



# Bushfire information and support



## How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



We have written this information in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

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## What to do in an emergency



There are bushfires in parts of Australia at the moment.



If you are affected by these bushfires, there are local emergency services that can help you.



Emergency services can give you information about what you need to do if there is a bushfire near you.

You can also find warnings and information about the bushfires online.

It's a good idea to regularly check the:



- air quality – is there smoke in your area?



- fire conditions – are there fires near you?



- weather – will there be hot, windy or dangerous weather in your area soon?



Here are the websites for local emergency services in Australia:



- [ACT Health – Air Quality](#)
- [ACT Fire and Rescue](#)



- [NSW Rural Fire Services](#)
- [NSW Department of Environment](#)



- [Emergency Management Victoria](#)
- [EPA AirWatch Victoria](#)



- [SA CFS – Warning and Incidents](#)



- [Emergency WA – Warning and Incidents](#)



- [Rural Fire Service – QLD](#)



- [TAS Fire Service](#)



- [NT Fire and Rescue Service](#)

## How the NDIA can help



After you are safe from the bushfires, we can help you.



But some of our offices may be closed because of the fires.



The best way to contact us is to call our Contact Centre.



The number is **1800 800 110**.



The people working in our Contact Centre understand that some NDIS participants may have been affected by the bushfires.

They can help you.





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



We are working closely with the Department of Human Services – Services Australia.

You might know them as Centrelink.



They will have Mobile Service Centres available soon in some areas.

## Extra supports



Some people may need extra support because of the bushfires.



We have people in our team who are managing how we respond to this emergency.



They are based in each state and territory.



We want to make sure that you get the support and information you need quickly.





We will also try to make sure you don't have to do much paperwork for the support you need during this emergency.



Some people might need to change their meeting time with us.



Please call the Contact Centre and they will help you do this.

## Urgent repairs



Some people might need urgent repairs to their Assistive Technology (AT).

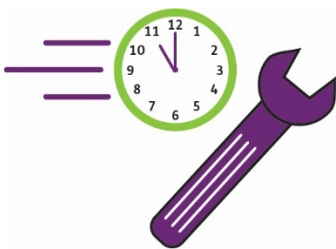
AT can include:



- an aid or piece of equipment



- a system you use, such as software for your computer.



Any AT that has been damaged in a natural disaster needs to be fixed urgently.



If the repair needs to be made outside of usual business hours, the repairer should try to make the AT safe and usable until it can be fixed properly.



Some people already have money for repairs in their NDIS budget.



If you don't have enough money in your budget for an urgent repair, you can still get the repair done.



There are different ways to do this depending on how your budget is managed.

We explain this in more detail below.



### **Agency managed**



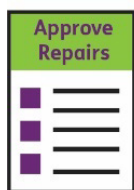
If the NDIA manages your budget, please contact your usual service provider.



Your service provider should try to make a service booking.



If this doesn't work, you can call the Contact Centre on **1800 800 110**.



The Contact Centre should be able to approve the repairs you need.

<b>Name:</b> _____
<b>Date of birth:</b> _____ _____
<b>NDIS number:</b> _____ _____

They will need to know your:

- name
- date of birth
- NDIS number.



## Self-managed



If you are managing your own NDIS budget, you can pay for the repair yourself.



If there is not enough money in your budget, please call the Contact Centre.

They will help you.



## Plan-managed



If a service provider manages your budget, they can pay for the repair.



If there isn't enough money in your budget, they can call the Contact Centre.

## Emergency payments

Some people can get payments if a bushfire has:



- affected their home

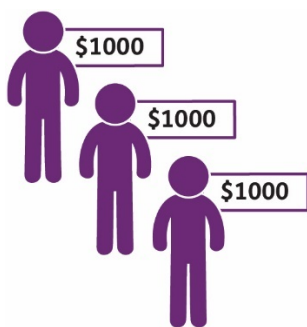


- stopped them from earning money in the usual way



- caused a serious injury or death of a family member.

Families might be able to get:

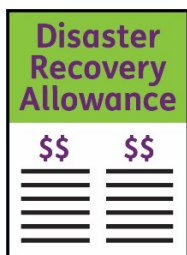


- \$1,000 for each adult



- \$400 for each child.





Some people can also get the Disaster Recovery Allowance.



This is an extra short-term payment for people who have stopped earning money in the usual way because of the fires.



These payments are available for people in the areas that have been affected by bushfire.



If this has happened to you, you can call **180 22 66**.



The phone line is open from 8 am to 8 pm, Monday to Friday.

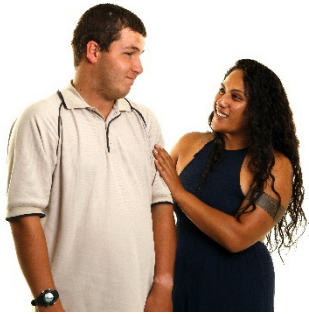


It's also open 8 am to 5 pm on weekends.



You can find more information about these payments on the [Human Services website](#).

## Information for providers



If you provide support to people with disability, please do everything you can to make sure that people get the support they need.



We understand that the bushfires may affect the way you offer your services.



You may have unexpected costs.



If this happens, we can make changes to people's plans and their budgets.



This is called an 'unscheduled plan review'.



Please call the Contact Centre on  
**1800 800 110.**



Or, you can send us an email at  
[provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au)

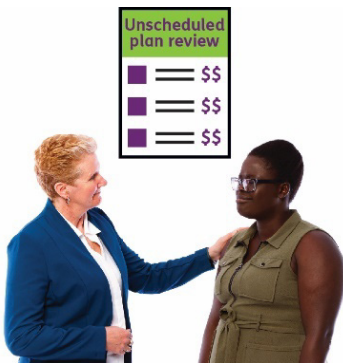


**Natural Disaster**

Please include the words 'Natural Disaster' in  
the subject line of your email.



If you are delivering Support Coordination or  
other essential supports, please keep  
doing this.



Please help participants to book a plan review if  
they need one.



You can do this by calling the Contact Centre.

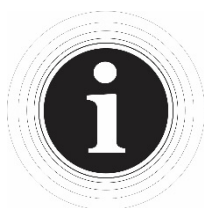
## Contact us



**1800 800 110**



[www.ndis.gov.au](http://www.ndis.gov.au)



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