NDIS Quality and Safeguards Commission

Coronavirus (COVID-19)

Information for NDIS participants

Easy Read version



How to use this document

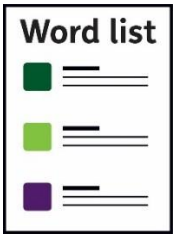


The NDIS Quality and Safeguards Commission wrote this document.

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



We have written this information 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 15.



This Easy Read document is a summary of another document.



You can find the other document on our **website**.



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

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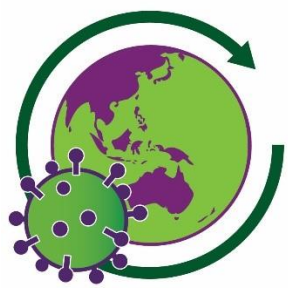
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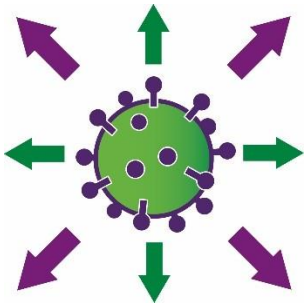
What is coronavirus?



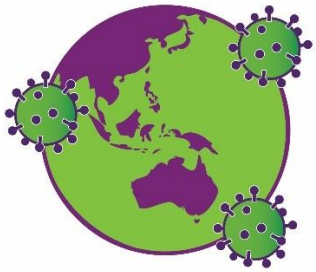
Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



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 pandemic happens when a virus spreads quickly to lots of countries around the world.

How can you stay safe?



It is important to stay safe during this time.

To help you stay safe, you should:



• stay away from large groups of people



• wash your hands throughout the day



• try not to touch your face



• sneeze into a tissue or your elbow





• call the doctor if you don't feel well.
You should also be careful about the places you choose to go.



And you should **self-isolate** if you need to.



If you self-isolate, you don't:

- leave your house.
- see other people.



You might self-isolate because you have:

- just come back from overseas.
- been close to someone who has coronavirus.



Taking these steps will help protect you and others from getting coronavirus.



You can find other ways to stay in touch with friends and family.



You might connect with your friends online, or on the phone.

Will coronavirus affect your NDIS supports?

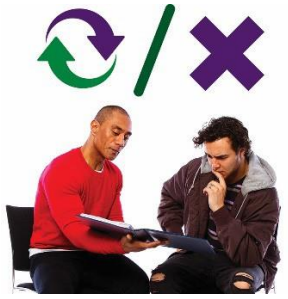


Coronavirus is affecting many people around Australia.

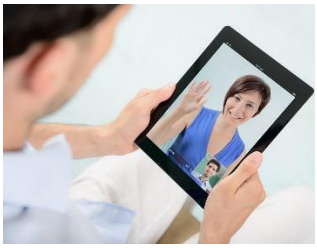
This means there might be some changes to your National Disability Insurance Scheme (NDIS) supports and services, such as:



- you might get a different support worker to the one you normally get.



- some of your supports or services might need to change or stop.



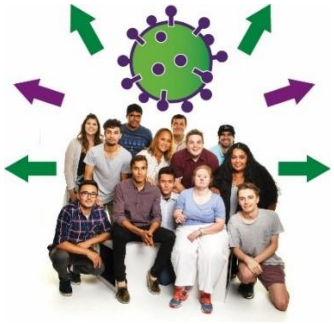
- your provider might offer support in a different way, like online using Zoom or Skype.



- some places that you normally visit may be closed, like the movies.



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



When people get together in groups, there is more risk that the virus will spread.



We understand that you might be worried about getting the NDIS supports you need.



NDIS providers will do their best to keep providing your support and services during this time.

What do NDIS providers need to do?

We are working with NDIS providers to make sure they know what to do during the virus.



They will keep following the:

- **NDIS Code of Conduct**
- **NDIS Practice Standards**.



These are 2 important documents that explain how NDIS providers must treat people with disability.

They will also:



- work to reduce your risk of catching coronavirus when you use their services

- make sure their support workers are following the rules, like:



  - washing their hands
  - keeping a safe distance from other people



- let you know if there are any changes to your supports



- keep giving you any supports and services you need for your:
  - health
  - safety

You should contact your NDIS provider to talk about:



- the supports and services you need the most
- how they will make sure they can keep supporting you.



You should also contact your provider if you have to self-isolate to find out how they can keep supporting you.

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 is 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 (teletypewriter)

133 677

The National Relay Service



Speak and Listen

1300 555 727

SMS relay number

0423 677 767

Where can you find more information?



We have more information and resources on **our website**.



You can find more information for NDIS participants on the **NDIA website**.



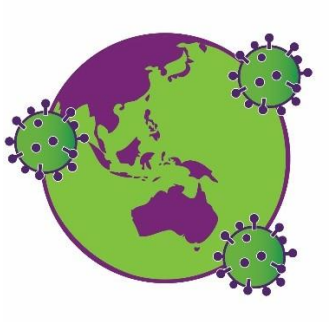
You can also phone them on **1800 800 110**.



You can find more information about coronavirus on the **Department of Health website**.

You can also phone the Department of Health on **1800 020 080**.

Word list



Pandemic

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



Self-isolate

If you self-isolate, you don't:

- leave your house
- see 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



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Penrith

NSW 2750

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The National Relay Service



Speak and Listen

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number

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Internet relay calls

internet-relay.nrscall.gov.au



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