

# Justice Support Coordination

## See Our Impact

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Australia's only NDIS provider built exclusively for justice-involved participants.

Specialist Support Coordination (Level 3) & Psychosocial Recovery Coaching across Western Australia, New South Wales, Victoria, and remote MM5–7 areas.

**100+**

Participants supported since launch

**4**

Service regions across Australia

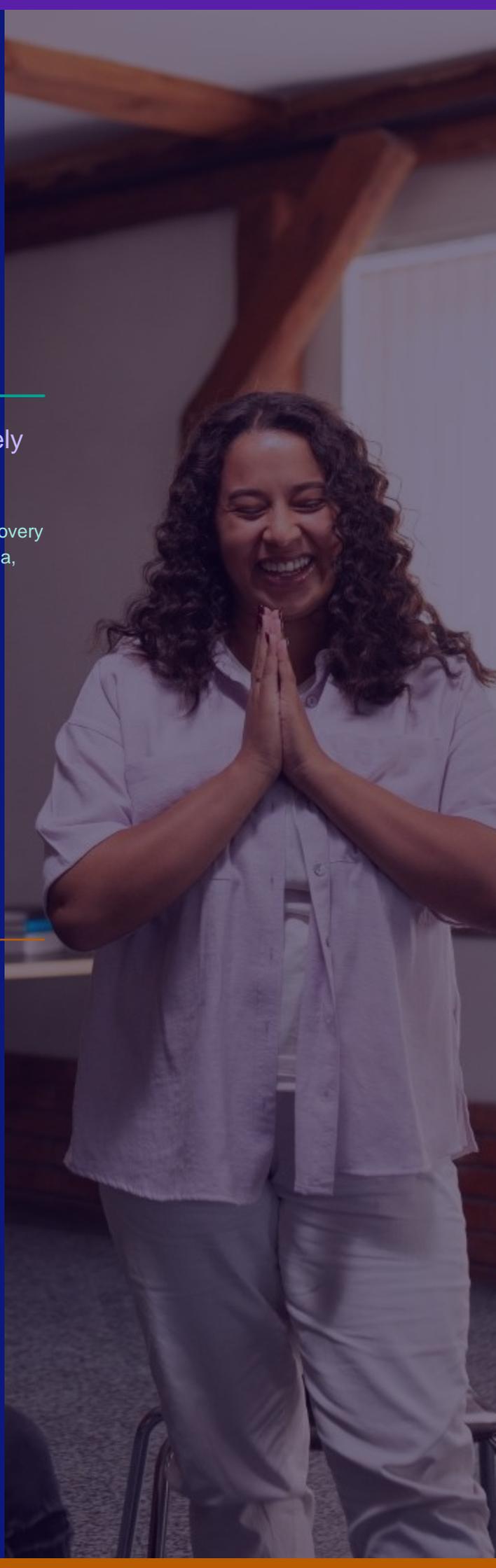
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Other NDIS providers focused exclusively on justice

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2025–26 Impact Report

[www.justicesc.com.au](http://www.justicesc.com.au)



# Our Vision & Mission

Why Justice Support Coordination exists

## Our Vision

A Australia where every person leaving the justice system has the support, connections, and opportunities to rebuild their life with dignity.

## Our Mission

To deliver specialist NDIS Support Coordination and Psychosocial Recovery Coaching that is purpose-built for people with disability who are justice-involved — addressing the complex intersection of disability, mental health, housing instability, trauma, and systemic disadvantage.

## Our Values

- ◆ **Dignity first** — every person deserves to be seen as more than their offence history
- ◆ **Cultural safety** — First Nations and CALD participants receive culturally responsive support
- ◆ **Trauma-informed** — all practice grounded in trauma-aware, strengths-based frameworks
- ◆ **Systemic advocacy** — we challenge structural barriers as well as individual barriers
- ◆ **Lived experience** — we honour the expertise of people with lived experience of disability and justice

## Who We Serve

JSC supports NDIS participants who are currently or recently involved in the justice system, including those who are:

In custody (prison / remand)

On parole or community supervision

Exiting forensic mental health

Experiencing homelessness post-release

First Nations peoples

Experiencing dual diagnosis (disability + mental health)

Youth involved with the justice system

Women in or leaving custody



# Our Current Impact

Western Sydney · Perth Metro · Melbourne · Remote WA MM5-7

**~20%**

of people in Australian prisons have an intellectual disability (ABS, 4517.0)

**~40%**

of justice-involved individuals have a psychosocial disability (AIHW, 2023)

**3x**

First Nations peoples are 3x more likely to have a disability (ABS Census 2021)

**48%**

of people leaving prison are homeless within 1 week (AIHW Housing & Homelessness)

Source: ABS Prisoners in Australia 2023 (cat. 4517.0); AIHW Australia's Welfare 2023; ABS Census 2021.

## ■ Western Sydney, NSW

JSC operates across Western Sydney, one of Australia's highest-need corridors for justice-involved NDIS participants. We work closely with NSW Department of Communities and Justice (DCJ), Justice Health & Forensic Mental Health Network, Penrith Legal Aid, and Corrective Services NSW to support participants from Parklea, Silverwater, and community corrections.

**30+**

Participants

**2**

Prisons linked

**DCJ**

Key partner

- Custody-to-community transition planning initiated 90+ days pre-release
- Linked participants to the Housing and Support Program (HASP)
- Psychosocial recovery coaching for dual-diagnosis participants
- ATSI-specific support through partnership with local Aboriginal Community Controlled Organisations



## ■ Perth Metro, WA

Perth Metro is JSC's founding region. We support participants across Acacia Prison, Hakea Prison, Bandyup Women's Prison, and Casuarina — and into the community through Bunbury, Mandurah, and the inner metro. JSC works with the WA Department of Justice, Legal Aid WA, and WACHS to ensure continuity of NDIS support across custody transitions.



<b>40+</b>	<b>Acacia - Hakea</b>	<b>WACHS</b>
Participants	Prisons	Health partner

- Implementation reports completed within NDIS plan timeframes
- Priority referrals from Pre-Sentence Reports where disability is identified
- Carer and family engagement as part of recovery-focused planning
- Coordinated approach with WA Housing Authority for post-release accommodation

## ■ Melbourne, VIC

In Melbourne, JSC supports participants connected to the Victorian justice system, including those exiting the Thomas Embling Forensic Psychiatric Hospital, the Dame Phyllis Frost Centre, and Melbourne Assessment Prison. JSC collaborates with Justice Health & Forensic Mental Health Network VIC, Victorian Legal Aid, and the Office of the Public Advocate to deliver rights-focused, recovery-oriented coordination.



<b>20+</b>	<b>JH&amp;FMN;</b>	<b>Legal Aid VIC</b>
Participants	Key partner	Referred by

- Post-VCAT tribunal support for forensic mental health transitions
- Psychosocial recovery coaching for participants with complex trauma histories
- Integrated planning with Victorian Forensic Patient Support Service (VFPSS)
- Cultural liaison support for First Nations participants

## ■ Remote WA — MM5 to MM7

JSC is one of very few NDIS providers operating in remote and very remote WA, including Kalgoorlie, Broome, Derby, Fitzroy Crossing, and Halls Creek. Aboriginal Australians in remote WA are incarcerated at dramatically higher rates — JSC delivers culturally safe, trauma-informed support via remote video, community outreach, and partnership with local Aboriginal Community Controlled Health Organisations (ACCHOs) and WACHS Remote.

**Kimberley -  
Pilbara -  
Goldfields**

Regions

**MM5-7**

Remoteness

**First Nations**

Priority cohort

- Remote support coordination via telehealth and in-community visits
- Partnership with Kimberley Community Legal Services and Goldfields Legal Centre
- NDIS access support — many remote participants have never had an NDIS plan
- Engagement with Community Corrections Officers in regional WA



# How We Work

Our two specialist service streams — funded by NDIS

## Specialist Support Coordination

NDIS Support Item: 07\_004\_0132\_8\_3 (Level 3 SSC)

For participants with complex, high-risk, or crisis-level needs. JSC's SSC service addresses barriers to NDIS plan implementation that arise specifically from justice-system involvement.

### What this looks like:

- ◆ Pre-release NDIS plan activation
- ◆ Supported decision-making with guardians / tribunals
- ◆ Crisis management and safeguarding
- ◆ Complex provider liaison (housing, health, legal)
- ◆ NDIS plan review preparation
- ◆ Documentation and progress reporting to NDIS

All SSC activities are claimable across three categories: **face-to-face**, **non-face-to-face**, and **documentation**.

## Psychosocial Recovery Coaching

NDIS Support Item: 07\_002\_0131\_7\_3 (PRC)

For participants whose primary disability relates to psychosocial (mental health) factors. PRC is recovery-oriented and focuses on building capacity, resilience, and community connection.

### What this looks like:

- ◆ Recovery planning aligned to participant goals
- ◆ Wellness and relapse prevention planning
- ◆ Building natural and community supports
- ◆ Supported engagement with mental health services
- ◆ Building self-advocacy and independence
- ◆ Supporting stability during housing / justice transitions

PRC is delivered by practitioners with lived experience credentials or relevant qualifications in mental health / disability.



**NDIS Practice Standards Alignment:** JSC's services are delivered in accordance with the NDIS Practice Standards and Quality Indicators, the NDIS Code of Conduct, and the Psychosocial Recovery Coach Practice Brief (NDIS Commission, 2021). All workers hold current NDIS Worker Screening Clearance.

# Key Resources & Referral Links

For participants, families, referrers, and supporters

## NDIS — National Disability Insurance Scheme

### NDIS Website

<https://www.ndis.gov.au>

Access, eligibility, plan management, and participant resources

### NDIS Quality & Safeguards Commission

<https://www.ndiscommission.gov.au>

Provider registration, complaints, and safeguarding

### My NDIS Portal

<https://my.ndis.gov.au>

Manage your plan, supports, and service agreements online

### NDIS Price Guide 2025–26

<https://www.ndis.gov.au/providers/pricing-arrangements>

Current support item pricing and billing rules

## Justice & Corrective Services

### WA Department of Justice

<https://www.justice.wa.gov.au>

Corrective Services, courts, community corrections — WA

### NSW Dept of Communities & Justice

<https://www.dcj.nsw.gov.au>

DCJ — probation, parole, community services — NSW

### Corrections Victoria

<https://www.corrections.vic.gov.au>

Adult corrections, community corrections orders — VIC

### Australian Institute of Criminology

<https://www.aic.gov.au>

Research on disability, justice, and Indigenous incarceration

## Legal Aid & Rights

### Legal Aid WA

<https://www.legalaid.wa.gov.au>

Free legal advice for eligible WA residents

### Legal Aid NSW

<https://www.legalaid.nsw.gov.au>

Free legal services across NSW

### Victoria Legal Aid

<https://www.legalaid.vic.gov.au>

Criminal law, mental health tribunals — VIC

## National Legal Aid

<https://www.nationallegalaid.org>

Directory of all Australian Legal Aid commissions

## Housing & Homelessness

### WA Housing Authority

<https://www.housing.wa.gov.au>

Social housing, crisis accommodation, HASP program — WA

### NSW Department of Housing

<https://www.facs.nsw.gov.au/housing>

Affordable housing, homelessness programs — NSW

### Launch Housing (VIC)

<https://www.launchhousing.org.au>

Homelessness services and transitional housing — VIC

### AIHW Housing & Homelessness

<https://www.aihw.gov.au/reports-data/health-welfare-services/homelessness-services>

National data on homelessness and housing supports

## Health & Mental Health

### Justice Health & Forensic Mental Health (NSW)

<https://www.justicehealth.nsw.gov.au>

Health services inside NSW correctional facilities

### WA Country Health Service (WACHS)

<https://wacountry.health.wa.gov.au>

Remote and regional health — WA

### headspace

<https://www.headspace.org.au>

Mental health support for young people aged 12–25

### Beyond Blue

<https://www.beyondblue.org.au>

Mental health support, resources, and crisis line 1300 22 4636

## First Nations Support

### National Aboriginal Community Controlled Health Org.

<https://www.naccho.org.au>

Network of ACCHOs across Australia

### NATSILS — National Aboriginal & TSI Legal Services

<https://www.natsils.org.au>

Free legal services for Aboriginal and Torres Strait Islander peoples

### Healing Foundation

<https://www.healingfoundation.org.au>

Trauma healing for Aboriginal and Torres Strait Islander communities

**ABS: Census Data — First Nations Disability** <https://www.abs.gov.au/statistics/people/aboriginal-and-torres-strait-islander-peoples>

ABS data on disability prevalence and socioeconomic indicators

## Statistics & Research

**ABS — Prisoners in Australia (4517.0)** <https://www.abs.gov.au/statistics/people/crime-and-justice/prisoners-australia>

Annual national prisoner census including disability data

**AIHW — Australia's Welfare 2023** <https://www.aihw.gov.au/reports/australias-welfare/australias-welfare-2023-data-insights>

Disability, justice, housing and welfare data

**AIHW — Young People in Child Protection & Justice** <https://www.aihw.gov.au/reports/youth-justice/youth-justice-in-australia-2021-22>

Youth justice indicators across Australia

**Royal Commission into Violence, Abuse, Neglect** <https://disability.royalcommission.gov.au>

Final report and recommendations on disability and justice

# How to Make a Referral

Getting your client connected with JSC

1

## Check NDIS eligibility

The participant must have an active NDIS plan with funding for Support Coordination (07\_004\_0132\_8\_3) or Psychosocial Recovery Coaching (07\_002\_0131\_7\_3). If the participant does not have a plan, JSC can assist with the access request process.

2

## Send a referral

Email [intake@justicesc.com.au](mailto:intake@justicesc.com.au) with the participant's name, NDIS number, funding category, region, and any relevant background (risk, current status, urgency). Referrals are accepted from correctional facilities, hospitals, courts, lawyers, families, and self-referrals.

3

## JSC intake response

Our intake team responds within 2 business days. For urgent (crisis/release) referrals, we aim to respond same-day. We will confirm capacity and assign a coordinator.

4

## Service agreement & consent

We provide a JSC Service Agreement and a consent form compliant with the NDIS Act 2013 and the Privacy Act 1988. The participant (or their nominee/guardian) signs before services begin.

5

## Support begins

JSC commences SSC or PRC immediately upon agreement. Our first contact prioritises safety, immediate needs, and plan activation — whether the participant is in custody or in the community.

## Contact Justice Support Coordination

**Website:** [www.justicesc.com.au](http://www.justicesc.com.au)

**Intake Email:** [intake@justicesc.com.au](mailto:intake@justicesc.com.au)

**General Enquiries:** [info@justicesc.com.au](mailto:info@justicesc.com.au)

**WA / Perth Metro:** Primary office

**NSW / Western Sydney:** Outreach operations

**VIC / Melbourne:** Outreach operations

**Remote WA MM5–7:** Kimberley, Pilbara, Goldfields

**Referrals accepted 7 days — urgent referrals responded to same-day.**



This document is produced by Justice Support Coordination (JSC) for participant information, referrer guidance, and community awareness purposes. All NDIS pricing references are sourced from the NDIS Pricing Arrangements and Price Limits 2025–26 v1.1. Statistical data sourced from ABS Prisoners in Australia (cat. 4517.0, 2023), AIHW Australia's Welfare 2023, and ABS Census 2021. JSC is an NDIS registered provider. ABN available on request. This pack was current as at March 2026.