



Coronavirus (COVID-19): NDIS Participant information

We understand many of you will be anxious and concerned about your personal wellbeing and getting the support you need through the NDIS.

We are working with NDIS providers to make sure they understand what they need to do when delivering your supports and services.

Key points

- We are working with providers so that they understand what they need to do to continue to support you.
- COVID-19 is expected to affect a large number of people in Australia. As a result, you may find there are some unavoidable changes to some of your NDIS supports and services.
- This may mean that:
 - a different worker may deliver your NDIS supports and services
 - some supports and services may need to change or be temporarily postponed
 - the provider may offer supports in a different way (for example, Skype)
 - some places that you normally visit may be closed, like the movies.

It is important that you are safe. If you receive supports or services where there are a lot of people together, those services and supports will need to change. A lot of people in one place can increase the risk of you catching the virus.

It is also important that you be careful in your decisions about who you see and where you go. This is to protect yourself and others who may be more likely to catch the virus.

NDIS participants' expectations

You should expect your providers will do their best to:

- keep you safe from unnecessary risk of catching the virus. This includes making sure workers know about washing their hands and meeting social distancing requirements
- let you know if there is any changes to your supports, for example not being able to go to your regular activities
- maintain those supports and services that you rely on for your health and safety.



We are giving NDIS providers information to support them in understanding what they need to do, and how to keep you safe when supporting you.

It is important that you keep connected with your providers. If you are in isolation, ask your providers how they can support you, by social distancing, or without face-to-face meetings.

Rights of NDIS participants

We have a very clear [NDIS Code of Conduct](#) and [NDIS Practice Standards](#) that your providers and workers must abide by.

These standards also apply in the current situation.

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 please continue to contact [HADSCO](#) to make a complaint until 30 November 2020.

Participant resources from the NDIA

The NDIA's website has [information for NDIS participants](#) regarding COVID-19. This includes Easy Read resources, [frequently asked questions](#) and up-to-date information about the NDIA's response to COVID-19.

The NDIA recommends you discuss with your provider which supports and services you most need and make sure the provider has a plan in place to continue to support you.

If you have questions or require advice, please contact the NDIA's Contact Centre on 1800 800 110.

Further information, alerts and resources

Visit the [Department of Health website](#) for information on COVID-19. If you are concerned about exposure to COVID-19, you should contact the Department of Health Coronavirus hotline on **1800 020 080**.

The NDIS Commission's [COVID-19 information webpage](#) contains links to updates, training, alerts and other resources.