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**NDIS COVID-19 Update for NSW/ACT Resource Pack**

15 September 2021

Thank you for showing you interest in receiving updates from the NSW/ACT Community Engagement Team's about the NDIA's response to COVID-19 in NSW/ACT.

We are committed to keeping you up-to-date on available National Disability Insurance Scheme (NDIS) COVID-19 support for NDIS participants and providers with:

- the latest advice from the National Disability Insurance Agency (NDIA)
- temporary and on-going pricing arrangements and supports
- meal preparation and delivery for eligible NDIS participants (**NEW**)
- additional vaccination support for eligible NDIS workers in NSW (**NEW**)
- new vaccination hub in Liverpool NSW (**NEW, information attached**)

**NDIS participants can contact the NDIS national contact centre on 1800 800 110 and select option 5 if their situation has changed due to COVID-19.**

The information in this document may only be relevant to NSW/ACT and is correct as at 15 September 2021. To learn more about the NDIA's national COVID-19 response [visit our website](#).

**Keep informed about the NDIS and COVID-19**

NDIS advice is regularly updated:

- [Latest advice from NDIS](#) – contains the most recent advice and information from the NDIA about COVID-19 response measures.
- [Information for participants](#) – outlines how the NDIA is supporting participants during the pandemic, including information about plans and plan reviews, temporary supports available and other resources.
- [Information for providers](#) – outlines how the NDIA is assisting providers during the pandemic, including information about the workforce response service, personal protective equipment and provider obligations.
- [Information packs](#) – we have collated information on key topics and for different

situations to support NDIS participants and their families.

- [NDIS office operations](#) – the latest information about NDIA office closures in your region.
- [Partner office operations](#) – the latest information about partner office closures for local area coordinators and early childhood coordinators in your region.

### **Culturally and linguistically diverse communities**

The NDIA has COVID-19 information available in 12 languages: [Arabic](#), [Chinese \(Simplified\)](#), [Chinese \(Traditional\)](#), [Filipino \(Tagalog\)](#), [French](#), [Greek](#), [Hindi](#), [Italian](#), [Macedonian](#), [Samoan](#), [Spanish](#), and [Vietnamese](#).

The Commonwealth Government's [Translating and Interpreting Service](#) (TIS) is also available on 131 450. TIS is a free service that can translate our website over the phone, or be used before calling the NDIS national contact centre on 1800 800 110.

### **More support for people with disability and COVID-19 vaccinations**

Since May this year, supported independent living providers have been eligible to directly claim up to \$150 to cover costs of supporting NDIS participants to receive the vaccine.

To ensure more NDIS participants are supported to receive a COVID-19 vaccine, [on 1 September 2021 we extended this payment](#) to support coordinators and providers who deliver supports in these registration groups:

- High Intensity Daily Personal Activities
- Assistance in Coordinating or Managing Life Stages, Transitions and Supports
- Daily Personal Activities
- Participation in Community, Social and Civic Activities
- Assistance with Daily Life Tasks in a Group or Shared Living Arrangement – effective 26 May 2021.

The \$150 is an all-inclusive price that allows eligible providers to organise the best approach for participants being vaccinated offsite. This may include organising:

- administration to arrange vaccination appointments including seeking participant consent
- transport both ways in a COVID-safe manner
- appropriate staff to accompany participants to and from the appointments including remaining with them during the waiting time after the vaccination.

Providers can also claim the actual costs of delivering this support from participant plans,

such as transport and support workers, in agreement with the participant.

Eligible providers can claim by [invoicing the NDIA](#), once the participant receives all required doses to become fully vaccinated against COVID-19. The payment is not claimed from the participant's NDIS funds.

We may ask providers to supply evidence that the vaccination took place. Please keep records of vaccination dates, location etc.

The NDIA will continue to monitor current arrangements and advise any future changes.

[COVID-19 payments and billing](#) has more information about claiming for this support.

For more information on informed consent, visit [COVID-19 vaccination – information for disability service providers on consent](#).

### **Temporary arrangements for meal preparation and delivery**

[On 10 September 2021](#), the NDIA introduced temporary flexibility to help certain participants in lockdown areas access meal preparation and delivery support, to reduce their risk of exposure to COVID-19.

This is available to participants who:

- currently use some of their existing Core supports funding to pay a support worker to help them prepare their meals or help with shopping; and
- live in an area with 'stay at home' public health orders in place – check your local, state or territory government website for the latest advice or see the [NDIS COVID Addendum](#).

This is a different way for participants to use their current Core supports budget. We will not be adding additional funding to participant plans.

The cost of the food itself is not covered by the NDIS.

Learn more about claiming and eligibility for this support on the [Your health and safety](#) page.

### **Additional vaccination support for eligible NSW NDIS workers in NSW LGAs of concern**

Eligible NDIS providers, with workers who live or work within 12 Sydney local government areas, can now claim a payment to support their disability workers to be vaccinated against COVID-19.

The LGAs included are: Bayside, Blacktown, Burwood, Campbelltown, Canterbury-Bankstown, Cumberland, Fairfield, Georges River, Liverpool, Parramatta, Strathfield and some suburbs of Penrith.

Minister for the NDIS, Senator the Hon Linda Reynolds CSC, said the initiative supported a recent public health order from the NSW Government that all eligible disability support workers in the 12 LGAs would need one dose of the vaccine by 9 September 2021 - or

evidence of an appointment to be vaccinated by 19 September.

The payment, of \$100 per worker per dose, can be claimed retrospectively for any vaccinations that a worker has received since 23 August 2021.

The payment is available to registered NDIS providers, who can bill the NDIA directly.

Registered providers delivering NDIS supports within the following registration groups will be able to claim vaccination support payments if they provide:

- Daily personal activities;
- High intensity daily personal activities;
- Assistance with daily life tasks in a group or shared living arrangement;
- Participation in Community, Social and Civic Activities.

Further information can be found at [ndis.gov.au/coronavirus/providers-coronavirus-covid-19](https://www.ndis.gov.au/coronavirus/providers-coronavirus-covid-19)

#### **External information and resources**

[Frequently asked questions for service providers \(NSW Government\)](#) – information about Personal Protective Equipment (PPE) for self-managed participants and providers who unable to access the NDIS PPE support.

[Vaccination clinic access Western NSW \(NSW Government\)](#) – information from Transport NSW about community providers in Western NSW who can facilitate free-of-charge transport to vaccination clinics.

[Food relief services in NSW – COVID-19 \(NSW Government\)](#) – information about food relief services provided by the NSW Government.

[Protect yourself \(ACT Government\)](#) – information about Personal Protective Equipment (PPE) for self-managed participants and providers who unable to access the NDIS PPE support.

[Advice for people with disability \(ACT Government\)](#) – information about community transport supports in the ACT and how to organise these services.

[COVID-19 Update, 31 August 2021 \(ACTCOSS\)](#) – information about services and supports available to residents in the ACT, including financial supports, helplines and food relief.

[Look after your health in lockdown \(Council for Intellectual Disability\)](#) – easy read information about COVID-19 and being safe during the pandemic.

NSW/ACT Community Engagement

Community Engagement and Communications

**National Disability Insurance Agency**

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Delivered by the  
National Disability  
Insurance Agency