

Frequently Asked Questions

Our NDIS services during the COVID-19 Pandemic

Will my Support Coordination and Plan Management service stay open?

Yes, the Support Coordination and Plan Management service will stay open. Our staff have the ability to work from home if required, so the service will not be affected.

How can I contact my Support Coordinator and Plan Manager?

You will still be able to contact your allocated Coordinator or Plan Manager over the phone and via email. Alternatively, please contact our Customer Connect team on 1800 819 775 or info@scia.org.au, and they can assist you to connect with a Coordinator. Please note, to minimise contact, the Coordinators will not be attending face to face meeting with client and other third parties.

How can my Support Coordinator assist me during the COVID-19 outbreak?

The Support Coordination service will run as usual, so please stay in contact as required.

We are working with clients to consider what essential supports they need and consider the services they cannot live without. We can work with your service providers and health professionals to develop a plan to ensure personal health and safety over the coming months in order to maintain continuity of your essential supports.

We can work with you and your providers to determine what service have been changed or closed during this time. We can look into alternate options such of providers offering online services.

We will also work closely with the NDIS to organise plan review or change of circumstance requests a required.

How can I maintain my supports in a safe way during this time?

- We can work with your providers to ensure that they have strategies and management plans in place to ensure minimal disruption to your supports.
- Consider what is essential to your care and reduce the amount of people coming in and out of your home where you can. This may mean coordinating activities of daily life with your providers on your behalf i.e. care staff completing grocery shopping for you.
- Alternatively, you may require additional support. We can assist you to find service providers with capacity and assist you implement these services.
- If you have support workers coming and going, it's important they wash their hands regularly, and clean door knobs, light switches, taps and other surfaces thoroughly during their visit.

Does SCIA have capacity to assist new Support Coordination and Plan Management clients over this time?

Yes, SCIA has capacity to assist new clients for Support Coordination and Plan Management. Please contact our Customer Connect team on 1800 819 775 or info@scia.org.au to begin the sign up process.

What is the NDIS doing to ensure supports are not impacted?

- The NDIA has enacted its Crisis and Recovery processes, which ensure dedicated resources to support impacted areas.
- Every effort is being made to ensure processes for participants are simple and clear.
- Where appropriate NDIA can quickly make changes to plans to minimise administration and paperwork for the impacted participant.
- Face-to-face meetings with NDIS participants and prospective participants are being reduced, to help protect participants, members of public and staff from spreading or contracting coronavirus (COVID-19).
- The use of telephone meetings is being offered to all participants as a safer way to continue service delivery and continue to provide participants choice and control over their funded services.
- The Agency is encouraging participants to identify their essential supports and use their funding flexibly to meet their critical needs.

How can I get PPE including gloves, masks, gowns, sanitizer and disinfectant during this time?

With all of the demand for PPE at present, you may find that there is a shortage of stock through your usual supplier. You can contact Stockpile.Ops@health.gov.au if you or your service provider are unable to source.

What if I require assistance but do not have Support Coordination funding available in my plan, can SCIA's NDIS Support still assist me?

Yes we can. Recently the NDIS created 3 new Support Coordination line items in Core Supports. This means that clients are able to use their funds more flexibly to access these supports from either their Core or Capacity Building budgets even if Support Coordination was not originally built into your plan.