



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

Disability Support Program

Dear Participants

Breaking News for NDIS participants

We hope you and your family are healthy and well during this difficult time. We want to let you know of some important changes and good news from NDIA in response to COVID-19.

Plan review

- Scheduled plan review will be conducted via phone or email. If you are comfortable with your current plan, you could request to repeat your current plan as your new plan.
- New plans can be requested to be in place for up to 24 months.
- Gap plan (that cover the period between current plan and new plan) will be in place for 365 days instead of 28 days.

Full details of the changes, please visit NDIS website:

<https://www.ndis.gov.au/coronavirus>

Support coordination

- Starting from 25 March 2020, participants can flexibly use their Core or Capacity Building budgets for support coordination.
- This means it is much easier and simpler to get support coordination to help you link up with supports and manage your services in the coming months.

Please contact us if you would like to know more about support coordination and its temporary changes in funding structure.

You may visit the Price Guide page on the NDIS website

(<https://www.ndis.gov.au/providers/price-guides-and-pricing#priceguides>) for more detailed information about the introduction of three new support coordination items.

CCSSCI Disability Support Program: Policy and fee schedule changes in response to COVID-19

According to the latest NDIS Price Guide published on 25 March, 2020 in response to COVID-19, we would like to introduce the following policy and fee schedule changes starting from 25/03/2020;

Late cancellation policy

NDIA has changed its rules to allow organizations to charge 100% late cancellation fee. We have readjusted our late cancellation policy accordingly. Please see the following revised cancellation policy:

“Service cancellation after 4pm prior to the service day, will lead to a one-hour late cancellation fee at participant’s NDIS plan budget. This policy applies to services on both weekdays and weekends.”

Increasing hourly rate for our support worker and allied health services

NDIA is increasing the hourly price limit for most support services by 10% to support providers who are going through significant changes due to COVID-19. This is a temporary change and will be implemented for 6 months. Please note that your NDIS funding will not be affected by the price limit increase as NDIA will also automatically increase your funds to pay for the additional costs.

Please see the table below for the increased hourly rate that applied to our services:

Service Type	Service Day and Time	Price (per hour)
Home Care and Personal Care & Social & Community Participation and Supported Transport	Weekday Day time	\$62.49
	Weekday Evening (8pm-12am)	\$68.96
	Saturday	\$85.95
	Sunday	\$111.77
	Public Holiday	\$139.93
Individual Skills Development	Not applicable	\$50.94
Allied health services	Not applicable	\$213.39

CCSSCI CARE AND SUPPORT

- We will be operating and supporting you through this difficult time.
- If you have any questions or require any support, please contact our Doncaster Office 8848 0288 or email NDIS@ccssci.org.au.
- Please follow us on WeChat, we will continuously publish latest information regarding COVID-19.
- Please visit www.health.gov.au or www.healthdirect.gov.au/coronavirus for the latest COVID-19 information and resources.
- Please visit <https://www.ndis.gov.au/coronavirus> for NDIS specific support and information on the response to COVID-19.



Thank you for your kind attention.

Yours sincerely

Mei Yau

Community Services Manager

01/04/2020