



Australian Government
Department of Social Services

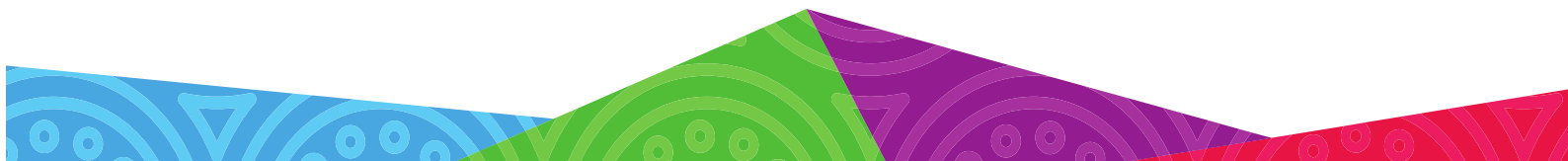


Disability Gateway

Connecting you to information and services

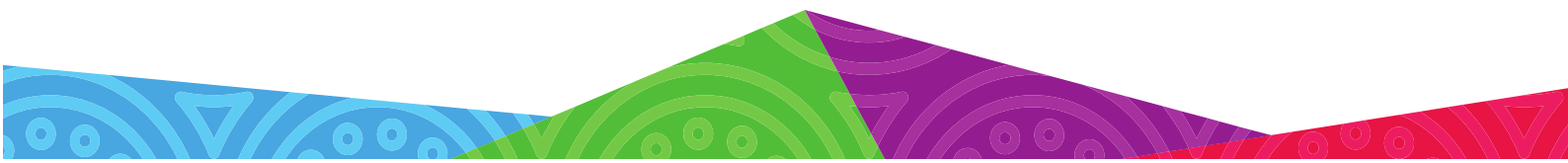
Disability Gateway Stakeholder Kit

Updated by the Department of Social Services, January 2021.



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Introduction

Australians living with disability, and their families and carers identified accessing information about policies, programs and support as a key barrier to their independence and community participation.

The Department of Social Services has developed a way to improve access to this information by creating the National Disability Information Gateway.

The Disability Gateway includes a website, a dedicated phone number (1800 643 787) and social media channels, to assist people with disability, their families and carers, to find and access trusted information and services.

The Disability Gateway is for all Australians with disability, whether they are a National Disability Insurance Scheme (NDIS) participant or not.

Please visit the Disability Gateway website here [Disability Gateway](#)

Disability Information Helpline

The Disability Information Helpline has now transitioned to the Disability Gateway.

People with disability can contact the Disability Gateway about COVID-19 issues and speak to someone who understands their needs about disability specific matters.

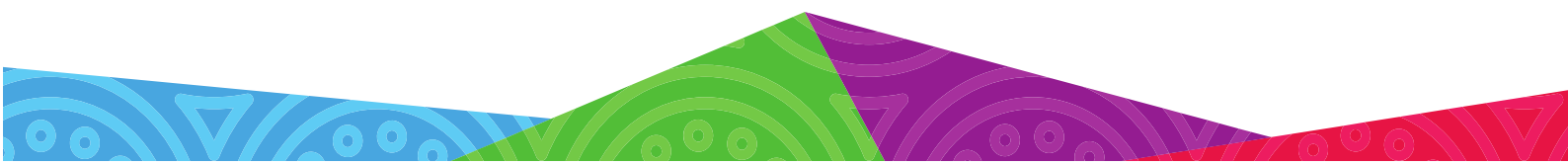
The Disability Gateway number (1800 643 787) is the same as the Disability Information helpline number, so there will be no disruption of service or inconvenience for people with disability.

Help us spread the message

We encourage you to share information about the Disability Gateway service with your networks.

In this kit, there are key messages to help you communicate what the Disability Gateway offers and to encourage people to use it and provide feedback (it is still being developed and open to suggestions).

Help us ensure all people with disability and their families and carers have access to up-to-date, relevant information.



Social Media

Facebook

The Disability Gateway is now available.

The Disability Gateway is your first step in finding information and services for people with disability, their families and carers.

Visit: [Disability Gateway](#) or call the dedicated Disability Gateway phone line on **1800 643 787**.

Do you care for, or have a friend with a disability?

The Disability Gateway is a new government website that leads you to trusted information on disability services – and can help find resources local to you.

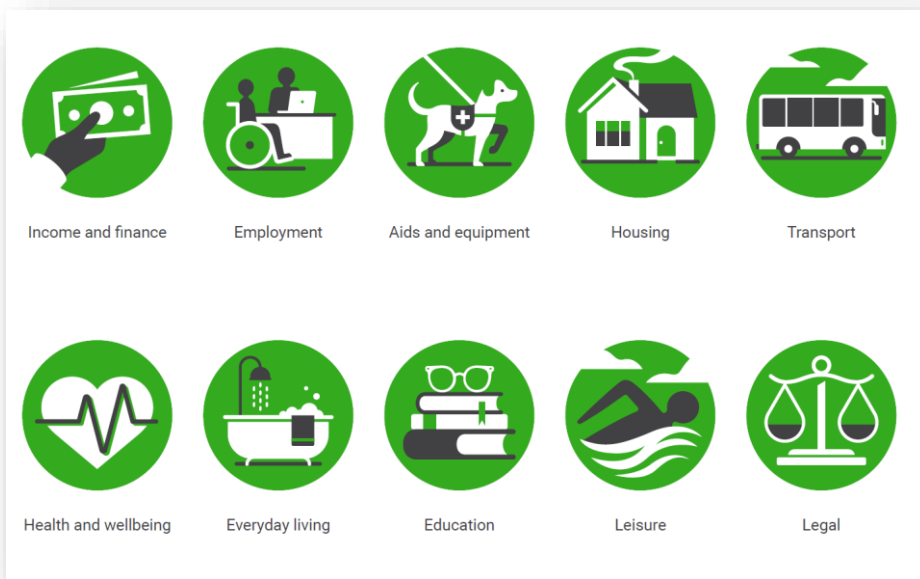
Visit [Disability Gateway](#) or call the dedicated Disability Gateway phone line on **1800 643 787**.

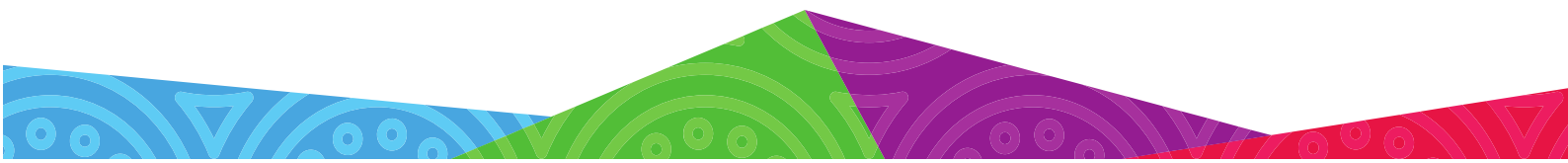
Twitter

The Disability Gateway is live. Launch your search for trusted disability services and information at [Disability Gateway](#) or call the dedicated Disability Gateway phone line on **1800 643 787**

Looking for disability services relevant to you? Find information on local offerings at the Disability Gateway [Disability Gateway](#) or call the dedicated Disability Gateway phone line on **1800 643 787**

Social media graphics





Key messages

- During the 2019 election campaign, the Australian Government committed to develop the National Disability Information Gateway (the Disability Gateway), to help improve the lives of people with disability, their families and carers.
- The Disability Gateway includes a website, a dedicated 1800-phone number and social media channels, to assist people with disability, their families and carers, to find and access trusted information and services.
- The Disability Gateway is for all Australians with disability, whether they are a National Disability Insurance Scheme (NDIS) participant or not.
- The Disability Gateway is available at **www.disabilitygateway.gov.au** and the dedicated Disability Gateway phone line is **1800 643 787**.

Q&As

Who is eligible to call the 1800-phone number?

Anyone can call the Disability Gateway. The Disability Gateway service has been created for people with disability, their families and carers to use to have direct access to information and other services. The Disability Gateway is for all Australians with disability, whether they are a National Disability Insurance Scheme (NDIS) participant or not.

Why should people use this website?

The Disability Gateway seeks to improve access to information about disability services and supports that is currently difficult to navigate using several search methods. For example, the Disability Gateway will assist people with disability to find a local advocacy service, disability related events and disability service providers.

Who was involved in the consulting process?

The Department of Social Services has and will continue to consult with people with lived experience of disability and the broader disability sector, to ensure their needs and expectations are considered in the design of the Disability Gateway.

How will the Government ensure that the Disability Gateway services are accessible and appropriate?

The Department of Social Services has consulted with people with lived experience of disability and the broader disability sector, to ensure their accessibility needs and expectations were considered in the design of the Disability Gateway.

Experts in Web Content Accessibility Guidelines (WCAG) and user experience were also engaged during the website design process, to ensure the site is accessible and fit for purpose and to ensure that the website complies with Digital Transformation Agency guidelines.

Is the Disability Gateway website finished?

The Disability Gateway site is still being developed and refined ahead of the Ministerial launch scheduled for May 2021 when a national television and press campaign will also commence.

