

Thursday 2 April 2020

RE: Important Update on Coronavirus (COVID-19) and NDIA

To support Disability Services through the Coronavirus Pandemic, the National Disability Insurance Agency (NDIA) have made some changes in the way services can be delivered and are funded.

To help you stay engaged and continue working toward your goals, the NDIA is encouraging participants to use their funding in new and innovative ways. MDS can support you with this in a variety of ways including:

- Providing individual support which follows current COVID-19 restrictions
- Provide a range of Activity Packages
- Online meetings and activity sessions
- Regular phone calls
- Small group support (within the COVID 19 control guidelines)

If you're interested in this support or have a suggestion for other support please feel free to contact your Service Coordinator.

To enable MDS to implement these services with some associated increased costs (e.g. Personal Protective Equipment) during the Coronavirus Pandemic the NDIA have implemented a temporary price increase. A 10% price increase applies to a range of services and will only be applied if you receive support.

Furthermore the NDIA have also revised the cancellations policy which requires you to notify 10 business days before a cancellation. All cancelled services within 10 clear business days have been paid at 90% of the hourly price up to the 29 March 2020 and 100% of the price from the 30 March 2020.

The above changes are effective from 25 March 2020 and are anticipated to be in place for six months unless reviewed earlier. Please note that we will advise you of any further price changes including when the NDIA cease the temporary price increase.

If you have any questions or require further information, please contact your Program Regional Manager or General Manager on 4621 8400.

Kind Regards,



Bianca Hull
General Manager Community Services and Supported Living