1 July 2025

The National Disability Insurance Scheme (NDIS) After Hours Crisis Referral Service (AHCRS) is delivered by Marathon Health in partnership with the NDIA.

The AHCRS is a national after-hours service that provides immediate support to NDIS participants experiencing a crisis due to the sudden loss of disability-related supports.

Approved referrers can contact the AHCRS via a dedicated 1800 number outside of business hours to seek crisis support for an NDIS participant.

Crisis assistance may be available when an NDIS participant aged 18 or over, or a participant under 18 living in Voluntary Out of Home Care arrangements, presents to emergency services due to a sudden loss of their disability-related supports.

‘Approved referrers’ include emergency service organisations including ambulance, public hospitals, police, acute state mental health services, and state justice officers. Each state and territory government nominated their approved referrers to the NDIA.

‘Outside business hours’ refers to AHCRS hours of operation. This includes weekdays from 12am to 9am and 5pm to 11:59pm, and 24-hour operation on weekends and national public holidays.

State and territory governments continue to be responsible for ensuring access to mainstream services for people with disability. This can include housing and homelessness services, family violence services, and other mainstream crisis services. The AHCRS does not replace the responsibilities of state and territory mainstream or emergency services.

Existing participant crisis and escalation arrangements during business hours remain in place. The National Contact Centre is also available Monday to Friday, 8:00am to 8:00pm (local time) and can be contacted as follows:

- Participants: 1800 800 110
- Providers: 1300 311 675

If you are experiencing an emergency situation immediately contact 000 for police, fire and ambulance assistance.

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