



Australian Government



Disability Information Helpline  
**1800 643 787**

# Disability Information Helpline

**Information and referrals for people with disability  
and their supporters who need help because of  
coronavirus (COVID-19)**

## Stakeholder kit

Last updated 22 July 2020

## What's in this kit?

Introduction .....	3
About the Disability Information Helpline .....	3
Latest Government coronavirus information .....	3
Resources .....	4
Easy Read .....	4
Auslan videos .....	5
Translated resources .....	5
Resources for Aboriginal and Torres Strait Islander people .....	5
Social media, newsletter and website images .....	6
Social media content .....	7
Newsletter and website content .....	9
Key messages .....	11

## Introduction

The Australian Government understands that people with disability may be feeling overwhelmed, frightened or confused by the coronavirus (COVID-19) pandemic and related public health measures.

There is a lot of information about coronavirus on television, in the media and online, and it may be difficult to find the right information.

With this in mind, the Australian Government has established the **Disability Information Helpline** to provide information and referrals for people with disability. It can help families, carers and support workers, too

We need your help to spread the word, so any person with disability who needs help knows that help is available for them.

## About the Disability Information Helpline

The Disability Information Helpline provides information and referrals for people with disability who need help because of coronavirus (COVID-19).

The Disability Information Helpline is staffed by people who understand and who have worked with people with disability. They will listen, answer people's questions, fact check, and find information for people. They can also refer them to advocacy, or other services if needed.

People can contact the Disability Information Helpline by calling 1800 643 787, through the National Relay Service on 133 677. To chat online, click on the weekday [livechat](#) link, then on the button in the bottom right corner.

The Disability Information Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

**A person having a medical emergency should call 000.**

People who require support in another language, can use the Translating and Interpreting Service (TIS National) free of charge by:

- calling the Disability Information Helpline on 1800 643 787 and asking for an interpreter. The counsellor will make the arrangements, or
- calling TIS on 131 450 and asking to be connected to the Disability Information Helpline on 1800 643 787.

The Disability Information Helpline is funded by the Australian Government.

Visit [dss.gov.au/disabilityhelp](https://dss.gov.au/disabilityhelp) for more information.

## Latest Government coronavirus information

For the latest Government advice and information about coronavirus, visit the Australia Government website at [australia.gov.au](https://australia.gov.au)

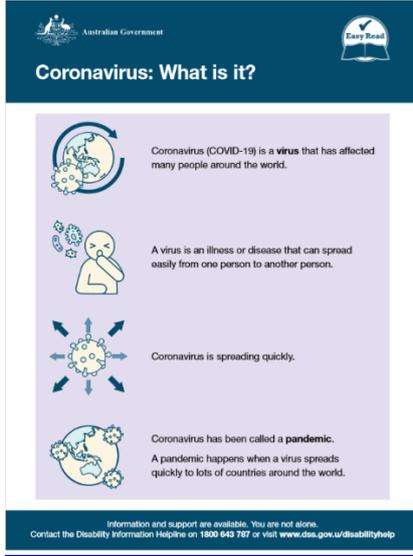
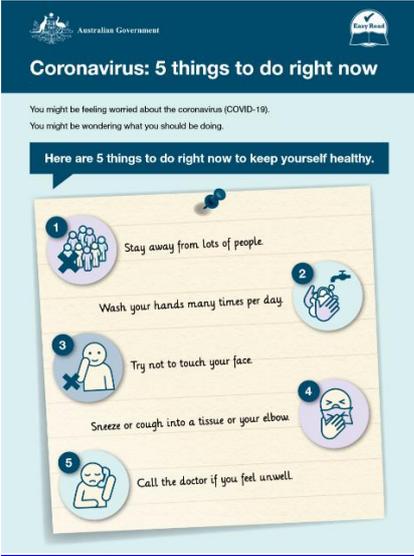
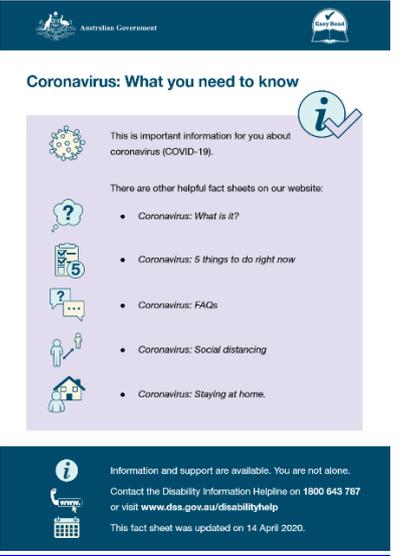
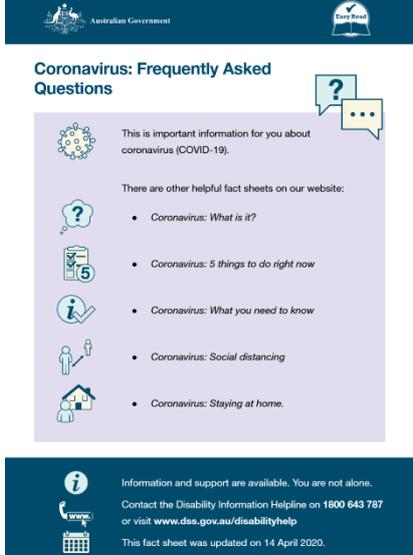
# Resources

We have developed a range of accessible products about coronavirus for people with disability. These products are based on the latest information from the Department of Health.

You can access these products at [dss.gov.au/disabilityhelp](http://dss.gov.au/disabilityhelp).

## Easy Read

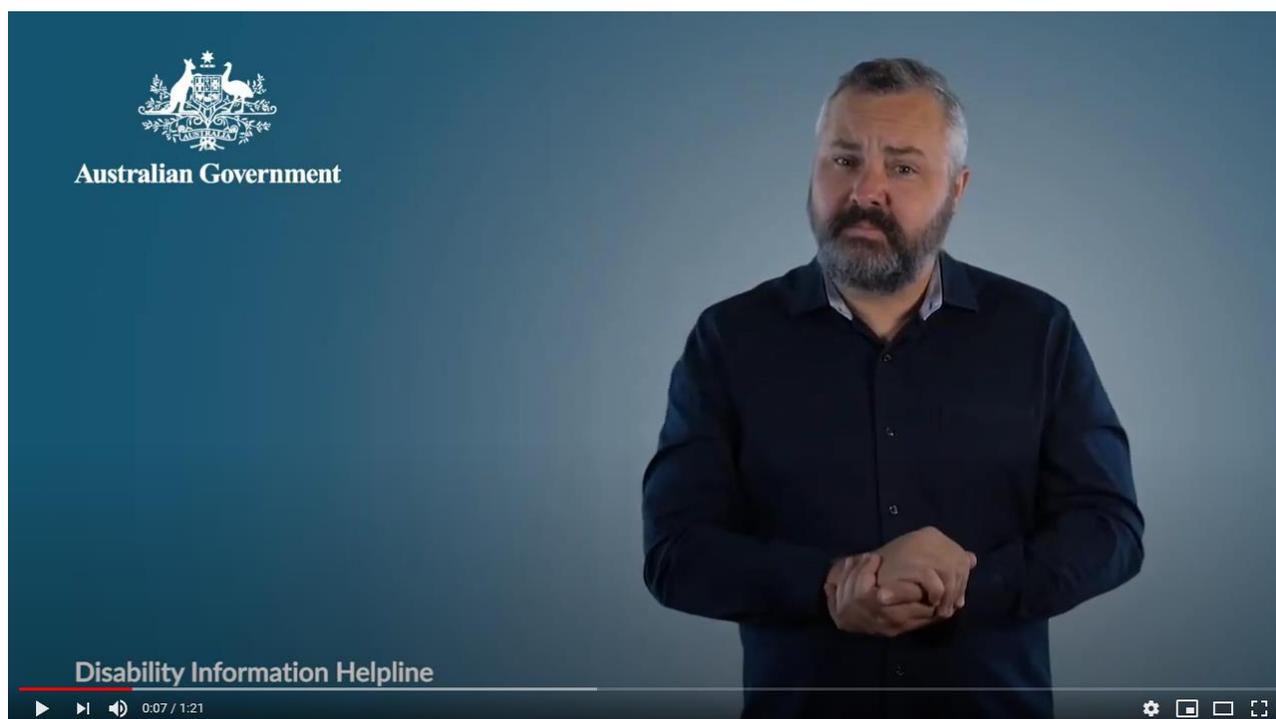
The following Easy Read resources are available in PDF and Word document versions:

<h3><u>Coronavirus – What is it?</u></h3>  <p><b>Coronavirus: What is it?</b></p> <p>Coronavirus (COVID-19) is a virus that has affected many people around the world.</p> <p>A virus is an illness or disease that can spread easily from one person to another person.</p> <p>Coronavirus is spreading quickly.</p> <p>Coronavirus has been called a <b>pandemic</b>. A pandemic happens when a virus spreads quickly to lots of countries around the world.</p> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p>	<h3><u>5 things to do right now</u></h3>  <p><b>Coronavirus: 5 things to do right now</b></p> <p>You might be feeling worried about the coronavirus (COVID-19). You might be wondering what you should be doing.</p> <p>Here are 5 things to do right now to keep yourself healthy.</p> <ol style="list-style-type: none"><li>1 Stay away from lots of people.</li><li>2 Wash your hands many times per day.</li><li>3 Try not to touch your face.</li><li>4 Sneeze or cough into a tissue or your elbow.</li><li>5 Call the doctor if you feel unwell.</li></ol> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p>	<h3><u>What you need to know</u></h3>  <p><b>Coronavirus: What you need to know</b></p> <p>This is important information for you about coronavirus (COVID-19).</p> <p>There are other helpful fact sheets on our website:</p> <ul style="list-style-type: none"><li>• Coronavirus: What is it?</li><li>• Coronavirus: 5 things to do right now</li><li>• Coronavirus: FAQs</li><li>• Coronavirus: Social distancing</li><li>• Coronavirus: Staying at home.</li></ul> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p> <p>This fact sheet was updated on 14 April 2020.</p>
<h3><u>Coronavirus – FAQs</u></h3>  <p><b>Coronavirus: Frequently Asked Questions</b></p> <p>This is important information for you about coronavirus (COVID-19).</p> <p>There are other helpful fact sheets on our website:</p> <ul style="list-style-type: none"><li>• Coronavirus: What is it?</li><li>• Coronavirus: 5 things to do right now</li><li>• Coronavirus: What you need to know</li><li>• Coronavirus: Social distancing</li><li>• Coronavirus: Staying at home.</li></ul> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p> <p>This fact sheet was updated on 14 April 2020.</p>	<h3><u>Social distancing</u></h3>  <p><b>Coronavirus: Social distancing</b></p> <p>This is important information for you about coronavirus (COVID-19).</p> <p>There are other helpful fact sheets on our website:</p> <ul style="list-style-type: none"><li>• Coronavirus: What is it?</li><li>• Coronavirus: 5 things to do right now</li><li>• Coronavirus: What you need to know</li><li>• Coronavirus: FAQs</li><li>• Coronavirus: Staying at home.</li></ul> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p> <p>This fact sheet was updated on 14 April 2020.</p>	<h3><u>Staying at home</u></h3>  <p><b>Coronavirus: Staying at home</b></p> <p>This is important information for you about coronavirus (COVID-19).</p> <p>There are other helpful fact sheets on our website:</p> <ul style="list-style-type: none"><li>• Coronavirus: What is it?</li><li>• Coronavirus: 5 things to do right now</li><li>• Coronavirus: What you need to know</li><li>• Coronavirus: FAQs</li><li>• Coronavirus: Social distancing.</li></ul> <p>Information and support are available. You are not alone. Contact the Disability Information Helpline on 1800 643 787 or visit <a href="http://www.dss.gov.au/disabilityhelp">www.dss.gov.au/disabilityhelp</a></p> <p>This fact sheet was updated on 14 April 2020.</p>

## Auslan videos

We also have advice translated into Auslan available at [dss.gov.au/disabilityhelp](https://dss.gov.au/disabilityhelp).

- [Auslan – About the Disability Information Helpline](#)
- [Auslan – Coronavirus \(COVID-19\) accessible resources](#)
- [Auslan – Who else can you talk to?](#)
- [Auslan – Looking after yourself](#)
- [Auslan – Support for your situation](#)
- [Auslan – Helping others](#)



## Translated resources

Australian Government information about coronavirus is available in a range of languages: visit the [Department of Home Affairs website](#).

SBS also has information in 63 languages: visit the [SBS website](#).

## Resources for Aboriginal and Torres Strait Islander people

Australian Government information about coronavirus for Aboriginal and Torres Strait Islander people is available: visit the [Department of Health website](#).

National Aboriginal Community Controlled Health Organisation (NACCHO) and First Peoples Disability Network (FPDN) have information and resources for Aboriginal and Torres Strait Islander people:

- [NACCHO](#)
- [First Peoples Disability Network](#)

## Social media, newsletter and website images

You can use the images below to help to distribute messages about the Disability Information Helpline through your own social media networks, in your newsletters, and on your website.

The Disability Information Helpline's hashtag is: **#DisabilityHelp**



## Social media content

*People with disability*



Do you have a question about coronavirus (COVID-19)? Do you need help because things have changed?

Help is available. Contact the Disability Information Helpline on 1800 643 787.

The Helpline is free, private and fact-checked.

The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for more information, including Auslan and Easy Read materials.

**#DisabilityHelp**

The Disability Information Helpline is now available for people with disability who need help because of coronavirus (COVID-19).

The Helpline can help families, carers, support workers and services, too.

Contact the Disability Information Helpline on 1800 643 787.

The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for more information, including Auslan and Easy Read materials.

**#DisabilityHelp**



Want to talk about COVID-19 with someone who understands your needs? The Disability Information Helpline can help. Call 1800 643 787. Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for information, including Auslan and Easy Read materials. **#DisabilityHelp**

Have your disability services changed because of COVID-19? The Disability Information Helpline can help – call 1800 643 787. Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for information, including Auslan and Easy Read materials. **#DisabilityHelp**

Have things changed for you because of coronavirus? Help is available. Call the Disability

Information Helpline on 1800 643 787. Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for information, including Auslan and Easy Read materials. **#DisabilityHelp**

*Family, friends and supporters*



Do you care for or live with someone with disability? Do you have questions or concerns about coronavirus (COVID-19)?

You can contact the Disability Information Helpline on 1800 643 787.

The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) to find out more.

**#DisabilityHelp**

If you have a friend or family member with disability who needs information about coronavirus, help is available.

The Disability Information Helpline provides free, confidential and fact-checked information and referrals to people with disability.

Call 1800 643 787, or contact them via the National Relay Service on 133 677. For more information, visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) **#DisabilityHelp**



Do you have friends or family with disability who are worried about coronavirus? They can call the Disability Information Helpline on 1800 643 787 for free, independent and fact-checked info **#DisabilityHelp**

Do you care for or live with someone with disability? Call the Disability Information Helpline on 1800 643 787. Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for information, including Auslan and Easy Read materials. **#DisabilityHelp**

Are you looking for easy to understand, accessible information about coronavirus for a friend or family member with disability? Visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) for resources and info on who they can call **#DisabilityHelp**

## Newsletter and website content

*People with disability*

### Disability Information Helpline for people with disability

Do you have a question about coronavirus (COVID-19)? Do you need help because things have changed?

You can contact the Disability Information Helpline to talk about your concerns in relation to coronavirus (COVID-19), for example if:

- your support worker has not turned up
- your provider has stopped services
- it's hard for you to get food, groceries, medications or other essential items
- someone close to you has symptoms of coronavirus
- you are feeling really upset
- anything else is worrying you.

To contact the Disability Information Helpline, please call **1800 643 787**.

The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

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

If you require support in another language you can use the Translating and Interpreting Service (TIS National) free of charge by:

- calling the Disability Information Helpline on 1800 643 787 and asking for an interpreter. The counsellor will make the arrangements, or
- calling TIS on 131 450 and asking to be connected to the Disability Information Helpline on 1800 643 787.

The Disability Information Helpline is free, private and fact-checked.

The Disability Information Helpline is funded by the Australian Government.

For more information about the Disability Information Helpline, including Easy Read and Auslan resources about coronavirus, visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp).

## How can you support people with disability right now?

Many people with disability – and their families, carers, support workers and providers – may be concerned about or affected by coronavirus (COVID-19).

A new service called the Disability Information Helpline is available for people with disability who need help because of coronavirus (COVID-19).

It can help families, carers, support workers and services, too.

You can contact the Disability Information Helpline on **1800 643 787** to talk about your concerns in relation to coronavirus (COVID-19).

The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.

The Disability Information Helpline is free, private and fact-checked.

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

- Listen carefully to you.
- Use their connections to find things out, check the facts, and get information for you.
- Transfer you to services that can help you.
- Transfer you to a phone counsellor for emotional support, if you would like.
- Give you clear and accessible information.

For more information about the Disability Information Helpline, including Easy Read and Auslan resources about coronavirus, visit [www.dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp).

## Key messages

### People with disability

- If you have a disability, you might be feeling worried about coronavirus (COVID-19) or need help because things have changed.
- You are not alone. Information and support is available.
- The Disability Information Helpline provides information and referrals for people with disability who need help because of coronavirus (COVID-19).
- The Helpline can help families, carers, support workers and services, too.
- The Helpline is free, private and fact-checked.
- Contact the Disability Information Helpline on **1800 643 787**.
- If you are deaf or have a hearing or speech impairment, you can call the National Relay Service on 133 677.
- If you require support in another language you can use the Translating and Interpreting Service (TIS National) free of charge by:
  - calling the Disability Information Helpline on 1800 643 787 and asking for an interpreter. The counsellor will make the arrangements, or
  - calling TIS on 131 450 and asking to be connected to the Disability Information Helpline on 1800 643 787.
- The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.
- Visit [dss.gov.au/disabilityhelp](https://dss.gov.au/disabilityhelp) for more information, including Auslan and Easy Read resources.

### Friends, family and carers

- Do you care for or live with someone with disability?
- The Disability Information Helpline provides information and referrals for people with disability who need help because of coronavirus (COVID-19).
- The Helpline can help families, carers, support workers and services, too.
- The Helpline is free, private and fact-checked.
- Contact the Disability Information Helpline on **1800 643 787**.
- The Helpline is available Monday to Friday 8am to 8pm (AEST). It is not available on national public holidays.
- Visit [dss.gov.au/disabilityhelp](https://dss.gov.au/disabilityhelp). It has information for what people with disability and carers can do right now to stay healthy, and who to call if they have questions or concerns.