

Friday, March 27th 2020

Dear Valued Client and/or Stakeholder;

As you know, there is ongoing and growing concern about the spread of Covid-19, also known as the Coronavirus.

Currently, YMCA is still providing supports and are being client-driven with how the supports are delivered (i.e. in the home, different hours, ect).

The NDIA (National Disability Insurance Agency) have released an updated guide and support catalogue that features a new 10% loading on certain supports for up to six months, effective March 25th 2020. This new 10% loading is referred to as the Covid-10 loading and will be applied to the following categories of supports;

- Assistance with Daily Life (excluding Supported Independent Living)
- Assistance with Social and Community Participation
- Capacity Building: Improved Daily Living
- Capacity Building: Improved Health and Wellbeing (not including personal training).

The purpose of this letter is to advise you that as of Wednesday April 1st, 2020, YMCA of Bundaberg will be charging relevant supports under the new Covid-19 loading price points. This will be reflected in new service agreements as they are renewed and amended as per your support requests. As per the statement in your individual service agreement with YMCA of Bundaberg on page 6, 'the cost on the schedule is in alignment with the current NDIS Price Guide. The cost on the schedule will increase, within this service agreement, to reflect any changes in the NDIS Price Guide.'

If you have any questions or concerns, please do not hesitate to contact either myself or Emma O'Neill (CIS Manager).

Kindest regards,

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