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The NDIA is here to support providers and share advice about any changes that may affect their business during the COVID-19 pandemic.

Providers are encouraged to regularly check the [Department of Health](#) for the latest advice, including specific advice [for the disability sector](#) .

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

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

The NDIA monitor the need of all temporary COVID-19 supports and regularly updates the COVID Addendum to assist participants and providers.

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

View the [COVID Addendum](#) to view temporary measures introduced in direct response to the coronavirus pandemic and the regions and dates the measures are applicable.

Provider obligations

Providers are expected to continue delivering supports to NDIS participants and prioritise supports to meet the immediate needs of participants.

The [NDIS National Quality and Safeguards Commission](#) (NDIS Commission) is providing regular advice to registered NDIS providers and has links to Provider Alerts that contain important information for NDIS providers about coronavirus (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 or phoning 1800 035 544

Providers should refer to the [NDIS Practice Standards and Quality Indicators](#) to ensure they are prepared.

COVID-19 payment for disability support workers

The enabling vaccination payment for disability support workers has been extended. Providers in the following registration groups can claim \$100 per worker for any COVID vaccine or booster administered from 1 January 2022.

- 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 is a contribution towards:

- additional costs of supporting workers to receive a vaccination offsite, if they have no leave entitlements and would ordinarily be rostered to support an 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

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.

We recently updated [our guidelines on meal preparation](#) .

This replaces the temporary arrangements for meal preparation and delivery which ended on 28 February 2022.

NDIS participants who usually have a support worker help them prepare meals 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.

More information is in [our guidelines](#) .

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 February 2022 the Australian Government began [distribution of Rapid Antigen Tests \(RATs\)](#) to Supported Independent Living (SIL) settings in line with [AHPCC guidance](#) .

This distribution was completed on 31 July 2022 with more than 6.8 million RATs distributed nationally.

From 1 August 2022, SIL providers who need further RATs should purchase them commercially.

Providers can also request an emergency supply of RATs from the [National Medical Stockpile](#) if they are unable to source sufficient RATs during an outbreak.

Eligible participants are also able to purchase RATs through their NDIS plan Measures are still in place 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 has extended payments available to SIL providers for each participant they support to get any COVID-19 vaccination (including primary doses as well as any booster shots).

From 1 April 2022, we combined our COVID-19 vaccine and booster arrangements into a single participant vaccination support measure.

Eligible providers can now claim \$75 per participant per COVID-19 dosage when they support a participant to receive any COVID-19 vaccination (including primary doses and any additional booster vaccinations).

The participant vaccination support arrangement replaces the previous arrangement where eligible providers could claim:

- \$150 when supporting a participant to receive their first two COVID-19 vaccinations. The claiming period for this payment ended 28 calendar days after 31 March 2022 .
- \$75 when supporting a participant to receive their COVID-19 booster. Providers have 28 calendar days after 31 March 2022 to claim for this support.

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

In-reach vaccination service for residential accommodation settings

The Department of Health has a COVID-19 vaccination booster program for people with disability and support workers in residential accommodation settings.

Providers do not need to wait for an in-reach service if other vaccination services are available.

Providers that received in-reach visit for COVID-19 vaccination:

- A Commonwealth vaccination provider will contact your site by phone to organise an in-reach visit for the booster dose.
- Start planning and organising consent using the [Disability residential accommodation checklist](#)

Enquiries can be sent to DisabilityCovidVaccineDelivery@Health.gov.au

Providers that did not originally receive in-reach visit, but want one for the COVID-19 vaccine booster:

- Request in-reach support by emailing the Department of Health DisabilityCovidVaccineDelivery@Health.gov.au
- Start planning and organising consent using the [Disability residential accommodation checklist](#)

More information is on the [Department of Health website](#) .

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.

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 or quarantine

SIL providers can claim for these support items if a participant is required to isolate or quarantine under federal or state/territory government COVID-19 policies.

Additional SIL supports delivered between 11 January and before 7 February can be claimed through the direct claiming process using the [bulk payment request template](#).

Providers should use a claim date of 7 February to ensure a successful claim.

Direct claiming for additional SIL supports that include a date before 7 February will not be processed.

Cleaning services and additional SIL supports delivered before 11 January can only be claimed from a participant's plan.

Claims for supports delivered from 7 February 2022 onwards can only 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.

Clinical first response service

The clinical first response service is for SIL providers to respond to critical COVID-19 incidents and is available Australia-wide.

This service may include emergency advice, clinical support and infection control in the case of a positive COVID-19 diagnosis or outbreak in residential disability accommodation that a provider is unable to manage. This service will cease on 31 January 2023.

Service continuity is the provider's responsibility. Providers must notify the [NDIS National Quality and Safeguards Commission](#) if they become aware of significant impacts on service or support continuity.

For critical incidents, this service can be arranged via the NDIA, on request from SIL providers.

To access this service email provider.support@ndis.gov.au.

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 is now finalised.

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.

Cleaning services and additional SIL support delivered from 7 February 2022 can be directly claimed from the NDIA through the bulk payment request template.

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

Provider workforce support arrangements

As part of our initial COVID-19 response, we transitioned to a national single provider of workforce support.

This approach aims to support disability service providers, across all states and territories that may be experiencing workforce disruptions to maintain and/or recover their services.

Support services include:

- triage and assessment to prioritise workforce issues and potential response options
- peer support, coaching and mentoring assistance to help resolve issues
- connection to potential additional workforce support on the ground if needed (at the cost of the sourcing service provider).
- The single provider service will cease on 31 January 2023, and the NDIA will continue to support providers experiencing workforce disruptions.

Providers that may be experiencing workforce disruptions should email provider.support@ndis.gov.au.

Aspen Medical is also available to provide clinical response support and can work with providers located anywhere in Australia.

Support providers have also made their COVID-19 resources and templates available to NDIS providers:

- [general resources for the management of COVID-19](#)
- [organisational support](#)
- [participant support](#)
- [workforce support](#) .

Providers can contact provider.support@ndis.gov.au for further advice.

Aspen Medical is also available until 31 January 2023 to provide clinical response support and can work with providers located anywhere in Australia.

Support for providers helping participants access COVID-19 vaccinations

The NDIA has extended payments available to eligible providers for each participant they support to get any COVID-19 vaccination (including primary doses as well as any booster shots).

From 1 April 2022, we combined our COVID-19 vaccine and booster arrangements into a single participant vaccination support measure.

Eligible providers can now claim \$75 per participant per COVID-19 dosage when they support a participant to receive any COVID-19 vaccination (including primary doses and any additional

booster vaccinations).

The participant vaccination support arrangement replaces the previous arrangement where eligible providers could claim:

- \$150 when supporting a participant to receive their first two COVID-19 vaccinations. The claiming period for this payment ended 28 calendar days after 31 March 2022.
- \$75 when supporting a participant to receive their COVID-19 booster. Providers have 28 calendar days after 31 March 2022 to claim for this support.

To be eligible to claim the COVID-19 vaccination support payment, support coordinators, psychosocial recovery coaches, plan managers and providers must be registered 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.

The 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.

Eligible providers can only claim these payments after the participant has received the COVID-19 vaccination dosage at an offsite location.

The payment is not claimed from the participant's NDIS funds.

This payment is not available to providers who have used in-reach vaccination services.

[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](#) website, including:

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

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.

Learn more about when to [update service bookings due to pricing changes](#).

State and territory advice for the disability sector

Please visit your state or territory government website for current advice about COVID-19.

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

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- [COVID-19 information and advice](#)
 - information for [people with disability, their families and carers](#)
 - information for [disability service providers](#)
 - [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](#)
- [Advice for the disability sector](#)

Northern Territory

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

Read our FAQs

[Payments and billing](#)

[Connecting with and helping participants](#)

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