4 February 2021

In line with public health and emergency bushfire advice in Western Australia, NDIS participants in Western Australia have access to a range of temporary measures so they can continue to receive their critical disability-related supports. These include automatic plan extensions for up to 12 months and flexible support for Assistive Technology (AT) purchases, urgent repairs and replacements.

To ensure the safety of potential and current NDIS participants, telephone planning meetings are also available instead of face-to-face planning meetings.

If you cannot have your planning meeting by phone, you can phone the NDIS Contact Centre on 1800 800 110 to discuss your options with us.

Plan information and automatic plan extensions

All plans due to expire will be automatically extended by 12 months to make sure participants have the funding they need. Extended plans for participants will have the same Core and Capacity Building budget funding (excluding Capital) as the previous plan.

Current and potential NDIS participants can have their planning meeting over the phone as a safer alternative during the current COVID-19 pandemic and bushfire situation.

These measures are available to participants affected by COVID-19 lockdowns and in bushfire affected areas. More information about plan extensions and plan review meetings is available on the Your Plan page.

Urgent AT repairs due to natural disaster

Participants can access an urgent repair if their AT has been damaged from a natural disaster. These repair costs are included in a participant's budget. If there is no funding available for an urgent repair, participants or providers should phone the NDIS Contact Centre to obtain an authorisation number to repair the AT as quickly as possible. More information about urgent AT repairs is available on the urgent AT repairs page.

Office closures in Western Australia

Due to recent health and bushfire advice, some offices in Western Australia have closed. A list of all offices that have temporarily closed is available on the NDIS office operations page.

The NDIA will continue to monitor the COVID-19 and bushfire situation in Western Australia, and review temporary measures to ensure the health and wellbeing of all participants.

NDIS participants who have questions or whose circumstances may have changed are encouraged to phone the NDIS Contact Centre on 1800 800 110 to discuss their needs or to seek further information.

NDIS providers who have questions about delivering quality and safe supports and services to NDIS participants during the coronavirus pandemic or bushfires should contact the NDIS Quality and Safeguards Commission on 1800 035 544.

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