

# NDIS response to Coronavirus (COVID-19)

Helping our participants stay safe and well

Easy Read version



## How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet. When you see the word 'we', it means the NDIA.



We have written this fact sheet in an easy to read way.

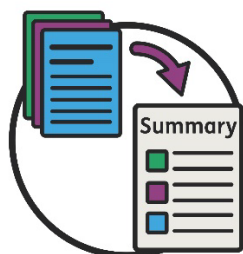
We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 20.



This Easy Read fact sheet is a summary of another document.



You can find the other document on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

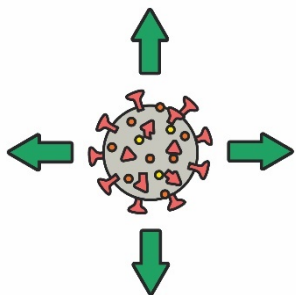
## About the coronavirus (COVID-19)



Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



A virus is an illness or disease that can spread easily from one person to another person.



Coronavirus is spreading quickly.

Coronavirus has been called a **pandemic**.



A virus is called a pandemic when it spreads quickly to lots of countries around the world.

## NDIS offices



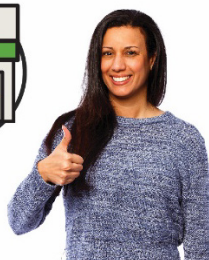
We are making sure NDIS **participants** get the support they need during this time.



Participants are people with disability who take part in the NDIS.



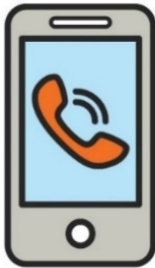
To help reduce the spread of the virus, we are reducing face-to-face meetings.



If you want to come to an NDIS office, you can.



We can also help you in other ways.



You can call us on 1800 800 110



You can email us on [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



You can talk to us online using the webchat on the contacts page on our website at [www.ndis.gov.au](http://www.ndis.gov.au)

## Helping our participants



We are making some other changes to the way we work during this time.



These changes will make your NDIS budget more flexible.



We want you to get the support you need during the pandemic.

## If you don't have a plan yet



If you don't have a plan yet, we will still keep working with you.



We will be holding planning meetings over the phone.



You can continue to contact us if you need to.

You can still:

- call us
- email us.

Our contact details are on page 18.

## If you already have a plan



If you already have an NDIS plan, you will keep receiving funding.



If you are happy with your plan, we will extend it for up to 24 months.



If you need to change your plan quickly, we can help you to do this.



We will be doing most planning meetings over the phone.



This will make sure that you keep receiving money until your new plan is ready.



## You can change the way you manage your plan



Some people manage their plans themselves.



This is called **self-management**.



Some people pay someone else to manage their plan for them.



And some people have their plan managed by the NDIA.



You can change the way you manage your plan if you need to.



This might give you more flexibility about how you use the money.



You can change the way you manage all or some of your plan.



You need to have a phone meeting to do this.

If you want to self-manage, you will need to:



- keep good records about what you spend



- manage your staff yourself.

There is information about self-management on our website.



[www.ndis.gov.au/participants/using-your-plan/self-management](http://www.ndis.gov.au/participants/using-your-plan/self-management)

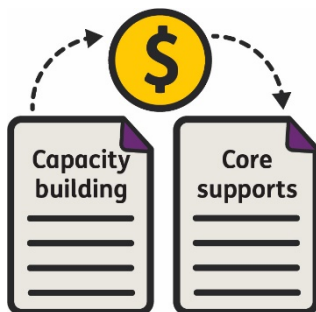
## Changing your budget



We can help make some changes to the way the money is used in your plan.



This might help you if you need to quickly change the way you spend the money.



For example, you can move money from the 'capacity building' part of the budget to 'core supports'.



This is because the money in core supports can be spent in more ways.



You might need extra help with daily living, such as paying support workers to help with grocery shopping.



You can use the core supports budget for these things.



We have set up a special team of NDIS planners to help with these changes.

## Reaching out to you



We want to make sure everyone is safe and that you have the support you need.

At the moment, we are reaching out to people who:



- live in rural and regional areas



- don't have good support around them from family and friends



- are in older age groups.



The state and territory governments will help us do this.

We are doing this so that we can help more people.

## Helping providers



Service providers give services and support to people with disability.



Many service providers will need help to stay in business during this time.



We are helping service providers.



We are giving them some money upfront.



This will help them to keep paying their staff during the pandemic.



We are increasing some payments by 10%.

## Cancellations



We are changing the rules about cancellations.



This will help providers if people get sick.



Providers will now receive the full amount for a short-notice cancellation.



This is when a participant:

- doesn't show up
- cancels with less than 10 days' notice.



We want providers to offer flexible ways of supporting people during this time.

## Other payments



You might be able to get some other payments at this time.

The government is making a one-off \$750 Economic Support Payment to people who use:



- Disability Support Pension (DSP)



- Carer Payment

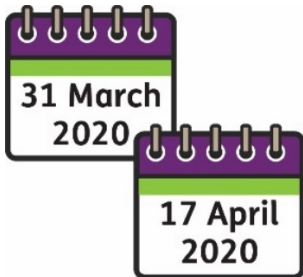


- Carer Allowance.





If you can receive this payment, it will automatically be paid into your bank account.



The payment will be made between 31 March and 17 April 2020.

## How can you get more information?

You can get up-to-date information about what we're doing about Coronavirus from the disaster recovery page of our website.



[www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response](http://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response)

The Australian Government Department of Health has helpful advice on its website too.



[www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](http://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)

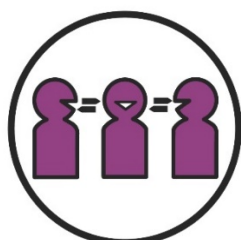


You can also get up-to-date information from the website of the Health Department in your state or territory.



If you have a speech or hearing impairment, you can call the National Relay Service.

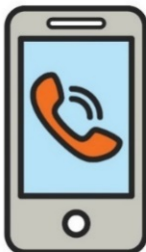
**133 677**



If you speak a language other than English, please contact TIS – Translating and Interpreting Service.

**131 450**

If you are very worried, you can contact us at the NDIA:



**1800 800 110**



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

## Word list



### **Pandemic**

A virus becomes a pandemic when it spreads quickly to lots of countries around the world.



### **Participants**

Participants are people with disability who take part in the NDIS.



### **Self-management**

When a participant manages their plan themselves.



### **Virus**

A virus is an illness or disease that can spread easily from one person to another person.



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