



# SSI local area coordination

Delivering the NDIS  
in your community



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## **What is the NDIS?**

The National Disability Insurance Scheme (NDIS) is the Australian government's program to provide funding for people living with permanent and significant disabilities.

## **What is SSI?**

SSI stands for equality of life. Our purpose is to create a world in which everyone has equal opportunity to achieve their potential. SSI has been serving Australian communities since 2000, and offers programs and support in sectors like employment, disability, settlement, families and children, home care, and training.

## **What is a local area coordinator?**

Local area coordinators (LACs) are the first point of contact for people with disability to access the National Disability Insurance Scheme (NDIS) and other services and supports in the community.

SSI partners with the National Disability Insurance Agency (NDIA) to deliver LAC services for people with disability aged 9 to 64 in:

- Sydney (Burwood, Canada Bay, Canterbury-Bankstown, Inner West, Strathfield and Sydney LGAs)
- South West Sydney (Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly LGAs)



## What can I expect from my LAC?

At SSI, we follow three core values that guide our actions and behaviour:

- **Respect** – I accept people for who they are and treat everyone fairly and empathetically
- **Accountability** – I take responsibility for my actions, act with integrity, and honour our commitments
- **Inclusion** – I foster belonging and value the diversity of people’s lived experiences, identities, knowledge and talents

You also have the right to choose who you work with. Some people prefer to work with an LAC who speaks their language, or an LAC with knowledge in a certain area. If you have any preferences for who you work with, let us know and we will accommodate your preference where possible.



## How can I provide feedback or make a complaint?

We welcome feedback and/or complaints from the people we support, their families, carers, other agencies, and the public. Your opinion is the key to ensuring we improve and provide the best possible service. We want you to be confident that you can give feedback about our services, or raise a concern, and know that it will be treated in a timely, fair, and transparent way.

To provide **feedback directly to SSI** please contact us using our website, email address **[feedback@ssi.org.au](mailto:feedback@ssi.org.au)**, or phone on **1800 916 857**.

If you are concerned that an NDIS-funded support or service has not been provided to a safe or appropriate standard, please contact the **NDIS Quality and Safeguards Commission** on **1800 035 544**.

## Get in touch

Phone **1800 960 975**

Email **ssilac@ndis.gov.au**

### Ashfield

Monday – Friday

9am – 4:30pm

Level 2 / 158

Liverpool Road,  
Ashfield NSW 2131

### Bankstown

Monday – Friday

9am – 4:30pm

Level 2 / 462

Chapel Road,  
Bankstown NSW 2200

### Liverpool

Monday – Friday

9am – 4:30pm

Level 1 / 45

Scott Street,  
Liverpool NSW 2170

### Campbelltown

Monday – Friday

9am – 4:30pm

Level 6 / 138-154

Queen Street,  
Campbelltown  
NSW 2560



Scan the QR code  
to discover all our  
satellite offices.

## Other key contacts

For medical emergencies, call **000**

For mental health or crisis support,  
call **Lifeline** on **13 11 14**

For enquiries about children younger than 9,  
call **Lifestart** (Sydney) on **1800 953 390** or  
**EACH** (South West Sydney) on **1800 00 3224**

For translation or interpreter support, call  
**TIS National** on **131 540**

For people who are deaf or hard of hearing, text the **National Relay Service** on **0423 677 767** or call **1800 555 677** for a TTY service

To report abuse, neglect and exploitation of older people and adults with disability, call the **NSW Ageing and Disability Commission** on **1800 628 221**

To report any abuse or neglect occurring within Commonwealth, State and Territory funded disability services, call the **National Disability Abuse and Neglect Hotline** on **1800 880 052**



SSI acknowledges the Traditional Custodians of the lands where we live, learn and work. We remain committed to reconciliation and to working to realise Makarrata, a Yolngu word meaning the coming together after a struggle.

Artwork by Bev Garces, a proud Gidabul, Widjabul, and Wonnarua woman. The artwork was developed for the SSI LAC program in partnership with the NDIA for the inclusion and belonging project. The painting tells of the artist's family journey with disability and reflects inclusion, identity and belonging.