



**NDIS Quality
and Safeguards
Commission**

Coronavirus (COVID-19)

**What you can expect from your service providers
and support workers**

Easy Read version



How to use this fact sheet



The NDIS Quality and Safeguards Commission wrote this fact sheet.

When you see the word 'we', it means the NDIS Quality and Safeguards Commission.



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 fact sheet.



You can find the other fact sheet on our [website](#).

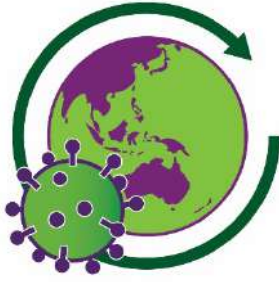


You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

What's in this fact sheet?

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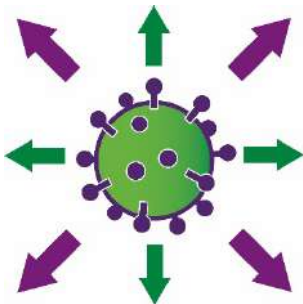
What is coronavirus?



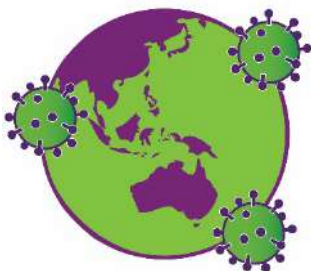
Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



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

How will coronavirus affect your NDIS supports?



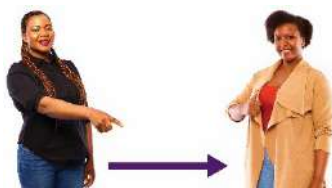
Coronavirus is affecting many people around Australia.



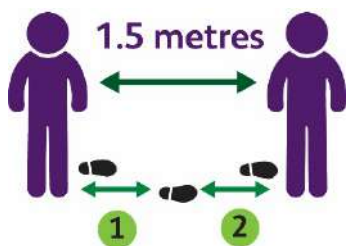
It's important to stay safe during this time.



There are new rules that tell us we should use **social distancing**.



Social distancing means you keep space between you and other people.



If you leave your home, you should stay at least 1.5 metres away from other people.

1.5 metres is about 2 big steps away from someone.



The rules also tell us we should **self-isolate**



If you self-isolate, you don't:

- leave your house
- see other people.



These new rules mean the way you receive your National Disability Insurance Scheme (NDIS) supports and services might change.



Things might change if you normally have face-to-face meetings with a:

- **counsellor**
- support worker.



A counsellor is someone you talk to about:

- how you think and feel
- ways to help you feel better.



Instead, your meetings might be:

- over the phone
- online
- through a video call.



If some of the supports you usually receive are with groups of people, they will stop.



Instead, your service provider might give you activities you can do at home, such as:

- cooking
- arts and crafts.



Your support worker might stop taking you to the shops with them.



Instead, they might:

- do the shopping for you
- bring it to your home.



You should also keep in touch with your:

- family
- friends.



But you should keep in touch:

- by phone
- through social media
- with video calls.

Things your service provider must do

Your service provider must do what they can to make sure you:



- get the supports and services you need



- stay safe and healthy.

If your NDIS supports and services need to change, your service provider must:



- talk to you about how they will change



- find out what you think



- give you all the information you need.



Service providers must tell us if they think these changes will cause any problems.



Service providers must keep your records up-to-date.



Service providers must make sure support workers can get the information about you that they need.



This is important if a different support worker needs to deliver your NDIS supports and services.

Worries you might have



We understand that you might feel worried about getting the NDIS supports that you normally receive.

You should contact us if you:



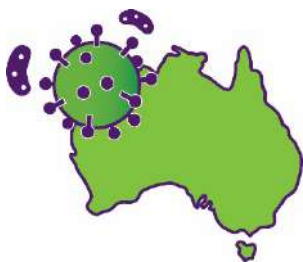
- don't think your service provider is telling you everything you need to know



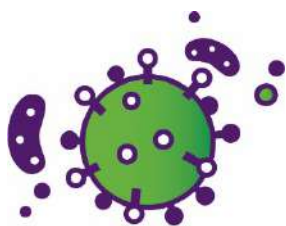
- are feeling worried or upset about how your supports and services are changing.

Our contact details are on page 21.

The flu season



In Australia, it's nearly **flu** season.



The flu is another virus.



You can get a **flu vaccine** if you want one.



A flu vaccine is an injection that a doctor gives you to protect you from the flu.



But it can't protect you from coronavirus.



If you want to make an appointment to get a flu vaccine, you can talk to your doctor.



Your service provider can help if you need support with this.

Disability Information Helpline



You can call the Disability Information Helpline on **1800 643 787**.

You can call this number if:



- you have a question about coronavirus



- you need help because your supports or services have changed



- your support worker has not turned up to support you



- your service provider has stopped their services



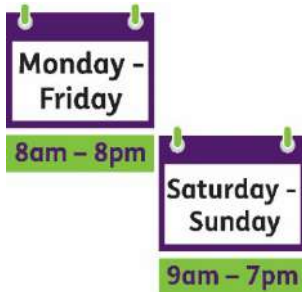
- it's hard for you to get food, medicine or other things you really need



- someone close to you might have coronavirus



- you are feeling worried or upset.



You can call the Disability Information Helpline from:

- 8 am to 8 pm, Monday to Friday
- 9 am to 7 pm, Saturday and Sunday.



You can't call the Disability Information Helpline on national public holidays.



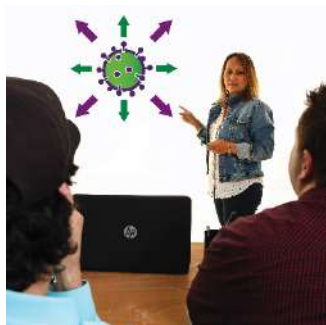
You can contact the National Relay Service on **133 677**.



The National Relay Service is for people who:

- are deaf
- have a hearing impairment
- have a speech impairment.

Training for support workers



We want all NDIS support workers to do some training about how to stop coronavirus from spreading.



The training is run by the Australian Government Department of Health.



The training is:

- free
- online.



You can ask your service provider if your support workers have done this training.



If they haven't done the training, you can ask them to do it.



You can go online and do the training too if you want to.



www.covid-19training.gov.au/

Where can you find more information?



We have more information and resources on [our website](#).

How can you make a complaint to us?

You can make a complaint about a provider if you:



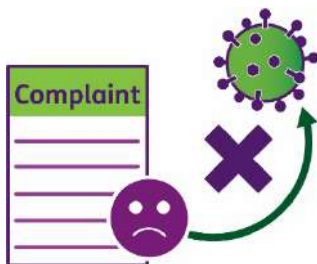
- don't feel safe when you use their supports and services



- aren't happy with the quality of your supports and services.



It's always ok to speak up and make a complaint.



Your complaint doesn't have to be about coronavirus.



You can call us on **1800 035 544**.



You can visit the website and fill out
a [Complaint Contact Form](#).



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



If you live in Western Australia, and you want
to make a complaint before 1 December 2020,
please contact the [Health and Disability
Services Complaints Office](#).

Word list



Counsellor

A counsellor is someone you talk to about:

- how you think and feel
- ways to help you feel better.



Flu vaccine

A flu vaccine is an injection that a doctor gives you to protect you from the flu.



Pandemic

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



Self-isolate

If you self-isolate, you don't:

- leave your house
- see other people.



Social distancing

Social distancing means you keep space between you and other people.



Virus

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

Contact us



You can call us from 9 am to 5 pm,
Monday to Friday.



If you live in the Northern Territory, you can
call us from 9 am to 4.30 pm.



1800 035 544



Send us an email:

contactcentre@ndiscommission.gov.au



NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



www.ndiscommission.gov.au



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



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