

Accessing Services

Who is this information for?

People with intellectual and/or developmental disabilities
Family members
Disability support workers

Accessing services

Support for people with intellectual and developmental disability to access services covers a broad range from highly specialised disability specific services to mainstream community services. Assistance to access services enables a person with a disability to receive support that meets their needs.

Which services can support you?

The primary source of funding to enable access to services is via the National Disability Insurance Scheme (NDIS). It helps people with a disability to access mainstream services and supports, their local community and to maintain informal supports. These services are tailored to help meet the individual's goals and support needs associated with their disability. It is important to check the NDIS website for changes and updates in accessing funding. The Australian Department of Social Services provides information for people with disability, carers and service providers. Many of their programs and funding is outside what the NDIS will cover.

At a state level the Victorian Department of Health and Human Services provides people with a disability a range of community and specialist disability services and details on who to contact if a person needs disability support. There is also support for carers and families.

Mainstream local community health centres provide allied health services such as podiatry, dietetics and psychology, that people with intellectual and developmental disability can access.

Support for carers

The Carer Gateway service provides in-person, and online support and services for carers including respite, help and advice for those in a carer role and information on financial support. Emergency respite services are also available.

COVID-19

Many disability services and supporting agencies provide up to date information and resources regarding the current COVID-19 pandemic, so refer to their websites for the latest details. The Department of Health website provides current information on services and support for individuals with a disability, families, support workers and carers, health professionals and home care providers.

This includes support fact sheets, guides and preparedness planning, hospital companion information and guidance on providing health care.

The NDIS recently made changes to funding for supports of people with intellectual and/developmental disabilities due to COVID-19. It is important to check for regular updates, as changes may not be long term.

If you are not able to access a health appointment in person, check to see if your health professional provides Telehealth. Telehealth is a technology platform where medical, mental healthcare or allied health services use either video technology or telephone to conduct your appointment, rather than a face to face visit. Telehealth is also useful if you are not able to access transport to attend a medical or allied health appointment. There is currently no cost for Telehealth.

Other services to support

Easy English guides and videos are available online for people with intellectual and developmental disabilities to access [information about COVID-19 and keeping safe](#).

The Disability Information Helpline is available for people with a disability who have any questions and need help because of the COVID-19 pandemic. The Helpline is available for families, carers, support workers and services working with people with a disability. The Helpline can also refer people to advocacy, counselling, and other supports people may need.

The Centre for Developmental Disability Health (CCDH) is a multidisciplinary team who works across a range of education, clinical, research and advocacy activities, to improve the health of people with intellectual and/or developmental disabilities.

Where can I find out more?

[National Disability Insurance Scheme](#)

[Department of Health](#)

[Department of Health and Human Services](#)

[Department of Social Services](#)

[Queenslanders with Disability Network - Emergency Planning for COVID-19](#)

Disability Information Helpline on 1800 643 787

Carer Gateway 1800 422 737

Emergency carer respite 1800 422 737

Centre for Development Disability Health 03 9792 7888

Note: If you regularly see a health professional, we encourage you to continue your care and support during COVID-19.