

What you need to know about the Disability Gateway

What is the Disability Gateway?

The Disability Gateway was created by the Australian Government to help people living with disability, their family, friends and carers find information more easily and connect them to services in their area.

It is a website, phone line and social media channels to help connect people to disability information and services.

The Disability Gateway is structured around 10 topics including employment, money, aids and equipment, housing, transport, health and wellbeing, everyday living, education, leisure and legal advice.

When you call the Disability Gateway you will talk to a real person who will give you clear, fact-checked information and can connect you directly to helpful supports and services.

Finding information that is right for you can be a challenge, The Disability Gateway is a central starting point, providing information people can trust that is accessible, easy and safe to use.

Funding & Development

During the 2019 election campaign, the Australian Government committed to developing the Disability Gateway. It has been developed in consultation with people with disability, their families and carers and the disability sector. A pilot website was launched in 2020 and tested to refine its functionality, improve user experience and ensure content complies with the latest Web Content Accessibility Guidelines.

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

How can people access Disability Gateway?

There are various ways to use the Disability Gateway:

- Go to disabilitygateway.gov.au
- Call 1800 643 787 available Monday to Friday, 8am to 6pm AEDT.
- If you need information in a language other than English, call the Translating and Interpreting Service on 131 450 and ask to be connected to the Disability Gateway.
- If you are deaf or have a hearing or speech impairment, call the National Relay Service on 1800 555 677 and ask to be connected to the Disability Gateway.
- The Disability Gateway is available on Facebook and Twitter –@DisabilityGateway