

WIRU RESOURCE

Mainstream & Community Supports

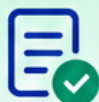
Not every support belongs within the NDIS. Specialist Navigation can help identify the right pathway.

*People
Community
Brighter
Possibilities*



The NDIS is one part of a broader support system.

Where a need is better met by another government, health or community service, WIRU can help participants understand the pathway and connect with the appropriate service, subject to consent and eligibility.



Mainstream and community referrals may include

- Housing and homelessness services.
- General practitioners, medical specialists and primary health services.
- Hospitals and discharge planning teams.
- Community and forensic mental health services.
- Alcohol and other drug services.
- Advocacy and disability advocacy services.
- Legal and community legal services.
- Family, carer and informal support services.
- Financial counselling, emergency relief and Centrelink pathways.
- Education, training and employment services.
- Culturally appropriate and community-based supports.
- Guardianship, decision-support and advocacy pathways.
- Domestic and family violence services.
- Justice, corrections and reintegration supports.
- Other specialist government or community services relevant to the participant's circumstances.



Complex government pathways

Where a participant has exceptional or highly complex needs, WIRU may help identify and connect with specialist government pathways. In South Australia, this may include the Department of Human Services Exceptional Needs Unit (ENU), where the person meets the relevant criteria. In Queensland, WIRU can assist participants to identify the appropriate Queensland Government pathway across health, mental health, housing, disability, justice or other mainstream systems.



What WIRU does in this process

- Helps clarify which system is responsible for a particular need.
- Identifies possible services and eligibility pathways.
- Supports referrals with the participant's consent.
- Coordinates communication between NDIS and mainstream services where relevant.
- Helps reduce gaps and duplication between systems.
- Keeps the participant's goals, rights, choices and circumstances at the centre.

WIRU does not replace the mainstream service itself. Our role is to help participants navigate, connect and coordinate the systems around them.



Official NDIS sources: NDIS - How to find other services and supports (current 20 July 2026) | NDIS - What are NDIS supports (current 11 May 2026)

Contact WIRU



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wiru.org

*Support
today for a
brighter
tomorrow*