



Australian Government



Coronavirus (COVID-19): Information for people with disability and their supporters

Disability Information Helpline

The Disability Information Helpline provides information and referrals for people with disability who need help because of coronavirus. It can help families, carers and support workers, too.

You can contact the Helpline on **1800 643 787**.

The Helpline is available Monday to Friday 8am to 8pm and Saturday and Sunday 9am to 7pm (AEST). It's not available on national public holidays.

If you are deaf, or have a hearing or speech impairment, you can call the National Relay Service on **133 677**.

If you require support in another language, you can use the Translating and Interpreting Service (TIS National) by:

- calling the Disability Information Helpline on **1800 643 787** and asking for an interpreter, or
- calling TIS on **131 450** and ask to be connected to the Disability Information Helpline on **1800 643 787**.



Why call the Helpline?

The Helpline has been set up so you can talk to someone who understands your needs.

If you are feeling alone, confused or anxious about coronavirus or if you want to discuss specific situations affecting people with disability, we can help. For example, if your support worker has not arrived, your provider has stopped services or if it is difficult for you to get food, medications or other essential items.

The Helpline will provide you with clear and fact-checked information, and will transfer you to services that can help you further, such as counselling or advocacy services, if you wish.

Coronavirus accessible and translated resources

A range of accessible resources about coronavirus, including Easy Read and Auslan, are available at www.dss.gov.au/disabilityhelp.

You can also find information about coronavirus translated into 63 languages on the [Department of Home Affairs website](#).

Latest information

For the latest health and official advice and updates about coronavirus in Australia, including what measures the Government and your state or territory are putting in place to reduce the spread of the virus, visit the [Australian Government website](#).

How to make a complaint

People with disability have the right to complain about the services they receive. If you have a concern about your current supports or services, you can contact:

- **NDIS Quality and Safeguards Commission** – if you have a concern about the quality or safety of NDIS supports or services you receive
- **National Disability Insurance Agency (NDIA)** – if you have a concern about your NDIS plan or the NDIA
- **National Abuse and Neglect Hotline** – for reporting abuse and neglect of people with disability
- **Complaints Resolution and Referral Service** – if you have a concern about the services you receive through Disability Employment Services (DES), Australian Disability Enterprises (ADE) and/or Disability Advocacy services
- **DSS complaints line** – if you have a concern about any other provider funded by the Department of Social Services.

More information

The Australian Government funds a range of services and programs for people with disability. To find out who else you can talk to or for more information visit www.dss.gov.au/disabilityhelp