Talking Points

Coronavirus (COVID-19)

What we are doing to help stop Coronavirus from spreading

Easy Read version

ndis.gov.au

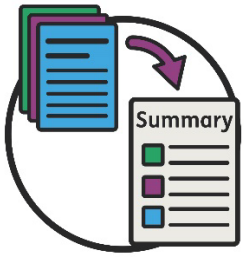
How to use this fact sheet

The National Disability Insurance Agency (NDIA) wrote this fact sheet. When you see the word ‘we’, it means the NDIA.

We have written this fact sheet 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 fact sheet is a summary of another document.

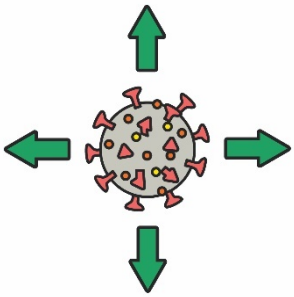
You can find the other document on our website at **www.ndis.gov.au**

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

About the coronavirus (COVID-19)

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 virus is called a pandemic when it spreads quickly to lots of countries around the world.

The Australian Government has decided to start its **Coronavirus Emergency Response Plan**.

In this fact sheet we call it the Plan.

The Plan is a document that explains what we must do if the Coronavirus starts spreading from person to person in Australia.

We are following the Plan.

We are also working with:

- the Australian Government Department of Social Services
- Services Australia
- the NDIS Quality and Safeguards Commission (NQSC)
- health agencies.

What are we doing to stop Coronavirus spreading?

At the NDIA, we are doing what we can to help:

- **participants**

- service providers.

Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).

We have put information about the Coronavirus on the disaster recovery page of our website.

https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response

We will keep adding new information to this page when we have it.

Because Coronavirus is spread from person to person, we need to have less face-to-face meetings with participants.

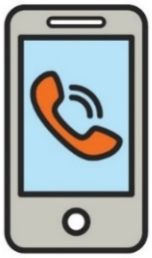
We want to talk to NDIS participants on the phone instead.

We think it is safer this way.

We are working with our partner organisations to make sure they are ready too.

Information for participants

If you are worried that you might have Coronavirus, you can call the Department of Health's Coronavirus Hotline.



1800 020 080

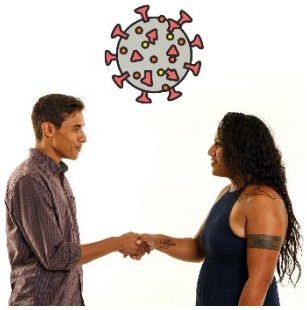
If you are worried about catching Coronavirus, you can ask to have any meetings with us over the phone.

This includes face-to-face meetings that are planned for your:

- plan review
- first plan meeting.

We will ask you to have a phone meeting if you:

- just came back from overseas

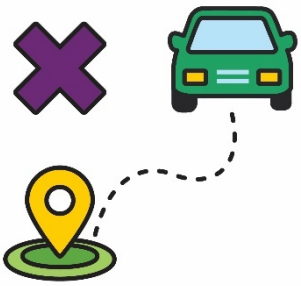


- have been in contact with someone who has Coronavirus.

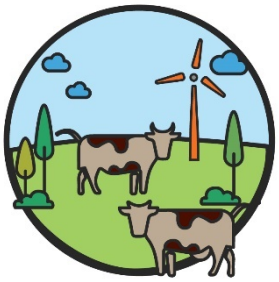
We are having phone meetings instead of face-to-face meetings in places like:

- hospitals
- prisons
- nursing homes.

We are doing this to keep these places safe.



We are putting off any trips we need to take to **remote** areas.



If something is remote, it is far away from any cities or towns.

This is to keep these areas safe.

People in these areas will be able to talk to us on the phone or through local people who work with the NDIS.

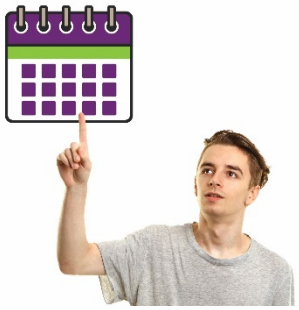
What can you do?

If you have been to another country where people have Coronavirus and you need to talk to us, it's safest if we talk to you:

- on the phone
- by email.

If you are due for a plan review but you're happy with the plan you have, we can renew your plan for up to 24 months.

You can get your new plan without having a face-to-face meeting.



You can tell us how long you want your new plan to last.

If you want to change your plan, we can have a phone meeting.

Even if you don't want a longer plan, we can automatically extend the plan you have now by 28 days.

This means you can still get the supports and services you need.

If you want to keep using the supports and services you use now, you can talk to your:

- Planner
- Local Area Coordinator.

You need to think about the supports and services you:

- really need
- can't live without.

You should talk to your service providers and health care providers to come up with a plan to keep you safe and healthy over the next few months.

Information for providers

Providers must make sure they have good plans for what they will do if things get worse.

The NDIS Quality and Safeguards Commission (NQSC) website has alerts with important information for providers.

https://www.ndiscommission.gov.au/news-media/provider-newsletters#alerts

We want providers to stay up to date about what is happening with Coronavirus.

How can you get more information?

You can get up-to-date information about what we're doing about Coronavirus from the disaster recovery page of our website.

https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response

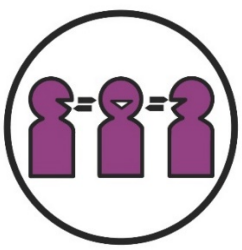
The Australian Government Department of Health has helpful advice on its website too.

https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

You can also get up-to-date information from the website of the Health Department in your state or territory.

If you have a speech or hearing impairment, you can call the National Relay Service.

133 677



If you speak a language other than English, please contact TIS – Translating and Interpreting Service.

131 450

If you are very worried, you can contact us at the NDIA:

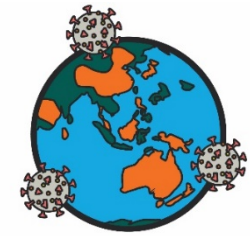
1800 800 110

www.ndis.gov.au

Word list

Coronavirus Emergency Response Plan

The Coronavirus Emergency Response Plan is a document that explains what we must do if the Coronavirus starts spreading from person to person in Australia.

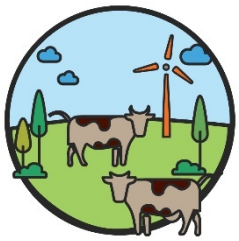


Pandemic

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

Participants

Participants are people with disability who take part in the NDIS.



Remote

If something is remote, it is far away from any cities or towns.

Virus

A virus is an illness or disease that can spread easily from one person to another person.

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