



NDIS Quality
and Safeguards
Commission



Delivered by the
National Disability
Insurance Agency

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 use pictures to explain some ideas.

Not bold
Bold

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 19.



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).



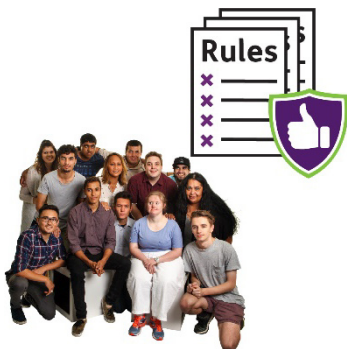
Coronavirus is a **virus** that has affected many people around the world.



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 still get support from:



- the NDIS



NDIS Quality
and Safeguards
Commission

- 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.

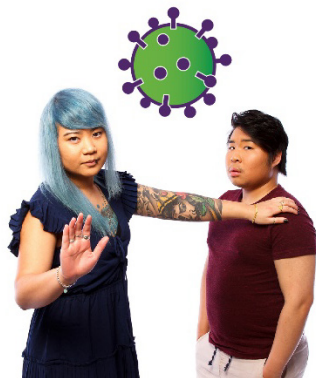


We also want to tell you about a change to how some participants can use their **NDIS Core Supports** funding.



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:

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- **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.**





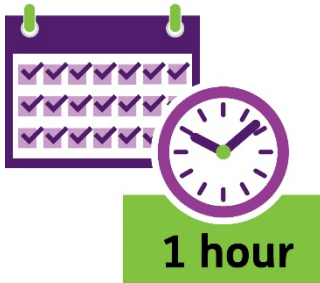
A registered provider:

- 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



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

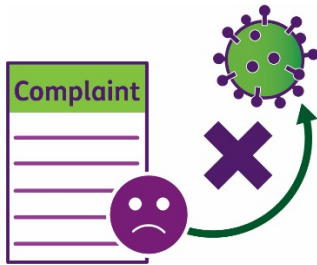


- aren't happy with the quality of your supports and services.



It's always ok to:

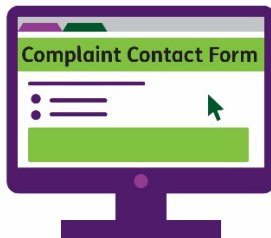
- speak up
- make a complaint.



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](#).



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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.



www.ndiscommission.gov.au/participants/covid-19-people-disability



We also have a coronavirus information pack for participants.



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.



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.



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

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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.



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.



1800 035 544



Send us an email:

contactcentre@ndiscommission.gov.au



NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



www.ndiscommission.gov.au



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The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



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