



NDIS Quality  
and Safeguards  
Commission

## Senate Select Committee on COVID-19

### Answer to Question on Notice

Reference: SQ20-000045

## Senate Select Committee on COVID-19 - section 13 notifications and process for reporting changes

Hearing: N/A

Hansard Page: Written

### Question:

- 1) How many providers have contacted the agency with concerns about continuity of service?
  - a. What were the causes of continuity of service risks, e.g. workforce capacity, cash flow, or coronavirus infection?

### Answer:

On 24 March 2020, the NDIS Quality and Safeguards Commissioner issued a notice under section 13 of the *NDIS (Provider Registration and Practice Standards) Rules 2018* onto all registered providers, requiring them to inform the NDIS Quality and Safeguards Commission (NDIS Commission) of certain changes and events, particularly those which affect their ability to provide NDIS supports and services to participants in the context of COVID-19.

As at 23 April 2020, 789 providers had submitted 905 notifications to the NDIS Commission regarding changes in the supports and services to NDIS participants as a consequence of COVID-19.

The majority of notices relate to a specific activity delivered by a provider, rather than the whole of the provider's operation. The main classes of support where changes were occurring include therapies, group day activities, and community participation activities. Most changes related to temporary cessation of supports or changes in the method of delivery of supports to meet state and territory restrictions.

Infections of participants and workers reported to the NDIS Commission as at 23 April 2020:

- 10 participant infections, including two deaths; and
- 10 worker infections, and one worker death which was out of the NDIS Commission's jurisdiction.

### Question:

- 2) Could an outline be provided of the process triggered when a service provider reports an issue with continuity of service?

### Answer:

Should the NDIS Commission receive a report of an immediate risk to a participant's health or safety due to withdrawal or alteration of critical supports, there are arrangements in place to triage such matters to the National Disability Insurance Agency to arrange immediate alternative supports.

Of the total number of notifications received, three notifications concerned an immediate risk to a participant. These reports were for two participants. Alternative arrangements were put in place for both participants.