, the NDIS alone will not meet all the needs a person has. Inclusion and access for everyone is a shared responsibility and other government systems will continue to play a critical role in supporting people with disability.

The NDIA will build relationships with mainstream service providers and the local community. This will improve their understanding about how they can interact with people with disability.

What supports related to employment will the NDIS fund?

Many NDIS participants will be employed or seeking employment. The NDIS, employers and employment assistance services will all play an important role in supporting a participant's employment.

Supports funded by the NDIS

The NDIS will fund supports to help participants with employment where these are beyond the requirements of employment services and employers. The NDIS will also fund supports the participant would require regardless of the activity they are undertaking.

This includes:

- assisting participants who are not eligible for Disability Employment Services (DES) or Job Services Australia (JSA) to build their skills and capacity to participate in employment, as well as help to find and maintain employment
- personal care or assistance with transport where the participant requires these supports regardless of the activity they are undertaking
- assistive technology devices such as wheelchairs, personal communication devices or a hearing aid
- supported employment, such as services offered by Australian Disability Enterprises.

Supports funded by employers and employment services

Employers are responsible for:

- making reasonable adjustments to enable people with disability to access their workplace
- employment specific aids and equipment such as computers and modified desks
- transportation for work activities, such as attending a meeting.

Employment services are responsible for helping participants to build their skills to work and to assist them to find and maintain employment, including on-going support where required. This includes the services offered by DES and JSA.

How can the NDIS assist participants to (re)enter the workforce?

Assistance to (re)enter the workforce is an important support for many participants.

DES or JSA providers will be the primary source of assistance to help participants prepare for, find and maintain employment.

When a participant is not eligible for support from a DES or JSA provider, the NDIS can help them to develop skills and undertake training to prepare for work and assist the person to find and maintain work.

This capacity building could include training on travelling to and from work, relationships with colleagues and communication skills.

The NDIS can also assist with transport to and from a workplace when the participant has a mobility impairment. Personal care can also be funded if a participant needs assistance while at work.

The NDIS will not fund the cost of educational attainment, such as course fees or other student fees. These remain the responsibility of the education system and individuals.

Employers will continue to be responsible for making their workplaces accessible and providing participants with all the employment-specific tools and equipment the employee requires.

What happens if my employer or employment assistance provider doesn't fund the supports I need?

If an employer, DES or JSA provider is responsible for a support, the NDIS cannot fund that support, even if an employer, DES or JSA provider does not provide it.

However, the NDIS may still be able to provide assistance to participants, for example, a Local Area Coordinator can help the participant to make contact and discuss their needs with an employer, DES or JSA provider.

What happens next?


Participants will discuss their employment goals with an NDIA representative as part of their planning conversation.

The participant's plan will include the supports the NDIS will fund as well as the supports participants may require from other parties.

More information


Visit the NDIS website or call us:

 www.ndis.gov.au

 Telephone 1800 800 110*
8am to 5pm (local time) Monday to Friday

For people with hearing or speech loss


 TTY: 1800 555 677

 Speak and listen: 1800 555 727

For people who need help with English

 TIS 131 450

 Find us on Facebook/NDISAus

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*1800 calls from fixed lines are free.
Calls from mobiles may be charged.