23 March 2020

The NDIA is closely monitoring the Coronavirus pandemic, and taking the necessary steps to support participants and providers.

We are still working to make sure NDIS participants get the support they need.

In line with recent Government advice, we are reducing our face-to-face interactions. Current and potential participants can contact us by phone, email or webchat. We consider this to be the safest way to deliver new plans and plan reviews.

If participants would like to continue to visit an NDIS office, they can do so.

You can call 1800 800 110 if you need to talk to a planner, make changes to your plan or are having trouble getting services due to COVID-19 (coronavirus).

We are also providing services via:

- email – enquiries@ndis.gov.au
- webchat – on our contact page.

Information on the NDIA's response to the coronavirus, including Easy Read and translated version, are available on the NDIS website. The page also contains FAQs, which were last updated on 21 March.

Related articles

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4 April 2022

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