



# Coronavirus (COVID-19): How NDIS participants can expect providers to prepare for a COVID-19 outbreak in a residential setting

This fact sheet explains what we have told NDIS providers about how to help protect you from COVID-19, and what they should do if an outbreak occurs in a residential setting.

## Key points

- All NDIS providers should be planning how they would respond to a potential outbreak of COVID-19, and take reasonable precautions to minimise risks to your health, wellbeing and safety.
- They should be keeping you informed and supporting you and all other residents to understand any changes to supports and services that may affect you.
- If you feel unsafe or are unhappy with the quality of your supports and services – whether or not these issues relate to COVID-19 – you can complain to the NDIS Commission.

## How providers should be preparing for an outbreak of COVID-19

Because community transmission of COVID-19 is occurring, your NDIS providers should be planning and preparing to manage any possible cases of COVID-19 in your residence.

We are giving NDIS providers information to support them in understanding how they can do this while continuing to support you and keep you safe.

Your providers should be focused on protecting the health of all workers and residents, and limiting the risk of the virus spreading. They should be keeping you informed and supporting you and all other residents to understand any changes to supports and services that may affect you.

You should expect your providers to:

- **keep you safe from unnecessary risk** of catching the virus. This includes making sure their workers know about washing their hands and meeting social distancing requirements, and not going to work if they are unwell
- **maintain the supports and services** you rely on for your health and safety
- **let you know if there are any going to be any changes** to your supports, for example not being able to go to your regular activities
- **use your preferred communication methods** when seeking your input or giving you information
- have enough **trained and experienced staff to continue to support you** and other people with disability if there is a COVID-19 outbreak



- **have enough supplies** of things like personal protective equipment (PPE), hand sanitiser and soap
- understand **when they must use PPE** (and how to use it correctly), and when they are not required to use it
- **know what they need to do, and who they need to contact**, if they think someone in your residence has COVID-19
- communicate with you, your family and guardian/advocates about any **changes to their visitor management policy**. Any changes should be in line with advice from public health officials.

## Any changes due to COVID-19

It is important to recognise that providers are continuing to provide supports and services in a difficult situation. But, despite this, they **must notify us** if they think there could be a significant impact on the supports and services you receive.

If you feel the changes being made to your supports are not being communicated with you properly, or are causing you distress, then you should [contact us](#).

## How to make a complaint about a provider

If you feel unsafe or are unhappy with the quality of your supports and services – whether or not these issues relate to COVID-19 – it is important to know that you can speak to us about your concerns. It is always okay to speak up.

If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, you can make a complaint to us by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

If you are in Western Australia, continue to contact [HADSCO](#) to make a complaint until 30 November 2020.

## Contact Us

**Call:** 1800 035 544 (free call from landlines). Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

**Email:** [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)