10 August 2021

The NDIA is continuing to proactively check in with vulnerable participants during COVID-19, which we commenced in March 2020.

In New South Wales, NDIA planners have been making calls in recent weeks to participants who have been directly affected by COVID-19, and will continue to do so.

This includes participants who have tested positive to COVID-19, or have been close or casual contacts of people who have tested positive.

The NDIA is making the calls to ensure participants can access their supports and understand how they can use their plans flexibly to engage the supports they need during COVID-19 lockdowns.

In other states, the NDIA is also continuing to check in with participants as part of our regular participant check in approach.

While the NDIA will continue to proactively check in with vulnerable participants during COVID-19, if you've had a change of circumstances or require additional support, you should contact the NDIA on 1800 800 110.

NDIA Translating and Interpreting Services are always available by calling 131 450.

For the latest information on how the NDIA is supporting participants during COVID-19, visit the coronavirus webpage.

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