

Understanding Specialist Navigation

A practical guide to WIRU's specialist NDIS navigation service.



Specialist Navigation is the only NDIS service WIRU provides.

WIRU is a registered NDIS provider focused exclusively on Specialist Navigation. Our Navigators are qualified Social Workers who maintain professional membership and accreditation with the Australian Association of Social Workers (AASW).

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What is Specialist Navigation?



WIRU uses the term Specialist Navigation for our current Level 3 Specialist Support Coordination service. This is a higher level of support coordination for participants with complex circumstances, significant barriers to implementing their plan, or risks within their support environment.

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What Specialist Navigation is not



- Therapy or counselling.
- Medical, psychology or psychiatric treatment.
- Direct disability support work or personal care.
- SIL, accommodation or community participation services.
- Plan management or payment of provider invoices.
- Legal representation or emergency/crisis response.

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Why WIRU?



- Qualified Social Workers delivering the Navigator role.
- A boutique model with small caseloads and individual attention.
- Independent from direct care and accommodation provision.
- Experience across disability, health, mental health, housing, guardianship, forensic and justice systems.
- A strength-based, trauma-informed, culturally responsive and person-centred approach.

Our commitment



We work alongside you with respect, integrity and cultural sensitivity to help you navigate a complex system with greater understanding, choice and control.

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What can a WIRU Specialist Navigator help with?



- Understanding and implementing your NDIS plan.
- Identifying and connecting with suitable NDIS, mainstream and community supports.
- Coordinating multiple providers, professionals and government systems.
- Identifying gaps, barriers and risks in existing supports.
- Supporting complex transitions, service breakdowns and changes in circumstances.
- Working with guardians, nominees, families and multidisciplinary teams where appropriate.
- Building your knowledge, capacity, choice and control.
- Preparing progress information and reports relevant to your NDIS plan and support needs.

Contact WIRU



08 7093 6527



hello@wiru.org



wiru.org

Support today for a brighter tomorrow