



# Coronavirus: Who can you call?

## Disability Information Helpline



The Disability Information Helpline has been set up to support people with disability during the coronavirus pandemic.



You can call the helpline if you:

- need help
- want to ask a question.



You are not alone.



You can call the helpline on:

**1800 643 787.**

# National Relay Service

If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on **133 677**.



You can call the Disability Information Helpline from:

- 8 am to 8 pm, Monday to Friday



- 9 am to 7 pm, Saturday and Sunday.



It's not available on national public holidays.



You can also visit the website:  
**[www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp)**

# Help for people who speak languages other than English



If you need to talk to someone in a language other than English, you can:

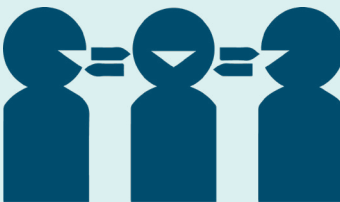
- call the Disability Information Hotline
- ask to talk to an interpreter.

An interpreter is someone who:



- speaks your language
- helps you understand what someone else is saying.

Or you can:



- call the Translating and Interpreting Service (TIS) on **131 450**
- ask to talk to the Disability Information Hotline
- give the number – **1800 643 787**.

# What happens when you call?



The Disability Information Helpline is:

- free
- private.

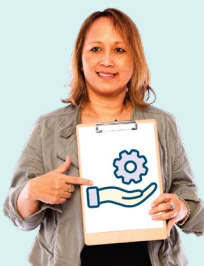
When you call the Helpline, you will speak to a person who will:



- listen carefully to you



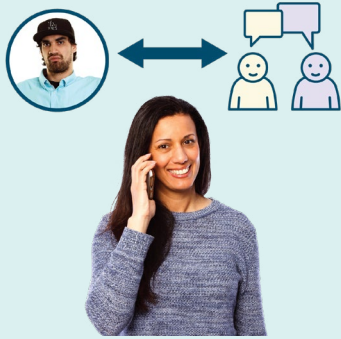
- check the facts and get the right information for you



- put you in touch with services that can help you



- give you clear information in a way that suits your needs.



The people who work on the Helpline can put you in touch with a counsellor if that's what you need.



You can talk to the counsellor over the phone.



The counsellors give people emotional support.



Many people say that they need emotional support at the moment.

# Are you unhappy with a service?



Coronavirus has changed the way people with disability get their usual supports and services.



People with disability still need to be able to get services during the coronavirus pandemic.



If you are unhappy with your services, you should tell someone.



We explain the places you can contact on the next few pages.



## **NDIS Quality and Safeguards Commission**

Call this number if you are not happy with your NDIS services.

**1800 035 544**



## **National Disability Abuse and Neglect Hotline**

You can call this number if someone who supports you:

- is treating you badly
- isn't giving you the support you need.



**1800 880 052**

You can also send an email to  
**[hotline@workforce.com](mailto:hotline@workforce.com)**



## **National Disability Insurance Agency (NDIA)**

If you have a concern about your NDIS plan or the NDIA, you can make a complaint.

You can find information about how to do this on their website:



**[www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)**

## Complaints Resolution and Referral Service

You might have a concern about the services you receive through:



- Disability Employment Services (DES) – people who help you find a job



- Australian Disability Enterprises (ADE) – people who support you at work



- Disability Advocacy services – people who support you to speak up.

Visit this website to find out how to make a complaint about any of these services:



[www.jobaccess.gov.au/complaints/crrs](http://www.jobaccess.gov.au/complaints/crrs)



Information and support are available. You are not alone.



Contact the Disability Information Helpline on **1800 643 787** or visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp)