



Dear NDIS Registered Provider

I write to you to draw your attention to important information in a Provider Alert issued by email to you on 9 March 2020 by the NDIS Quality and Safeguards Commission (NDIS Commission) on COVID-19 (formerly known as novel coronavirus).

A hard copy of that Provider Alert is attached, clarifying your obligations as a NDIS registered provider, as well as steps you should take to reduce risks to the NDIS participants you support and what to do if a worker or a participant is exposed to the virus. The information in the Provider Alert is based on current advice from the Australian Government Department of Health. You are encouraged to regularly review the information on the Department of Health's website at [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).

This is the second Provider Alert on COVID-19 issued by the NDIS Commission and we will continue to issue further Provider Alerts on this issue, based on updated advice from the Department of Health.

In order to receive these and other important communications from us, it is essential that you remain subscribed to all publications issued by the NDIS Commission.

NDIS Commission Provider Alerts, Practice Alerts and Provider Newsletters are sent to the contact details you have recorded against your provider details on the NDIS Commission portal. We also use these details to contact you on matters regarding your registration.

It is a requirement of your registration that you provide the NDIS Commission with up-to-date information to enable us to contact your organisation. You should review your provider contact details on the NDIS Commission portal. You should also ensure that you are subscribed with the NDIS Commission, and check your email settings to ensure that NDIS Commission communications are not missed.

If you have inadvertently unsubscribed from our communications, please email [engagement@ndiscommission.gov.au](mailto:engagement@ndiscommission.gov.au) to receive information on how to resubscribe.

Yours sincerely

**Graeme Head AO**  
Commissioner

10 March 2020