20 December 2023

We're closely monitoring the ongoing flooding and severe weather events in Queensland.

In an emergency, you should always call 000. For your own safety, please follow the advice from your local emergency services. For the latest updates in your region, including evacuation orders, visit the Queensland SES website .

Our priority is to support participants, their families and carers during this time. To ensure we can quickly provide support to any affected participants, we encourage you to contact the NDIS National Contact Centre on 1800 800 110. Please press "6" for help with flood-related issues.

We are prioritising all calls from participants affected by the severe weather events.

If you need urgent repairs or replacement of assistive technology, the NDIS National Contact Centre can help get funds authorised over the phone. Find out more about urgent AT repairs.

The NDIA Cairns office remains closed until further notice.

Australian Government flood support

You can access Australian Government support if you have been impacted by the recent flooding and severe weather.

- The Queensland Government has activated support for communities impacted by Tropical Cyclone Jasper.
- Services Australia provides ongoing support to those who have been impacted by natural disasters by providing access to services such as financial help, living arrangements, family and domestic violence, social worker support and mental health help. Lump sum payments and short-term allowances have been made available to those who have been impacted by Tropical Cyclone Jasper.
- Recovery Connect provides information on flood services and support such as food and essential services, health services and evacuation and recovery centres based on your location. Recovery Connect also provides information on how to prepare for a flood and what to do during flooding.

For a full list of supports available, visit the Queensland Government website .

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