

Information for Referrers & Professionals

A concise guide for professionals considering WIRU Specialist Navigation.

People
Community
Brighter
Possibilities



A focused Specialist Navigation service

WIRU is a registered NDIS provider. Specialist Navigation is the only NDIS service we provide. We do not provide direct care, accommodation or community participation services.

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When WIRU may be a suitable referral



- The participant has Level 3 Specialist Support Coordination / Specialist Navigation funding.
- The participant is navigating multiple complex service systems.
- There are significant barriers to implementing or maintaining supports.
- Support arrangements are unstable or at risk of breakdown.
- The participant is transitioning from hospital, custody or another institutional setting.
- There are complex housing, guardianship, psychosocial, forensic or justice interfaces.
- Multiple providers and professionals require coordinated planning and communication.

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Why professionals work with WIRU



- Our Specialist Navigators are qualified Social Workers with AASW professional standing.
- We maintain small caseloads to support continuity and active involvement.
- Our model is structurally independent from direct care and accommodation provision.
- Our team has experience across disability, health, hospitals, mental health, forensic, justice, guardianship, housing and mainstream systems.
- We can participate in multidisciplinary case conferences and collaborate with law firms, health professionals, guardians, advocates, government agencies and other stakeholders.

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What to include in a referral



- Participant and authorised representative contact details.
- NDIS number, plan dates and current Specialist Support Coordination / Navigation funding information, where available.
- A brief summary of current circumstances, priorities, risks or barriers.
- Key stakeholders and services currently involved.
- Any time-sensitive transitions or support breakdown concerns.

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Commencing services



An initial referral or enquiry can be made before the RFS is received. To commence participant-specific Specialist Navigation services, WIRU requires an NDIA Request for Service and completed consent/service documentation.

PACE Request for Service

WIRU Community Health & Well-Being Pty Ltd
Organisation ID: 405 012 6847

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Service footprint



WIRU provides community-based services across South Australia and Queensland, with meeting hubs in North Adelaide and Brisbane. Remote community support, including the APY Lands, and online case conferencing are available where appropriate.

Professional enquiries and referrals



08 7093 6527



hello@wiru.org



wiru.org

Support
today for a
brighter
tomorrow