Health & NDIS Interface in the age of COVID-19

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The NDIA is making some changes to the plan review process in response to the coronavirus (COVID-19) pandemic.

- **Reducing F2F contact** - if a participant has a scheduled plan review, the NDIA will contact them by phone or email to undertake their review.

- **Plan review process** - a participant can discuss having a new plan in place for up to 24 months.

- **Funding** - the NDIA will be making changes to NDIS systems to make sure participants have the funding they need during the coronavirus (COVID-19) pandemic.

- **Plan extension** - on the day a plan is due to expire, it will be automatically be extended by 365 days.
The NDIA understands that coronavirus (COVID-19) may significantly impact providers.

To help you to continue to deliver supports to participants through this time, the NDIA is introducing a number of changes, including:

- An advance payment to registered providers
- A temporary 10 per cent increase to the price limit of some Core and Capacity Building supports
  - This will not be applied to SIL supports
- Changes to the cancellation rules
- Introducing three new support coordination items under Core Supports
- A regular review of the effectiveness of these changes
Housing Supports for Hospital Discharge

The NDIA is considering relaxing some current policies and procedures:

- MTA: possibly not requiring an identified long term housing solution
- MTA: possible relaxation of price as a factor in Reasonable and Necessary (RnN) tests
- SDA: possible relaxation of price as a factor in Reasonable and Necessary (RnN) tests
- SDA: NDIA staff undertake vacancy matching
- Home Mods: Consider plans with auto funded items for partner network management
- Home Mods: Consider defined interim home modification package of temporary or permanent installations
The priority for the NSW Ministry of Health at this stage of the COVID-19 pandemic response in relation to the interface with the NDIS is:

- **COMMUNICATION:**
  - Providing advice on the public health messages as they apply to the interface between Health and the disability sector in NSW.
  - Ensuring that official sources of information are identified and communicated to stakeholders.
  - Identifying NDIS-related issues and escalating to the appropriate person in the appropriate organisation responsible for coordination or resolution.

- **DISCHARGE:**
  - **Identification** of inpatients in NSW hospitals who are NDIS participants or likely to be eligible for the NDIS.
  - **Safe, quick but carefully managed transition** into the community of those ready for discharge.
  - **Ensuring the durability** of the transition of PWD to the community.
SDA and SIL Vacancies

• NSW Health has previously **met with SIL and SDA providers** who have provided their vacancies suitable for NSW inpatients.

• NSW Health will continue to meet via teleconference with SDA, SIL and Support Coordinator providers in an effort to identify vacancies across NSW and neighboring states/territories and facilitate matches between participants in hospital with SDA/SIL/STA/MTA vacancies in the community. **Next meeting** is 2/4/20 @ 11am.

• **The list of current SIL and SDA vacancies** has been distributed to Local Health Districts and Specialty Health Networks across the state, as well as being made available to relevant Support Coordinators and the NDIA.

• **The NDIA has recently asked SDA providers** nationally to provide their vacancies centrally. We welcome this initiative.

• If you would like to continue to provide your vacancies to NSW Health, please **email your vacancies** or update your listing to:

  MOH-NDIS@health.nsw.gov.au
Other related activity

Infection control

- **NSW Health** has information on how to protect yourself from COVID-19. This includes fact sheets and FAQs to demystify infection control. [https://www.health.nsw.gov.au/Infectious/diseases/Pages/protect-yourself.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/protect-yourself.aspx)

- **Commonwealth Health** has an eLearning module on infection control. It provides information and education on COVID-19 and infection control procedures, as well as myth busters regarding COVID-19. [https://covid-19training.gov.au/](https://covid-19training.gov.au/)

- **NSW Health** will provide required PPE for confirmed cases while they are cared for in hospitals.

- **NSW Health Public Health Units** in Local Health Districts (LHD) will supply immediate PPE needs and training on use/rationing for participants with the illness who remain in quarantine in the community.

- On 24 March 2020 the **NDIS Quality and Safeguards Commission** published a newsletter requesting that providers identify their requests to draw upon the National Stockpile of PPE. Requests for PPE stock should be sent to Stockpile.Ops@health.gov.au. The factsheet ‘Coronavirus (COVID-19) - Information for support workers and access to PPE’ is available - [http://createsend.com/t/t-350D29C13172277C2540EF23F30FEDED](http://createsend.com/t/t-350D29C13172277C2540EF23F30FEDED)
Official Sources of Information and Resources

- **Commonwealth Department of Health (DOH)** is closely monitoring the COVID-19 pandemic [https://www.health.gov.au/](https://www.health.gov.au/). DoH provides daily updates, answering your questions about the latest news, current facts and figures, travel advice, key contact and phone numbers.


- **NSW Health** also has translated factsheets, information, videos and posters into various languages. [https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-resources-cald.aspx](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-resources-cald.aspx)

- The **NDIA** has information for NDIS participants, their family and carers. This includes frequently asked questions and easy read resources available at [https://www.ndis.gov.au/coronavirus#faq](https://www.ndis.gov.au/coronavirus#faq)


- **NSW Health** will soon be issuing specific public health advice for people with disability and those who care for them. This group will be alerted once that information has been issued.
Contacts

• Medical assistance
  • Phone your GP or hospital emergency department (ED) or call healthdirect on 1800 022 222 or visit at https://www.healthdirect.gov.au/.
  • If you have a medical emergency call 000.

• NSW Ministry of Health
  • Email questions to the MOH-NDIS Inbox - MOH-NDIS@health.nsw.gov.au.

• NDIA
  • Phone 1800 800 110, contact your Local Area Coordinator or visit https://www.ndis.gov.au/coronavirus.

• NDIS Quality and Safeguards Commission
  • Phone 1800 035 544 or visit the website at https://www.ndiscommission.gov.au/.