



Support from a local area coordinator



Easy Read

**Connect with supports
and services in your area**



Delivering the NDIS in
your community

How can we support you?



We are SSI.



We support people in different parts of their lives.



Our local area coordinators (LACs) help people with disability between:

- 9 years old
- and
- 64 years old.



An LAC is someone who helps people with disability find and use services and supports.

This includes support from the National Disability Insurance Scheme (NDIS) and other supports.



The NDIS is one of the ways the Australian Government supports people with disability.



Our LACs can help you if you live in:

- Sydney
- South West Sydney.



We will help you find an LAC that works for you.



For example, you might want an LAC who:

- speaks your language
- knows a lot about something that is important to you.



What we believe in



We believe in:

- showing respect for everyone
- doing what we say we will do
- making people feel like they belong.

How to give us feedback



When you give feedback,
you tell someone what they:

- are doing well
- can improve.



We want to hear your feedback
about our services.



You can visit our website.

[www.ssi.org.au/our-services/disability/
local-area-coordination/](http://www.ssi.org.au/our-services/disability/local-area-coordination/)



You can send us an email.

feedback@ssi.org.au



You can call us.

1800 916 857



You can also contact the **NDIS Quality and Safeguards Commission** (NDIS Commission).

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



The NDIS Commission can help you with complaints about NDIS supports.



You can call them.

1800 035 544

Support for you



There are services you can contact if you need support.



If you are in danger now, call Triple Zero.

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Lifeline

Lifeline is a service for people at risk of ending their own life.

You can call Lifeline any time.



13 11 14

National Disability Abuse and Neglect Hotline



The National Disability Abuse and Neglect Hotline is a service for people with disability.

It supports people with disability who:

- use disability supports that the government pays for
- are treated badly in their supports.



You can call them.

1800 880 052

Support to contact a service

National Relay Service



You can text the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



0423 677 767



TTY (Type and Listen)

1800 555 677



Translating and Interpreting Service (TIS National)

If you speak a language other than English, you can call the Translating and Interpreting Service.



131 540

Contact us



You can call us.

1800 960 975



You can send us an email.

ssilac@ndis.gov.au



You can visit us in:

- Ashfield
- Bankstown
- Campbelltown
- Liverpool.



You can find more information about our offices on our website.

www.ssi.org.au/our-services/disability/local-area-coordination/