26 December 2023

The Australian Government will continue to support NDIS participants impacted by Tropical Cyclone Jasper, with a specific hotline established and welfare calls underway in the area.

Minister for the National Disability Insurance Scheme, the Hon Bill Shorten said that the National Disability Insurance Agency is working closely with local, state and federal agencies to ensure NDIS participants are not left behind.

“There are an estimated 7,256 NDIS participants living in impacted areas in Far North Queensland, and I want each and every one of them to know that we’re here for you,” Minister Shorten said.

“The NDIA is working closely with relevant agencies, including the National Emergency Management Agency and Queensland Emergency Response to ensure participants are safe.

“This includes working with Mission Australia to make welfare calls to ensure all participants have access to appropriate supports and prioritising plan reviews for those who urgently require support, such as replacement assistive technology.”

Minister Shorten also said that the National Contact Centre has activated a dedicated telephone line for impacted participants and providers.

“The NDIS’ National Contact Centre (NCC) is often the first port of call for participants who require additional support, and this important service will be strengthened to ensure there is a dedicated phone line for people impacted by Cyclone Jasper,” Minister Shorten said.

“I’d encourage any participant who requires support to prioritise their personal safety and call the NCC rather than travelling to an NDIS office during this difficult time.”

The National Contact Centre is open Monday to Friday, 8am to 8pm.

For more information of financial disaster support, visit the disaster support page on the Services Australia website

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