# A letter to NDIS participants in Victoria

## From the NDIS Quality and Safeguards Commission and the National Disability Insurance Agency

### Easy Read version

## How to use this letter

The NDIS Quality and Safeguards Commission (NDIS Commission) and the National Disability Insurance Agency (NDIA) wrote this letter.

When you see the word ‘we’, it means the NDIS Commission and   
the NDIA.

We wrote this letter in an easy to read way.

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

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 10.

This Easy Read letter is a summary of another letter. This means it only includes the most important ideas.

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

## Why we are writing to you

We are writing to all National Disability Insurance Scheme (NDIS) **participants** who live in Victoria.

Participants are people with disability who use the NDIS.

We want to remind you about the support you can get during coronavirus (COVID-19).

Coronavirus 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.

Right now, there are lots of rules in Victoria about what you can’t do.

These rules help keep our community safe.

But you can get still get support from:

* the NDIS
* the NDIS Commission.

We also want to remind you:

* where to go if you have any questions about:
* your NDIS plan
* your service provider
* the services you need
* what your providers must do
* what to do if you are not getting support that is:
* safe
* good **quality**.

Quality is about receiving good services that:

* meet the needs of people with disability
* give people with disability choice and control.

We also want to tell you about a change to how some participants can use their NDIS **Core Supports** funding.

**Your Core Supports are the supports and services you need and use   
the most.**

## Things your service provider must do

**Your service provider must do their best to keep you safe   
from coronavirus.**

**They must also keep giving you the supports you need to be healthy.**

**Your service provider might have to change how they give you your services and supports.**

**They should talk to you about things that change.**

**They should ask you what:**

* **you think about these changes**
* **supports and services are important to you.**

**Your service provider must tell us if coronavirus affects your supports and services in a big way.**

## A change to how you can use your NDIS funding

**The National Disability Insurance Agency (NDIA) has changed how some participants can use their NDIS funding.**

**The NDIA runs the NDIS.**

**You can now use your Core Supports funding to pay for personal protective equipment (PPE).**

**PPE includes things like:**

* **face masks**
* **face shields**
* **gloves.**

**You can claim your PPE in the usual way if your NDIS plan is:**

* **plan-managed – you pay someone to manage your funding**
* **self-managed.**

**If you self-manage your plan, you:**

* **manage all or part of your funding**
* **choose what supports you use to reach your goals.**

**If the NDIA manages your funding, you must get your PPE from a registered provider.**

**A registered provider:**

* **can offer supports and services to participants**
* **is on a list that we look after at the NDIS Commission.**

**This change is for participants who:**

* **live in Victoria or New South Wales**
* **need face-to-face support for at least 1 hour each day.**

**The NDIA will change who can use their NDIS funding to buy PPE in the future if it needs to.**

**To find out about any future changes, visit the NDIS website.**

[www.ndis.gov.au/coronavirus/latest-advice-ndis](http://www.ndis.gov.au/coronavirus/latest-advice-ndis)

**If you are worried about your NDIS funding, you can contact us   
1800 800 110.**

**We can talk about:**

* **how to help you**
* **changing your plan.**

## How can you make a complaint to the NDIS Commission?

A **complaint** is when you tell someone that something:

* has gone wrong
* isn’t working well.

You can make a complaint about your service providers if you:

* don’t think they are telling you when your supports change
* 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
* make a complaint.

Your complaint doesn’t have to be about coronavirus.

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

You can visit our website and fill out a [Complaint Contact Form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF).

TTY **133 677.**

The National Relay Service:

* Speak and Listen **1300 555 727**
* SMS relay number **0423 677 767.**

## More information

**You can find more information on the coronavirus web page of   
our website.**

Website – [www.ndiscommission.gov.au/participants/covid-19-people-disability](http://www.ndiscommission.gov.au/participants/covid-19-people-disability)

**We also have a coronavirus information pack for participants.**

Website – [www.ndiscommission.gov.au/document/2126](http://www.ndiscommission.gov.au/document/2126)

**Information is available in:**

* **Auslan**
* **Easy Read**
* **languages other than English.**

**You can ask for information in Braille if you need it.**

**The NDIS has coronavirus information for participants too.**

Website – [www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19](http://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19)

**The Victorian Government also has coronavirus information for people with disability.**

**It includes information about:**

* **rules about what you can’t do**
* **wearing face masks**
* **where you can get more information and support.**

Website – [www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19](http://www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19)

**You can also contact the Disability Information Helpline 1800 643 787.**

**National Relay Service 133 677.**

**The Australian Government Department of Health has more information about how to:**

* **stay safe from coronavirus**
* **look after your mental health**
* **use telehealth services – healthcare you can get over the phone**
* **get the medicine you need.**

**You can find out more on the Australian Government Department of Health website.**

Website – [www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-people-with-disability](http://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-people-with-disability)

## Word list

**Complaint**

A complaint is when you tell someone that something:

* has gone wrong
* isn’t working well.

**Core Supports**

**Your Core Supports are the supports and services you need and use   
the most.**

**National Disability Insurance Agency (NDIA)**

**The NDIA runs the NDIS.**

**Participants**

People with disability who use the NDIS.

**Personal protective equipment (PPE)**

PPE includes things like:

* face masks
* face shields
* gloves.

**Plan-managed**

**You pay someone to manage your funding.**

**Quality**

Quality is about receiving good services that:

* meet the needs of people with disability
* give people with disability choice and control.

**Registered provider**

**A registered provider:**

* **can offer supports and services to participants**
* **is on a list that we look after at the NDIS Commission.**

**Self-managed**

**If you self-manage your plan, you:**

* **manage all or part of your funding**
* **choose what supports you use to reach your goals.**

**Telehealth services**

Healthcare you can get over the phone.

**Virus**

An illness or disease that can spread easily from one person to   
another person.

## 

## Contact the NDIS Commission

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

Phone – **1800 035 544**

Send us an email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Mail – NDIS Quality and Safeguards Commission

PO Box 210, Penrith

NSW 2750

Website – [www.ndiscommission.gov.au](http://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](https://internet-relay.nrscall.gov.au/)

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