

# The Disability Gateway

## Frequently asked questions

The Disability Gateway is a free, Australia-wide service to help people with disability, and their families and carers, find information and services.

### What is the Disability Gateway?

The Disability Gateway is a central point to help people with disability and their families and carers find and access services across Australia.

The aim of the Disability Gateway is to **make it easy for people with disability to find helpful and trusted information and services.**

### Who is the Disability Gateway for?

**The Disability Gateway is for all people with disability,** and their families and carers.

### What does it offer?

**The Disability Gateway includes a website, 1800 phone line and social media** to help connect people to the information and services they need.

#### Website – [disabilitygateway.gov.au](http://disabilitygateway.gov.au)

The Disability Gateway website has a search function that makes it easier for people to find relevant information and services. It uses the **'Ask Izzy' search platform** to identify trusted providers that are nearby.

The website is an accessible, welcoming and safe place, structured around 10 topics including income and finance, employment, aids and equipment, housing, transport, health and wellbeing, everyday living, education, leisure, rights and legal.

### What does it offer? (continued)

#### Phone line – 1800 643 787

The Disability Gateway phone line provides free, clear and fact-checked information and can transfer people directly to other support services if needed, like counselling or advocacy.

The Disability Gateway phone line was previously called the Disability Information Helpline – the name has changed but the number remains the same.

If a person needs information in a language other than English, they can call the **Translating and Interpreting Service on 131 450** and ask to be connected to the Disability Gateway.

If a person is deaf or has a hearing or speech impairment, they can call the **National Relay Service on 133 677** and ask to be connected to the Disability Gateway.

#### Social media – [facebook.com/disabilitygateway](https://facebook.com/disabilitygateway)

The Disability Gateway is available on Facebook – providing trusted information and news, and helping people with disability engage with the Disability Gateway and wider community.

The Disability Gateway's social media presence provides information and news about topics and issues relevant for people with disability, as well as their families, carers, support workers, service providers and stakeholders.



Australian Government



**Disability Gateway**

Connecting you to information and services

## How was the Disability Gateway created?

The Disability Gateway was 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.

## Why was the Disability Gateway created?

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.

That's why during the 2019 election campaign the Australian Government committed to develop the Disability Gateway to help improve the lives of people with disability, their families and carers.

Searching for information and services can sometimes be difficult and complex. The aim of the Disability Gateway is to **make it easy for people with disability to find helpful and trusted information and services.**

## How can you help?

People with disability have indicated they prefer to get information about support and services from people and organisations they know and trust.

This includes disability peak bodies, carer organisations, disability support workers, health care providers and services providers.

**We encourage you to share information about the Disability Gateway** and how it can connect people with disability, and their families and carers, to information and services.

Communication kits have been developed to provide you with key messages to help communicate what the Disability Gateway offers and to encourage people to use it and provide feedback.

[disabilitygateway.gov.au](https://disabilitygateway.gov.au)

**disabilitygateway.gov.au**

**1800 643 787**

Monday to Friday, 8am to 8pm AEST/AEDT

