

Provider Alert

NDIS Quality & Safeguards Commission

7 May 2020

Coronavirus (COVID-19)

Advice for people with disability

The Australian Government Department of Health's new webpage explains how people with disability can protect themselves from COVID-19, manage their mental health, and access important services like telehealth and prescription medications.

Key points

- The Department of Health's new webpage helps people with disability exercise choice and control over their health during the COVID-19 pandemic.
- We encourage you to share the information on this webpage with the NDIS participants you support.
- We have also developed resources for people with disability, and we continue to share these, and resources developed by the Australian Government, with you and your NDIS participants.

Australian Government Department of Health webpage for people with disability

The Australian Government Department of Health has created a webpage containing [COVID-19 advice for people with disability](#).

The webpage explains how people with disability can protect themselves from COVID-19, including through good hygiene, physical distancing, avoiding public gatherings, isolating if they are sick, and finding safe and alternative ways to get the services they need.

This advice supports and promotes the NDIS principles of empowering people with disability to exercise choice and

control.

We strongly encourage you to share this webpage, and the information it contains, with the NDIS participants you support.

NDIS Commission resources for NDIS participants about COVID-19

The NDIS Commission has a COVID-19 webpage containing information for [people with disability](#), and we have issued two fact sheets for NDIS participants about COVID-19.

1. Our [first COVID-19 NDIS participant information fact sheet](#) explains:

- what to expect from their NDIS providers
- their rights and how to make a complaint about a provider
- what resources are available from the NDIA
- where to find more information and resources about COVID-19.

2. Our second NDIS participant fact sheet explains [what to expect from providers and workers](#) during COVID-19, including some possible changes to the way supports and services are delivered during this time.

Disability Information Helpline

The [Disability Information Helpline](#) provides information and referrals for people with disability who need help because of COVID-19. It can also assist families, carers, and support workers.

The helpline is available by calling **1800 643 787**. If you are deaf, hard of hearing or have a speech impairment, you can also call the National Relay Service on 133 677. It is available Monday to Friday 8am to 8pm (AEST) and Saturday and Sunday 9am to 7pm (AEST). It is not available on national public holidays.

Further information, alerts and resources

The [Coronavirus \(COVID-19\) information webpage](#) on the NDIS Commission website contains links to updates, training, alerts and other resources. We also have a

webpage of [frequently asked questions](#) about COVID-19 for all stakeholders.

The Australian Government Department of Health has released [a series of posters about COVID-19](#). You can download, print and pin these up in your premises to encourage your workers, as well as participants, their friends and family to follow simple steps, including practising good hygiene, to help stop the spread.

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
- **Website:** www.ndiscommission.gov.au

Links to previous COVID-19 provider alerts

- 30 April 2020: [Changes to student visa work conditions for workers of registered NDIS providers](#)
- 28 April 2020: [FAQs for all stakeholders and information for NDIS participants](#)
- 20 April 2020: [Management and Operational Plan for People with Disability](#)
- 9 April 2020: [Further assistance for organisations, people and households](#)
- 9 April 2020: [April 2020 Provider Newsletter \(COVID-19\)](#)
- 3 April 2020: [Adjusting supports and reducing infection risk](#)
- 2 April 2020: [Practice Alert: Influenza \(flu\) vaccine from mid-April 2020](#)
- 31 March 2020: [Supporting providers to respond](#)
- 26 March 2020: [Assistance for organisations](#)
- 24 March 2020: [Information for support workers and access to PPE](#)
- 19 March 2020: [Business continuity planning](#)
- 17 March 2020: [Online training module for support workers](#)
- 9 March 2020: [Provider obligations and COVID-19 health information](#)
- 7 February 2020: [Information about the novel coronavirus outbreak](#)



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and Safeguards
Commission**

General Enquiries

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Friday, excluding public holidays.

To provide feedback, contact the NDIS Commission by emailing
contactcentre@ndiscommission.gov.au.

Connect

