



Coronavirus (COVID-19): What the NDIS Commission is doing

The NDIS Quality and Safeguards Commission (NDIS Commission) is providing information to registered NDIS providers to support them in understanding:

- their obligations to safely and competently provide supports and services to people with disability during the COVID-19 pandemic
- how to reduce exposure and transmission of COVID-19
- how to maintain NDIS supports and services.

Background

On 30 January 2020, the World Health Organization declared the Coronavirus (COVID-19) outbreak a Public Health Emergency of International Concern.

Some people with disability are more likely to be vulnerable to the severe adverse effects associated with COVID-19.

The Australian Government has enacted the Coronavirus Emergency Response Plan and the NDIS Commission is collaborating with key government and health agencies.

We are also providing information to NDIS providers to support you in understanding your obligations, and guide you on ways to best support NDIS participants during the pandemic.

Advice for providers

The [NDIS Commission website](#) contains important information for NDIS providers about COVID-19, including [Practice Alerts](#) and links to [advice and useful resources](#) from other key government agencies. You are advised to visit the NDIS Commission website regularly for updates, and ensure your details are up-to-date in the Provider Portal to enable us to send important alerts to you.

Your obligations

You have obligations under the [NDIS Code of Conduct](#) and the [NDIS Practice Standards](#), including conditions of registration. These relate to the delivery of safe and quality supports and services to NDIS participants, and the management of risks associated with the delivery of those support and services.

The NDIS Code of Conduct and relevant NDIS Practice Standards require you to manage the risks associated with the possible COVID-19 infection of workers and people otherwise engaged to deliver NDIS supports and services.

When registering with the NDIS Commission, you are required to ensure continuity of support requirements and risk management modules are in place. Refer to the [Quality Indicators](#) to ensure you continue to provide supports and services during a pandemic.



Our provider alert issued on [9 March 2020](#) provides further information about provider obligations.

Notifying the NDIS Commission of certain events

As a condition of your registration with the NDIS Commission, you must notify us of changes or events that adversely affect your ability to deliver supports and services to NDIS participants. This includes any change or event that:

- significantly affects your ability to comply with your conditions of registration and the NDIS Practice Standards
- seriously impairs your ability to effectively conduct operations and deliver ongoing supports or services to NDIS participants
- adversely affects a person with disability's access to the supports or services you are registered to deliver.

You can notify the NDIS Commission of any changes to the scale of operations by emailing registrations@ndiscommission.gov.au, calling 1800 035 544 or completing the [Notification of changes or events form \(Registered providers\)](#) on the NDIS Commission website.

Reducing the risk to participants

Keep up-to-date with Australian Government [Department of Health](#) recommendations on how to respond should an NDIS participant or a worker display symptoms.

It is important that you and your workers follow the Chief Medical Officer's advice on hygiene and infection control. Take all necessary precautions to protect the people with disability you support and your workforce from infection with COVID-19.

Review your practices and advice to staff – including your [business continuity plans](#) – to prepare for implementing activities that will continue to provide critical supports and services to participants while reducing their risk of exposure to COVID-19.

Our provider alert issued on [9 March 2020](#) also provides further information about reducing the risk to participants.

Advice for participants

The NDIA's website has [information for NDIS participants](#) regarding COVID-19. This includes Easy Read resources, [frequently asked questions](#) and up-to-date information about the NDIA's response to COVID-19.

Further information, alerts and resources

The [Coronavirus \(COVID-19\) information webpage](#) on the NDIS Commission website contains links to updates, training, alerts and other resources.

Contact Us

Call: 1800 035 544 (free call from landlines). Our contact centre is open 9am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

Email: contactcentre@ndiscommission.gov.au

Website: www.ndiscommission.gov.au