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The NDIA supports providers through sharing advice relating to COVID-19 that may affect their business.

The [NDIS National Quality and Safeguards Commission](#) also provides regular advice and alerts for registered NDIS providers about COVID-19.

Providers can refer to the [NDIS Pricing Arrangements and Price Limits](#) and the COVID Addendum for information about measures, including eligibility conditions, dates and locations.

All provider claims are subject to the NDIS financial obligations and [NDIA payment assurance processes](#).

The NDIA continues to review current arrangements and will make further updates as needed.

Provider obligations

Providers have a duty of care to deliver supports to NDIS participants.

The [NDIS National Quality and Safeguards Commission](#) provides regular advice to registered NDIS providers and Provider Alerts that include important information about COVID-19.

Providers are required to notify the NDIS Commission:

- if a support worker or NDIS participant is confirmed to have COVID-19
- if there are changes to the scale of their operations
- any other changes related to COVID-19.

Providers can do this by completing their [Notification of event – COVID-19 \(registered provider\)](#) form on the NDIS Commission's website.

Disability worker COVID-19 leave grant

The Disability Worker Leave Grant will help disability workers who are unwell with COVID-19 and unable to provide supports to participants. Eligible disability workers with no leave entitlements will receive flat rates of:

- \$450 for workers who have lost at least 8 to 20 hours of work.
- \$750 for workers who have lost more than 20 hours of work.

The grant is available from 1 April to 31 December 2023. Providers can visit the [Department of Social Services](#) (external) for more information and how to claim.

COVID-19 vaccination payment for disability support workers

COVID-19 vaccination payment for disability support workers

The enabling vaccination payment for disability support workers remains in place.

Providers in the following registration groups can claim \$100 per worker for any COVID vaccine or booster administered:

- 0104 High Intensity Daily Personal Activities
- 0107 Daily Personal Activities
- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
- 0125 Participation in Community, Social and Civic Activities

This support goes towards:

- additional costs of supporting workers to receive a vaccination offsite, if they have no leave entitlements and would ordinarily be rostered to support a NDIS participant.
- additional costs associated with replacement staff where the replacement is necessary because of the vaccination of a support worker.

This will not impact funding from any participant's plan.

Providers can directly claim for these supports from the NDIA using the [bulk payment request template](#).

Instructions about claiming for these supports is on the [payments and billing webpage](#).

Meal preparation and delivery - ongoing flexibility

Meal preparation and delivery – ongoing flexibility

We made this support more flexible to help participants during COVID-19.

Some flexibility will now continue so participants can change arrangements for a short time, without the need for a plan review.

For more information, visit [our guidelines on meal preparation](#).

NDIS participants who usually have a support worker help them with meal preparation at home or help with grocery shopping, can use these funds to pay for meal preparation and delivery support for a limited time.

The cost of food is not covered by the NDIS. Visit the [COVID-19 payments and billing page](#) to learn more about claiming this support.

COVID-19 support measures for supported independent living (SIL) providers

The following supports are available nationally to support SIL providers.

Distribution of Rapid Antigen Tests (RAT) for participants and providers in SIL settings

In July 2022, the Australian Government completed [distribution of Rapid Antigen Tests \(RATs\)](#) to Supported Independent Living (SIL) settings in line with [AHPCC guidance](#). More than 6.8 million RATs were distributed nationally.

SIL providers who need further RATs should purchase them commercially.

Eligible participants are also able to purchase RATs through their NDIS plan.

Support is still available for participants who need RATs if they need it to safely access their disability-related supports.

If you need more information or have any questions, please email provider.support@ndis.gov.au.

Support for providers helping NDIS participants in SIL to access COVID-19 vaccinations

The NDIA offers payments to eligible providers for each participant they support to get any COVID-19 vaccination.

Eligible providers can claim \$75 per participant per COVID-19 vaccination when they support a participant to receive any COVID-19 dose. The NDIA encourages providers to have conversations with NDIS participants about vaccinations and support NDIS participants to book and attend vaccination services.

We remain committed to ensuring participants remain fully vaccinated against COVID-19, including supporting people who need additional COVID-19 booster doses.

In-reach vaccination service for residential accommodation settings

The Australian Technical Advisory Group on Immunisation (ATAGI) recommends a 2023 COVID -19 vaccine for adults with a disability and significant or complex health needs. An additional 2023 dose is recommended for all adults aged over 75 years. People with disability aged 65 to 74 and those with severe immunocompromise can consider an additional dose after discussions with their healthcare professionals. The Department of Health and Aged Care (external) works with Primary Health Networks (PHNs) to support residential disability accommodation sites to source vaccination providers.

PHNs will help sites to source primary care vaccination options locally in the first instance, including in-reach services provided on site. Primary care providers, such as General Practitioners (GPs) and Pharmacists will mostly administer COVID-19 vaccinations for disability populations, including those in accommodation settings. Primary care is well placed to be the principal providers of COVID-19 vaccinations. New providers continue to come online, and revised off-site vaccination incentive payments are available to GPs and Pharmacies from February 2023.

If primary care is not able to meet demand to administer COVID-19 vaccinations in these settings, the Vaccine Administration Partners Program (VAPP), will have some capacity to deliver COVID-19 in-reach clinics.

If you have not heard from your local PHN and you need help to arrange a COVID-19 vaccine service provider, you should contact the [COVID-19 vaccine disability team](#).

Cleaning service and higher intensity support

Two support items are available for SIL providers who support participants with additional needs because the participant is required to self-isolate or quarantine based on health advice.

The 2 support items are per the price limit detailed in the COVID Addendum for:

- one-off cleaning services
- additional supports for SIL participants required to self-isolate

SIL providers can claim for these support items if a participant is required to isolate or quarantine in accordance with health advice.

Supports can be claimed directly from the NDIA using the [bulk payment request template](#) and will not come from a participant's plan.

Instructions about claiming for these supports is on the [payments and billing webpage](#).

These supports can be claimed in addition to the usual SIL claim for a participant living in a SIL arrangement.

Outbreak management for SIL providers

The clinical first response service for SIL providers ended on 31 January 2023.

A webinar series shared information to providers on what to do if staff and participants are experiencing symptoms of COVID-19, including communications plans, outbreak management plans and standard transmission-based precautions training.

A recording of the webinar can be found [online](#).

COVID-19 rapid antigen test

Between 23 December 2021 and 31 August 2022, eligible SIL providers were able to claim \$12.50 for a rapid antigen test (RAT) when a support worker is required to undergo COVID-19 testing to deliver supports, based on state or territory public health recommendations or requirements.

This temporary measure has finished.

Direct claiming for deep clean of a participant's home

If you have a support worker attend a participant's home who later tests positive to COVID-19, you should organise a one-off professional deep clean of the participant's home.

Two support items are available nationally for Supported Independent Living (SIL) providers.

The support items are available for SIL providers who support participants with additional needs because the participants have been diagnosed with COVID-19 or are an identified COVID-19 close contact.

The 2 support items are:

- up to \$300 for one-off cleaning services
- up to \$1200 per participant, per day for additional supports for SIL participants experiencing COVID-19 infection.

Providers can refer to the NDIS Pricing Arrangements and Price Limits and the COVID Addendum for further details. Cleaning services and additional SIL supports can be directly claimed from the bulk payment request template. These supports are paid from the NDIA and do not come from a participant's plan.

Instructions about claiming for these supports are on the payments and billing webpage.

Provider workforce support arrangements

As part of the NDIA's initial COVID-19 response, we supported disability service providers that may have experienced workforce disruptions to maintain or recover their services through a single provider of workforce support. This arrangement ended on 31 January 2023.

If providers experience workforce disruptions due to COVID-19, please report these to the NDIS Quality and Safeguards Commission and contact the NDIA at provider.support@ndis.gov.au.

Support for providers helping participants access COVID-19 vaccinations

The NDIA continues to make payments available to eligible providers for each participant they support to get any COVID-19 vaccination.

Eligible providers can claim \$75 per participant for each COVID-19 vaccination.

To claim the COVID-19 vaccination support payment, support coordinators, psychosocial recovery coaches, plan managers and other providers must register in one of the following registrations groups:

- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
- 0104 High Intensity Daily Personal Activities
- 0106 Assistance in Coordinating or Managing Life Stages, Transitions and Supports
- 0107 Daily Personal Activities
- 0125 Participation in Community, Social and Civic Activities
- 0127 Management of Funding for Supports in Participants' Plans
- 0133 Specialised Supported Employment
- 0136 Group and Centre Based Activities.

These payments allow 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.

This payment is not available to providers where participants have received their vaccinations in their home.

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

More information to help providers is available on the [Australian Government's Department of Health and Aged Care \(external\)](#) website, including:

- [COVID-19 vaccination – information for disability service providers on consent](#)
- [Information for health care providers supporting an adult with a needle phobia](#)

The NDIA encourages providers to support participants to access COVID-19 vaccination services where participants choose to get vaccinations.

PPE for support workers

From 1 July 2022, PPE costs have been incorporated into the Disability Support Workers (DSW) Cost Model as part of the Annual Pricing Review.

State and territory advice for the disability sector

Each state and territory also has further information through the links below:

New South Wales

- COVID-19 information for [people with disability](#)
- COVID-19 information for [disability service providers](#)

Victoria

- [information for people with disability](#)
- [information for disability support providers](#)

Queensland

- information for [people with disability](#)
- information for [disability support workers and carers](#)
- information for [disability accommodation service providers](#)
- information about [disability accommodation services](#)

South Australia

- [COVID-19 health information](#)

Western Australia

- [COVID-19 information and advice](#)
- [WA whole-of-sector community services directory](#) (WA Connect).

Tasmania

- [COVID-19 information and advice](#)
- [Information for people with disability](#)

Australian Capital Territory

- [COVID-19 information and advice](#)

Northern Territory

- [COVID-19 information and advice](#)

Read our FAQs

[Payments and billing](#)

[Connecting with and helping participants](#)

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