14 March 2025

We're closely monitoring the recovery from Ex-Tropical Cyclone Alfred in south-east Queensland and northern New South Wales.

In an emergency, you should always call 000. For your own safety, please follow the advice from your local emergency services.

For the latest updates in your region, visit the:

- Queensland SES website
- NSW SES website

Our priority is to support participants, their families and carers to continue accessing their NDIS supports and services.

To ensure we can quickly provide support to any affected participants, we encourage you to contact the NDIS National Contact Centre on 1800 800 110 (Monday to Friday, 8am to 8pm)

When you call, 'press 6.' We are prioritising all calls from participants affected.

If you need urgent repairs or replacement of assistive technology, the NDIS National Contact Centre can help get funds authorised over the phone.

Find out more about urgent AT repairs.

As some NDIS and partner offices remain temporarily closed, please visit the offices and contacts in your area for the latest information.

Financial support and other assistance

Those affected may be eligible to access the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance.

More information is available on the Services Australia website .

For New South Wales, emergency relief grants may be available.

More information is found on the New South Wales Government website .

For Queensland, personal hardship financial assistance and support grants may be available.

More information is found on the Queensland Government website .

Your local council may also have further supports available, including clean up assistance and community grants.

Visit your local council’s website to learn more.

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