Who to Contact for Help

Step 4 – Who to Contact for Help

For information on the NDIS you can contact the NDIA in many ways –

Call

On 1800 800 110; 8am to 11pm local times, Monday to Friday

Online – use an online contact form

www.ndis.gov.au

Visit a customer service centre

There are many locations around Australia. Centres are open Monday to Friday from 9am to 5pm. Find your local office on the NDIS website.

Mail

National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

Connect via Social Media

- Follow them on Twitter
- Like them on Facebook
- Follow them on LinkedIn
- Watch them on YouTube

If you need assistance you can access

- Free 24-hour interpreting service on 131 450 and then ask for 1800 800 110
- Text telephone (TTY): phone 1800 555 677 then ask for 1800 800 110
- Speak and Listen (speech-to-speech relay): phone 1800 555 727 then ask for 1800 800 110

- If you are an internet relay user, visit the [National Relay Service website](#) and ask for 1800 800 110

For more details on how to contact the NDIA check out the information on their website www.ndis.gov.au