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What a justice liaison officer (JLO) is

A justice liaison officer (JLO) is an NDIA staff member.

They help people with disability in the justice system connect to NDIS supports.

> **Tip: What does it mean to be in the justice system?**
>
> We consider you to be in the justice system if you're:
>
> - in custody in a correctional facility, such as a prison, youth detention centre or secure mental health facility
> - on remand, awaiting or following sentencing
> - on bail, probation or parole
> - serving a community-based order, or are on a leave of absence order or therapeutic leave
> - under forensic orders.

What a justice liaison officer (JLO) is for

JLOs work with NDIS participants and people seeking support from the NDIS. They help people who are in custody or transitioning back into the community to get the right NDIS supports.

JLOs can:

- work with justice services to help people access the NDIS
- help people with disability access supports while in custody and transition back into the community
- respond to enquiries and help with any barriers between the NDIS and mainstream services.

If you think you may be eligible for the NDIS

A JLO can:

- help you understand how to apply to the NDIS
- help you understand consent
- provide information about and help with the documents we need
- keep you updated on your application
- let you know of our decisions and guide you through the next steps.

A JLO can still help you to access community and mainstream supports if you aren't eligible for the NDIS.

When you become a participant

A JLO will talk to you about your situation if you're eligible.

They'll work with NDIA planners to create your NDIS plan that meets your disability support needs.

A JLO can also work with NDIS planners while you're in custody or transitioning back to the community to make sure your plan and NDIS supports continue to meet your needs.

JLOs can also help NDIS participants use NDIS supports and make any changes to your NDIS plan.

What working with a justice liaison officer (JLO) is like

We'll connect you with a JLO

Get in touch with us and we'll connect you. Get in touch by:

- calling us on 1800 800 110
- submitting an enquiry through our service hub
- visiting your local office in person.

If you move into the justice system

We'll work with you to create a new plan or do a plan reassessment if you're an NDIS participant and move into the justice system.

We may ask for information from the justice system to help us decide what NDIS supports you need.

For example, we might need:

- reports about the functional impact of your disability

- forensic assessments detailing your rehabilitation needs
- information about conditions imposed by court orders.

This will help us work out the NDIS supports we'll fund and how these will work with other supports, including those provided by the justice system.

We'll contact the facility where you're staying if you're in custody. We'll then arrange to either meet in person or by phone.

If you leave the justice system

We'll work with you to create a new plan to make sure you have the supports you need when you're back in the community.

We'll discuss supports available through the justice system and other community and mainstream supports.

Supports the justice system provides

The justice system is responsible for your day-to-day care and support needs if you're in custody. This includes supervision, personal care and general supports.

When you're in custody, the justice system should provide supports like:

- shower rails in bathrooms or fixed aids, such as hoists
- access to medical care and services
- help with communicating, including Auslan interpreting
- adapting the building so you can move around it
- drug and alcohol programs, and acute mental health interventions or treatments
- case coordination to help you transition out of a justice setting.

NDIS supports can you get while in custody

We may fund things like:

- some assistive technology, such as a replacement prosthetic limb
- training for staff in custody where it's specifically for your disability support needs
- capacity building supports to help you when you're released. For example, support coordination, a psychosocial recovery coach, therapy supports or behaviour supports related to your disability.

The justice system is responsible for deciding what supports can be delivered in a custodial setting. For example, the justice system may not allow certain assistive technologies in custodial settings if it could be a risk to you or others.

If you’re not an NDIS participant

A JLO can help you apply to the NDIS if you’re in the justice system and think you might be eligible.

You can get in touch by:

- calling us on 1800 800 110
- submitting an enquiry through our service hub .

Our Guideline

Download the justice system guideline:

- Justice system (PDF 228KB)
- Justice system (DOCX 82KB)

Related information

Find an office

Guide to your next plan

Guide to getting started

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