5 April 2020

A new service to be launched tomorrow will see NDIS participants receive priority home delivery during the coronavirus pandemic from some of the country's biggest supermarkets.

Following close collaboration between the National Disability Insurance Agency (NDIA) and leading supermarkets, the new Priority Home Delivery Service will ease the stress for over 340,000 NDIS participants who are unable to do their shopping in their usual way.

From tomorrow (Monday, 6 April), every NDIS participant will receive an individual code via SMS or email which will give them access to the priority delivery offer. Upon completing an online shopping order, participants will be prompted to enter their code when choosing the home delivery option.

Minister Robert said the service is another example of how the Government is collaborating with the private sector to develop whole-of-society efforts to help Australians in need and comes as the NDIA continues to implement its NDIS Pandemic Plan.

'The Priority Home Delivery Service will help hundreds of thousands of NDIS participants across the country access everyday items through an option that removes personal health risks and great stress associated with going shopping in the current environment,' Mr Robert said.

'I thank those supermarkets for delivering this service as it will be a great help to hundreds of thousands of Australians and their families.

'The Australian Government is committed to ensure the well-being of Australians with disability are considered as the coronavirus pandemic unfolds. Our priority during this period is doing what we can to support the immediate needs of NDIS participants, including through enabling priority home delivery of groceries and other basic essentials.

'The NDIS is one of the most important social and economic reforms in our country's history, and is already significantly improving the lives of people with disability and their families. This is another example of how we are working to improve the level of support provided, with more choice and control for participants.'

More information, including a list of participating supermarket retailers.

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