

NDIS COVID-19 response – Victoria

Participant information

If your situation has changed due to COVID-19, you should call the **National Contact Centre** on **1800 800 110** and **select option 5** to discuss your situation.

We have introduced a range of measures to ensure participants can continue to get the support they need during the COVID-19 pandemic, including:

- 1** NDIS plans to be extended by up to 24 months, ensuring continuity of support.
- 2** Making our [Access Request Form and Supporting Evidence Form](#) available for download from [ndis.gov.au](https://www.ndis.gov.au)
- 3** Temporarily broadened the flexible approach for [low cost Assistive Technology](#) items so participants can access low cost AT items to improve access to virtual supports and services.
- 4** Reaching out to our high-risk participants to check on their health and wellbeing and to see if they need changes to their plan.
- 5** Shifting face-to-face planning meetings to telephone meetings where possible.
- 6** Cleaning services and higher intensity support introduced for participants living in [Supported Independent Living](#) arrangements.

Participant outreach in public housing towers

The National Disability Insurance Agency (NDIA) is working closely with the Victorian Government to make sure NDIS participants living in public housing under COVID-19 restrictions continue to receive essential disability supports.

The NDIA and Victorian Department of Health and Human Services will continue to provide support through the dedicated community engagement and support teams in place in public housing areas. We will work with health professionals, translators, community organisations and leaders, cultural support groups and police.

Residents can also receive support by calling the **Housing Call Centre** on **1800 961 054**.

If you need a **translator**, first call **131 450**. Both services are 24/7.

The Victorian Government is providing food and supplies, access to health care, family and mental health support, as well as other necessary supports. For more information, please visit the Victorian Department of Health and Human Services website at dhhs.vic.gov.au/coronavirus

Translations and other languages

If you need help contacting NDIS, please call the **Translating and Interpreting Service 131 450** or visit the NDIS website [ndis.gov.au](https://www.ndis.gov.au).

Arabic: مەجرتە لاسەتالال ىجرىف ، NDIS ، لاسەتالال ىف دىعاسم ىلإ عاچاب تنك اذا [ndis.gov.au](https://www.ndis.gov.au) بىولال ىلە NDIS عقوم قراىز وأ 131 450 قىروفال مەجرتەلوا

Chinese (Simplified): 或者您可以在NDIS 的网站上获取它们, 网址为 [ndis.gov.au](https://www.ndis.gov.au) 若您需人帮忙联系全国残障保险计划, 请拨打 131 450 致电翻译及传译服务

Chinese (traditional): 或者您 可以在NDIS 網站上取得, 網址為 [ndis.gov.au](https://www.ndis.gov.au) 若您需人幫忙聯絡全國殘障保險計劃, 請撥打 131 450 致電翻譯及傳譯服務。

Filipino (Tagalog): Kung kailangan mo ng tulong sa pagkontak ng NDIS, mangyaring tawagan ang Translating and Interpreting Service (Serbisyo sa Pagsasalin at Pag-iinterpret) sa 131 450.

Greek: Αν χρειάζεστε βοήθεια κατά την επικοινωνία σας με το NDIS, τηλεφωνήστε στην Υπηρεσία Μετάφρασης και Διερμηνείας στον αριθμό 131 450 ή μπορείτε να τα βρείτε στην ιστοσελίδα του NDIS, [ndis.gov.au](https://www.ndis.gov.au).

Hindi: अगर आपको, एनडीआईएस से संपर्क करने के लिए सहायता चाहिए तो, कृपया अनुवाद तथा दुभाषिया सेवा को 131 450 पर फोन करें।

Italian: Se avete bisogno di aiuto per contattare il NDIS, chiamate il Servizio di traduzione e interpretariato al 131 450 oppure potrai accedere sul sito web NDIS all'indirizzo [ndis.gov.au](https://www.ndis.gov.au)

Macedonian: Ако ви треба помош за да се јавите на NDIS, ве молиме јавете се на преведувачката служба Translating and Interpreting Service на 131 450 или можете да ги од интернет страницата на NDIS на [ndis.gov.au](https://www.ndis.gov.au)

Samoaan: Afai ete fia maua se fesoasoani i le faafesoota'iga o le NDIS, valaau le Auaunaga o Faaliliupu ma Faamatalaupu i le 131 450 faamolemole pe asiasi i le NDIS " upega tafa'ilagi [ndis.gov.au](https://www.ndis.gov.au)

Spanish: Para obtener información en su idioma, visite [ndis.gov.au](https://www.ndis.gov.au) o llame gratis al servicio de traducción e interpretación de TIS al 131 450.

Vietnamese: Nếu bạn cần giúp đỡ trong việc liên hệ với NDIS, xin vui lòng gọi cho Bộ phận Dịch vụ Biên dịch và Phiên dịch theo số 131 450 hay quý vị có thể truy cập chúng trên trang mạng của NDIS tại địa chỉ [ndis.gov.au](https://www.ndis.gov.au)

French: Pour plus d'informations dans votre langue, visitez [ndis.gov.au](https://www.ndis.gov.au) ou appelez gratuitement le service de traduction et d'interprétation TIS au 131 450.



Keep up to date on COVID-19 NDIS information
by visiting [ndis.gov.au](https://www.ndis.gov.au)