



Dear registered NDIS provider

I acknowledge that this is an extremely difficult time for all Victorians, and that the current situation presents a complex series of challenges for National Disability Insurance Scheme (NDIS) participants and the providers that support them.

The introduction of stage 4 restrictions in the metropolitan Melbourne area means that NDIS providers must plan and adjust the way in which you deliver supports to NDIS participants, meeting your obligations to comply with Victorian Public Health Orders, and your obligations as an NDIS provider.

As an NDIS provider, you have [obligations](#) under the NDIS Code of Conduct and the NDIS Practice Standards, as well as your conditions of registration, that relate to the delivery of safe, quality supports and services, and the management of risks associated with the supports you provide to NDIS participants. We have issued guidance on those obligations in the context of the COVID-19 pandemic. You can find that information on our website at www.ndiscommission.gov.au.

We are working closely with the National Disability Insurance Agency and the Victorian Department of Health and Human Services to support continuity of critical supports to NDIS participants, and provide assistance to providers with confirmed cases.

You must notify us of any event that significantly affects your ability to comply with any of your conditions of registration, including suspected and confirmed cases of NDIS participants and workers. You must use the [notification of events form](#) to report these changes. This is an important requirement that enables us to monitor changes in the NDIS market and to connect you with any support you might require.

You should review your business continuity plans to ensure they are fit for purpose, including risk assessing the supports you are providing and checking in with the NDIS participants you support, being alert to any additional risks to participants through changes in support arrangements, isolation, or exposure to potential abuse or neglect.

You must ensure that the services you are providing comply with Victorian Public Health Orders, and mitigate risk of infection transmission to people with disability. You should make sure all your workers have completed Australian Government Department of Health [Infection Control training](#).

Also, any new workers you employ must be appropriately screened in accordance with your conditions of registration, and be instructed to complete the NDIS Code of Conduct [Worker Orientation Module](#).

The NDIS Commission will continue to issue advice and guidance to support you to continue delivering the safe and quality supports and services NDIS participants rely on. You should monitor the NDIS Commission's website for updates and read all Provider Alerts we issue.

Yours sincerely

Graeme Head AO
Commissioner

5 August 2020