



NDIS Quality
and Safeguards
Commission

Coronavirus (COVID-19)

What you can expect from your service providers

Easy Read factsheet for people who live in supported accommodation



How to use this factsheet



The NDIS Quality and Safeguards Commission wrote this factsheet.

When you see the word 'we', it means the NDIS Quality and Safeguards Commission.



We have written this factsheet in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 11.



This Easy Read factsheet is a summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website at www.ndiscommission.gov.au

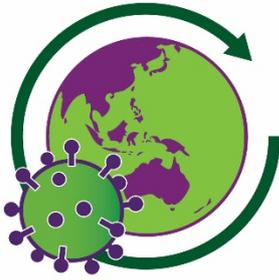


You can ask for help to read this factsheet. A friend, family member or support person may be able to help you.

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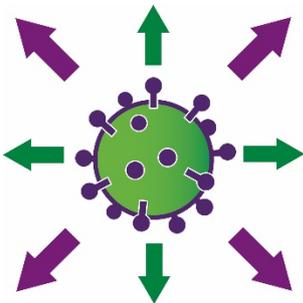
What is coronavirus?



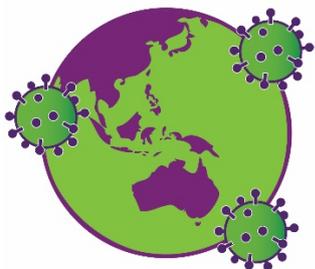
Coronavirus (COVID-19) is a **virus** that has affected many people around the world.



A virus is an illness or disease that can spread easily from one person to another person.



Coronavirus is spreading quickly.



Coronavirus has been called a **pandemic**.

A virus becomes a pandemic when it spreads quickly to lots of countries around the world.

Things your service providers must do

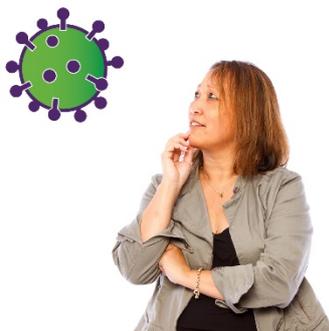


Supported accommodation is housing for people with disability where they can:

- get the support they need
- live together.



If you live in supported accommodation, your service providers need to keep you safe.



Your service providers also need to be ready if someone who lives in your home catches coronavirus.



Your service providers can make sure their workers follow the rules about:

- washing their hands
- how much space to keep between you and other people
- not going to work if they are sick.

Your service providers can also:



- tell you if your supports and services need to change



- know how to communicate with you in a way you can understand



- have enough:
 - gloves
 - hand sanitiser
 - soap



- find out what to do and who to contact if someone catches coronavirus



- tell you and your family if times or days when they can visit you change



- have enough staff to support you



- work out ways to keep supporting you and providing your services if someone catches coronavirus.



Your service providers must tell us if your supports and services will change in a big way.

How can you make a complaint to us?



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.

You can make a complaint about your service providers if you:



- don't think they are telling you when your supports change



- don't feel safe when you use their supports and services

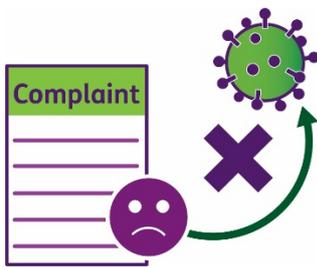


- aren't happy with the quality of your supports and services.



It's always ok to:

- speak up
- make a complaint.



Your complaint doesn't have to be about coronavirus.



You can call us on **1800 035 544**.



You can visit our website and fill out a [Complaint Contact Form](#).



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



If you live in Western Australia, and you want to make a complaint before 1 December 2020, please contact the [Health and Disability Services Complaints Office](#).

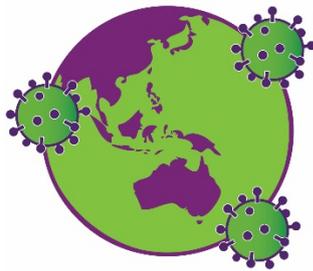
Word list



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Pandemic

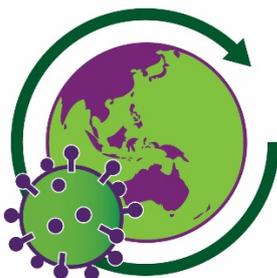
A virus becomes a pandemic when it spreads quickly to lots of countries around the world.



Supported accommodation

Supported accommodation is housing for people with disability where they can:

- get the support they need
- live together.



Virus

A virus is an illness or disease that can spread easily from one person to another person.

Contact us



You can call us from 9am to 5pm,
Monday to Friday.



If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



1800 035 544



Send us an email:

contactcentre@ndiscommission.gov.au



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The National Relay Service

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Internet relay calls

internet-relay.nrscall.gov.au



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