

Getting Started with WIRU

What to expect when connecting with WIRU Specialist Navigation.

People
Community
Brighter
Possibilities



1

1. Make an initial referral



A participant, nominee, guardian or professional can contact WIRU or complete the online referral form. We can provide general information and discuss whether our service may be a suitable fit.

2

2. Request for Service (RFS)

Before participant-specific Specialist Navigation services can commence, WIRU requires a Request for Service from the NDIA.



PACE Request for Service

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

The participant or their nominee can contact the NDIS to request the RFS and nominate WIRU as their provider.

3

3. Consent and Service Agreement



Once the RFS is received, WIRU will provide a Consent Form and Service Agreement. These documents need to be completed before WIRU can discuss or act on participant-specific information.

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4. The first 12 weeks



Specialist Navigation is usually funded for a set number of hours. WIRU therefore aims to use the early part of the engagement purposefully. The first 12 weeks are typically an intensive establishment period focused on understanding priorities, connecting services, addressing immediate barriers and building a coordinated support network.

Once supports are established, Navigator involvement may reduce and be used more strategically across the remainder of the plan. The exact approach depends on the participant's circumstances, available funding and support needs.

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5. Extra help without using Navigation hours



WIRU participants can make an appointment with our Community Engagement Consultant to discuss additional needs, general questions, or possible community and mainstream pathways that do not require Specialist Navigator involvement. This is a free WIRU service and does not use allocated Specialist Navigation hours.

Contact WIRU



08 7093 6527



hello@wiru.org



wiru.org

Support
today for a
brighter
tomorrow

How we meet with you



Community-based meetings with participants and stakeholders where appropriate.



Online meetings and multidisciplinary case conferences.



Professional meeting hubs in North Adelaide and Brisbane, by appointment only.



Remote support options, including work with communities in the APY Lands where appropriate.