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What a justice liaison officer is

A justice liaison officer (JLO) is an NDIA staff member that helps people with disability in the justice system connect to NDIS supports.

Tip: What does it mean to be in the justice system?

We consider you to be in the justice system if you are:

- in custody in a correctional facility, such as a prison, youth detention centre or secure mental health facility
- on remand, awaiting or following sentencing
- on bail, probation or parole
- serving a community-based order, or are on a leave of absence order or therapeutic leave
- under forensic orders.

What a justice liaison officer is for

JLOs work with NDIS participants and people seeking support from the NDIS. They help people who are in custody or transitioning back into the community to get the right NDIS supports.

JLOs can:

- work with justice services to help people access the NDIS
- help people with disability access supports while in custody and transition back into the community
- respond to enquiries and help with any barriers between the NDIS and mainstream services.

If you think you may be eligible for the NDIS

A JLO can:

- help you understand how to apply to the NDIS
- help you understand consent
- provide information about and support with the documents we need
- keep you updated on your application
- let you know of our decisions and guide you through the next steps.

If you aren't eligible for the NDIS, a JLO can still help you to access community and mainstream supports.

When you become a participant

If you are eligible, a JLO will talk to you about your situation. They'll work with [NDIA planners](#) to create your [NDIS plan](#) that meets your disability support needs.

A JLO can also work with NDIS planners while you're in custody or transitioning back to the community to make sure your plan and NDIS supports continue to meet your needs. JLOs can also help NDIS participants create an NDIS plan, use NDIS supports and make any changes to your NDIS plan.

What working with a justice liaison officer is like

We will connect you with a JLO

Get in touch with us and we'll connect you. Get in touch by:

- calling us on [1800 800 110](#)
- submitting an enquiry through our [service hub](#)
- visiting your [local NDIA office](#) in person.

If you move into the justice system

If you're an NDIS participant and you have moved into the justice system, we'll work with you to create a new plan or do a [plan reassessment](#). We may ask for information from the justice system to help us decide what NDIS supports you need.

For example, we might need:

- reports about the functional impact of your disability
- forensic assessments detailing your rehabilitation needs
- information about conditions imposed by court orders.

This will help us work out the [NDIS supports we'll fund](#) and how they'll work with other supports, including those provided by the justice system.

If you're in custody, we'll contact the facility where you're staying. We'll then arrange to either meet in person or by phone.

If you are leaving the justice system

If you're an NDIS participant leaving the justice system, we'll work with you to [create a new plan](#) to make sure you have the supports you need when you're back in the community.

We'll discuss supports that are available through the justice system and other community and mainstream supports.

What supports should the justice system provide?

If you're in custody, the justice system is responsible for your day-to-day care and support needs. This includes supervision, personal care and general supports.

When you're in custody, the justice system should provide supports like:

- shower rails in bathrooms, or fixed aids such as hoists
- access to medical care and services
- help with communicating, including Auslan interpreting
- adapting the building so you can move around it
- drug and alcohol programs and acute mental health interventions or treatments
- case coordination to help you transition out of a justice setting.

What NDIS supports can you get while you're in custody?

We may fund things like:

- some assistive technology, such as a replacement prosthetic limb
- training for staff in custody, where it's specifically for your disability support needs
- capacity building supports to help you when you're released. For example, support coordination, a psychosocial recovery coach, therapy supports or behaviour supports related to your disability.

The justice system is responsible for deciding what supports can be delivered in a custodial setting. For example, the justice system may not allow certain assistive technologies in custodial settings if it could be a risk to you or others.

What if you're not an NDIS participant?

If you're in the justice system and think you might be eligible for the NDIS, a JLO can help you [apply to the NDIS](#).

You can get in touch by:

- calling us on [1800 800 110](tel:1800800110)
- submitting an enquiry through our [service hub](#) .

Our guideline

- [Download the Justice system guideline pdf file](#) - PDF 227.62 KB
 - [Download the Justice system guideline docx file](#) - DOCX 81.74 KB
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Related information

[Find an office](#)

[Guide to your next plan](#)

[Guide to getting started](#)

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