# Blind Citizens Australia logo

Ph 1800 033 660 | E bca@bca.org.au | W [bca.org.au](http://www.bca.org.au/) | ABN 90 006 985 226

# Helpful Contacts

**September 2023**

## National Disability Insurance Agency

Contact them for:

* Information on becoming a participant
* Questions about your plan
* To discuss a change in your circumstances
* To discuss a decision that has been made about you that you do not agree with
* To make a formal complaint

Phone: 1800 800 110 (8:00am – 8:00pm Monday – Friday)

Email: enquiries@ndis.gov.au

Website: www.ndis.gov.au

Postal Address: GPO Box 700, Canberra ACT 2601.

## Local Area Coordinators (LAC)

Contact them for:

* Information on becoming a participant of the NDIS
* Questions about your plan and how to implement it
* Questions about using the Participant Portal
* Support to locate services in your area
* To discuss a change in your circumstances
* To discuss a decision that has been made about you that you do not agree with

### AUSTRALIAN CAPITAL TERRITORY

#### Feros Care

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

Postal Address: 2-6 Shea Street, Phillip ACT 2606

### NEW SOUTH WALES

#### St Vincent De Paul Society

Covering South Western Sydney, Central Coast, Hunter New England, Sydney and South Eastern Sydney

Phone: (02) 9568 0205

E-mail: vinnies@vinnies.org.au

Website: www.vinnies.org.au

Postal Address: PO Box 5, Petersham NSW 2049

#### Uniting Care

Covering Nepean Blue Mountains, Northern Sydney, Western Sydney, Southern NSW, Illawarra Shoalhaven

Phone: 1800 864 846

E-mail: ask@uniting.org

Website: www.uniting.org.au

Postal Address: PO Box A2178, Sydney South NSW 1235

#### Social Futures

Covering Far West, Murrumbidgee, Mid North Coast, Northern NSW and Western NSW

Phone: 1800 522 679

E-mail: contact@socialfutures.org.au

Website: www.socialfutures.org.au

Postal Address: PO Box 5419, East Lismore NSW 2480

### NORTHERN TERRIROTY

#### APM

Phone: 1800 276 276

E-mail: LAC@apm.net.au

Website: www.apm.net.au

### QUEENSLAND

#### Carers Queensland

Covers the Toowoomba, Ipswich, Rockhampton, Beenleigh, Brisbane North & South, Caboolture/Strathpine, Maroochydore, and Robina Service Areas.

Phone: 1800 242 636

E-mail: info@carersqld.com.au

Website: www.carersqld.com.au

Postal Address: 15 Abbott St, Camp Hill QLD 4152

#### Feros Care

Covers the Townsville and Mackay service areas

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

Postal Address: Locked Bag 1, Coolangatta QLD 4125

#### IWC

Covers the Bundaberg Service Area

Phone: 1300 492 492

E-mail: info@iwc.org.au

Website: www.iwc.org.au

#### APM

Covers the Maryborough Service Area

Phone: 1800 276 276

E-mail: LAC@apm.net.au

Website: www.apm.net.au

#### Mission Australia

In the Cairns service area.

Phone: (03) 6225 8200

Website: www.missionaustralia.com.au

### SOUTH AUSTRALIA

#### Feros Care

Covers the Barossa, light & Lower North and North Adelaide

Phone: 1300 896 970 (7:00am – 6:00pm Monday – Friday)

Website: www.feroscare.com.au

#### Bapt Care

in the Western Adelaide, Eastern Adelaide and, Yorke and Mid North Service Areas.

Phone: 13 22 78

E-mail: info@baptcare.com.au

Website: www.baptcare.org.au

#### Mission Australia

Covers the Limestone Coast, Murray and Mallee, Adelaide Hills, Fleurieu and Kangaroo Island, Southern Adelaide and, Eyre Western and Far North Service Areas.

Phone: (03) 6225 8200

Website: www.missionaustralia.com.au

### TASMANIA

#### Mission Australia

Covers South East and North West

Phone: 03 6225 8200

Website: www.missionaustralia.com.au

Postal Address: Suite 3, Level 1, 175 Collins Street, Hobart 7000

#### Bapt care

Covers North and South West

Phone: 13 22 78

E-mail: info@baptcare.com.au

Website: www.baptcare.org.au

### VICTORIA

#### Brotherhood of St Laurence

Covers North East Melbourne, Hume Moreland, Bayside

Phone: 1300 275 634

Email: ndis.info@bsl.org.au

Website: www.bsl.org.au

Address: 67 Brunswick St, Fitzroy VIC 3055

#### La Trobe Community Services

Covers Central Highlands, Owens Murray, Wimmera South West, Barwon, Inner East Melbourne, Inner

Phone: 1800 242 696

E-mail: info@lchs.com.au

Website: www.lchs.com.au

#### Intereach

Covers Loddon

Phone: 1300 488 226

Website: www.intereach.com.au

### WESTERN AUSTRALIA

No External Local Area Coordinators at this time due to the NDIS commencing roll out in 2019..