



FOI 21/22-0087 – Information related to National Disability Insurance Agency (NDIA) and Local Area Coordination (LAC) locations

Scope	<p><i>Please provide:</i></p> <ol style="list-style-type: none"> 1. the number of NDIS offices in Australia. 2. the number of those offices that have disability accessible (Australian standards) toilets available for participants (i.e. not staff only). 3. the number of NDIS offices that have staff only accessible toilets. 4. the number of NDIS offices that have change table /hoist facilities (Changing Places). <p><i>Please also provide:</i></p> <ol style="list-style-type: none"> 1. the number of LAC offices in Australia. 2. the number of those offices that have disability accessible (Australian standards) toilets available for participants (i.e. not staff only). 3. the number of LAC offices that have staff only accessible toilets. 4. the number of LAC offices that have change table /hoist facilities (Changing Places).
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Response

NDIA locations

There are 150 NDIA service delivery and non-service delivery locations across Australia.

All service delivery locations have accessible bathrooms for both participants and staff.

Accessible bathrooms are available for staff at all non-service delivery locations. Non-service delivery locations are not accessed by participants.

Table 1: Breakdown of NDIA locations with accessible bathrooms and changing places facilities

Suburb	State	Service Delivery / Non Service Delivery	Accessible Bathrooms (Staff & Participant use)	Changing Places Facilities
Braddon	ACT	Non Service Delivery	Staff	No
Braddon	ACT	Service Delivery	Both	No
Greenway	ACT	Non Service Delivery	Staff	No
Tuggeranong	ACT	Service Delivery	Both	No
Bankstown	NSW	Service Delivery	Both	No
Batemans Bay	NSW	Service Delivery	Both	No
Bathurst	NSW	Service Delivery	Both	No
Bathurst	NSW	Service Delivery	Both	No
Bega	NSW	Service Delivery	Both	No
Blacktown	NSW	Service Delivery	Both	No
Broken Hill	NSW	Service Delivery	Both	No
Burwood	NSW	Service Delivery	Both	No
Campbelltown	NSW	Service Delivery	Both	No

Suburb	State	Service Delivery / Non Service Delivery	Accessible Bathrooms (Staff & Participant use)	Changing Places Facilities
Charlestown	NSW	Non Service Delivery	Staff	No
Charlestown	NSW	Service Delivery	Both	No
Chatswood	NSW	Service Delivery	Both	No
Coffs Harbour	NSW	Service Delivery	Both	No
Dubbo	NSW	Service Delivery	Both	No
Gosford	NSW	Service Delivery	Both	No
Goulburn	NSW	Non Service Delivery	Staff	No
Griffith	NSW	Service Delivery	Both	No
Hurstville	NSW	Service Delivery	Both	No
Katoomba	NSW	Service Delivery	Both	No
Lavington	NSW	Service Delivery	Both	No
Lismore	NSW	Service Delivery	Both	No
Lithgow	NSW	Non Service Delivery	Staff	No
Liverpool	NSW	Service Delivery	Both	No
Maitland	NSW	Service Delivery	Both	No
Moree	NSW	Service Delivery	Both	No
Newcastle	NSW	Service Delivery	Both	No
Nowra	NSW	Service Delivery	Both	No
Parramatta	NSW	Service Delivery	Both	No
Parramatta	NSW	Service Delivery	Both	No
Parramatta	NSW	Non Service Delivery	Staff	No
Penrith	NSW	Service Delivery	Both	No
Port Macquarie	NSW	Service Delivery	Both	No
Surry Hills	NSW	Non Service Delivery	Staff	No
Surry Hills	NSW	Service Delivery	Both	No
Tamworth	NSW	Service Delivery	Both	No
Taree	NSW	Service Delivery	Both	No
Tweed Heads	NSW	Non Service Delivery	Staff	No
Wagga Wagga	NSW	Service Delivery	Both	No
Walgett	NSW	Non Service Delivery	Staff	No
Wollongong	NSW	Service Delivery	Both	No
Alice Springs	NT	Service Delivery	Both	No
Alice Springs	NT	Service Delivery	Both	No
Darwin	NT	Non Service Delivery	Staff	No
Darwin	NT	Service Delivery	Both	No
Katherine	NT	Service Delivery	Both	No
Nhulunbuy	NT	Service Delivery	Both	No
Tennant Creek	NT	Service Delivery	Both	No
Wadeye	NT	Service Delivery	Both	No
Brisbane	QLD	Non Service Delivery	Staff	No
Bundaberg	QLD	Service Delivery	Both	No
Caboolture	QLD	Service Delivery	Both	No
Cairns	QLD	Service Delivery	Both	No
Chermside	QLD	Service Delivery	Both	No

Suburb	State	Service Delivery / Non Service Delivery	Accessible Bathrooms (Staff & Participant use)	Changing Places Facilities
Hervey Bay	QLD	Service Delivery	Both	No
Ipswich	QLD	Service Delivery	Both	No
Longreach	QLD	Service Delivery	Both	No
Mackay	QLD	Service Delivery	Both	No
Maroochydore	QLD	Service Delivery	Both	No
Mount Gravatt	QLD	Service Delivery	Both	No
Mount Isa	QLD	Service Delivery	Both	No
Oxley	QLD	Service Delivery	Both	No
Robina	QLD	Service Delivery	Both	No
Rockhampton	QLD	Service Delivery	Both	No
Stanthorpe	QLD	Non Service Delivery	Staff	No
Toowoomba	QLD	Service Delivery	Both	No
Townsville	QLD	Service Delivery	Both	No
Warwick	QLD	Non Service Delivery	Staff	No
Weipa	QLD	Service Delivery	Both	No
Woodridge	QLD	Service Delivery	Both	No
Adelaide	SA	Non Service Delivery	Staff	No
Ceduna	SA	Non Service Delivery	Staff	No
Elizabeth	SA	Service Delivery	Both	No
Enfield	SA	Service Delivery	Both	No
Marion	SA	Service Delivery	Both	No
Modbury	SA	Service Delivery	Both	No
Mount Gambier	SA	Service Delivery	Both	No
Noarlunga	SA	Service Delivery	Both	No
Norwood	SA	Service Delivery	Both	No
Port Adelaide	SA	Service Delivery	Both	No
Port Augusta	SA	Service Delivery	Both	No
Port Lincoln	SA	Service Delivery	Both	No
Port Pirie	SA	Service Delivery	Both	No
St Marys	SA	Service Delivery	Both	No
Whyalla	SA	Service Delivery	Both	No
Devonport	TAS	Service Delivery	Both	No
Hobart	TAS	Non Service Delivery	Staff	No
Hobart	TAS	Service Delivery	Both	No
Launceston	TAS	Non Service Delivery	Staff	No
Launceston	TAS	Service Delivery	Both	No
Ararat	VIC	Service Delivery	Both	No
Bairnsdale	VIC	Service Delivery	Both	No
Ballarat	VIC	Service Delivery	Both	No
Bendigo	VIC	Service Delivery	Both	No
Berwick	VIC	Service Delivery	Both	No
Boronia	VIC	Service Delivery	Both	No
Box Hill	VIC	Service Delivery	Both	No
Broadmeadows	VIC	Service Delivery	Both	No

Suburb	State	Service Delivery / Non Service Delivery	Accessible Bathrooms (Staff & Participant use)	Changing Places Facilities
Colac	VIC	Service Delivery	Both	No
Dandenong	VIC	Service Delivery	Both	No
Dandenong	VIC	Non Service Delivery	Staff	No
Echuca	VIC	Service Delivery	Both	No
Epping	VIC	Service Delivery	Both	No
Footscray	VIC	Service Delivery	Both	No
Frankston	VIC	Service Delivery	Both	No
Geelong	VIC	Non Service Delivery	Staff	No
Geelong	VIC	Service Delivery	Both	No
Geelong	VIC	Non Service Delivery	Both	Yes
Horsham	VIC	Service Delivery	Both	No
Maryborough	VIC	Non Service Delivery	Staff	No
Melbourne	VIC	Non Service Delivery	Staff	No
Melton	VIC	Service Delivery	Both	No
Mildura	VIC	Service Delivery	Both	No
Moonee Ponds	VIC	Service Delivery	Both	No
Moorabbin	VIC	Service Delivery	Both	No
Newmarket	VIC	Non Service Delivery	Staff	No
Preston	VIC	Service Delivery	Both	No
Shepparton	VIC	Service Delivery	Both	No
Sunshine	VIC	Service Delivery	Both	No
Swan Hill	VIC	Service Delivery	Both	No
Traralgon	VIC	Service Delivery	Both	No
Warrnambool	VIC	Service Delivery	Both	No
Waurin Ponds	VIC	Service Delivery	Both	No
Werribee	VIC	Service Delivery	Both	No
Albany	WA	Service Delivery	Both	No
Armadale	WA	Service Delivery	Both	No
Broome	WA	Service Delivery	Both	No
Bunbury	WA	Service Delivery	Both	No
Busselton	WA	Service Delivery	Both	No
Derby	WA	Service Delivery	Both	No
Esperance	WA	Service Delivery	Both	No
Geraldton	WA	Service Delivery	Both	No
Gosnells	WA	Service Delivery	Both	No
Joondalup	WA	Service Delivery	Both	No
Kalgoorlie	WA	Service Delivery	Both	No
Karratha	WA	Service Delivery	Both	No
Mandurah	WA	Non Service Delivery	Staff	No
Midland	WA	Service Delivery	Both	No
Mirrabooka	WA	Non Service Delivery	Staff	No
Morley	WA	Service Delivery	Both	No
Northam	WA	Service Delivery	Both	No
Perth	WA	Non Service Delivery	Staff	No

Suburb	State	Service Delivery / Non Service Delivery	Accessible Bathrooms (Staff & Participant use)	Changing Places Facilities
Rockingham	WA	Service Delivery	Both	No
South Hedland	WA	Non Service Delivery	Staff	No
Success	WA	Service Delivery	Both	No
Victoria Park	WA	Service Delivery	Both	No
Warwick Grove	WA	Service Delivery	Both	No

LAC locations

The NDIA does not hold the specific information requested in relation to the number of Partner offices with accessible toilets and changing places.

NDIA agreements and contracts with Partner organisations include accessibility requirements for premises, which state that premises used to provide NDIS Partners in the Community Services must be easily accessible for people with disability and comply with all applicable laws relating to the accessibility of buildings, including the *Disability Discrimination Act 1992 (Cth)*, and *Building Code of Australia and Disability (Access to Premises - Buildings) Standards 2010*.

Table 2: Breakdown of the number of LAC locations by state

State	Total
Australian Capital Territory	1
New South Wales	65
Northern Territory	4
Queensland	21
South Australia	13
Tasmania	1
Victoria	44
Western Australia	21
Total	170