NDIA reaches out to vulnerable participants during COVID-19 restrictions

22 July 2020

The NDIA is reaching out to vulnerable participants across Metropolitan Melbourne and the Mitchell Shire to ensure NDIS participants continue to have supports in place during COVID-19 restrictions.

Shannon Rees, NDIA Spokesperson said the Agency was keen to connect with any NDIS participants, particularly those from Culturally and Linguistically Diverse backgrounds living in the lockdown areas.

“We are conscious that the restrictions can present challenges for people with disability and their families – and we are keen to provide support to families who have any concerns or experienced a change of circumstances due to COVID-19 environment,” Ms Rees said.

“We encourage anyone who has had a change of circumstances or is looking for additional support during this time to contact the NDIS National Contact Centre on 1800 800 110 to discuss your situation.

“NDIA Translating and Interpreting Services are always available by calling 131 450 – to ensure people are able to be supported.

“There are more than 10,000 CALD participants across Victoria and we encourage them to contact the NDIS if their situation has changed.”

The NDIA is working to make contact with vulnerable participants across the Metropolitan Melbourne and the Mitchell Shire, to ensure they have the supports they need during the lockdown.

The Agency is also undertaking a range of targeted activities including:

- Community engagement with sector leaders through NDIS Community Connector program
- Dedicated LOTE resources on the NDIS website
- Targeted social media campaign

“The NDIA has adapted our services to ensure people with disability across the country, but particularly those in the stage three lockdown areas in Victoria, continue to receive the support they need,” Ms Rees said.

For more information see Advice for Victoria.

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