

COVID-19 Community Q&A

18 March 2020



For NDIS Participants

What happens if I am impacted by COVID-19?

If you are impacted by COVID-19 you will be prioritised to ensure you can continue to receive the disability related supports, including any additional supports or funding that may be required.

If you are impacted by COVID-19, the state health system will be your first contact point and the NDIA will work closely with the WA health system.

The NDIA has enacted its Crisis and Recovery processes which ensures dedicated resources to support impacted areas and every effort is being made to ensure processes for participants are simple and clear.

Where appropriate the NDIA can quickly make changes to plans to minimise administration and paperwork for those impacted.

Can my funding be used to pay support workers to do important tasks such as grocery shopping?

Far North will give you the essential support you need so you remain safe and have adequate supplies.

This means we may need to do some different tasks for you, like visiting the pharmacy to ensure you have an adequate supply of medication or doing some grocery shopping for you.

Will I receive my regular services?

We are doing everything possible to ensure that we are able to provide continuity of service and support to all Far North participants and we will be in regular contact

if we have to respond differently as time progresses and conditions change.

Managing your Budget!

Far North will work to ensure that you receive the essential support you need so you remain safe and have adequate supplies.

We will also be making sure that we are aware of your budget limitations and that you are only charged for the services that you receive.

If at any time you feel that you have been charged for a service that is not aligned to an arrangement to which you have consented, firstly, speak to your Support Coordinator and we can work through the details and make sure that your budget is managed during our response to COVID-19.

Will I be able to rollover my plan without a plan review meeting?

If you are due for a scheduled plan review and have a current plan that meets your needs, you will be offered a renewal of their current plan budget for up to 24 months.

The length of the plan will depend on your needs and your situation. This means you will be able to get a new plan without having to have a face-to-face meeting.

NDIS plans no longer expire!

The NDIA automatically extends the end date of participant plans by 28 days to remove any gap between new and old participant plan. This ensures continuation of service for participants during a plan review period.

NDIS Contact Centre If you need additional advice, you can also contact the NDIS Contact Centre on **1800 800 110**

What questions do you have? Let us know... **9193 5207** or **admin@farnorth.org.au**