

# Summer Foundation PPE Initiative

## Frequently Asked Questions

### **What is PPE?**

PPE is Personal Protective Equipment. It includes items a person with disability or support workers can wear to stop COVID-19 from spreading from one person to another. PPE includes masks, gloves, gowns and face shields.

### **How can I access the PPE stores?**

There are two online stores and you will need your NDIS participant number to order items.

You can access these stores via the Summer Foundation [PPE Initiative web page](#).

### **Can I access the stores and buy items if I don't have an NDIS number?**

These stores have specifically been set up for NDIS participants to enable them to access the PPE they need.

### **I have a disability but am not eligible for NDIS. Can I purchase PPE?**

At this stage, the PPE stores are only available to NDIS Participants. In future, we will look to broaden the availability of the stores to include others.

### **Why is an NDIS number needed?**

There is an international shortage of PPE. Suppliers RSEA and Blackwoods have reserved some stock specifically for NDIS participants. To be able to access the stores an NDIS Number is needed to ensure that stock is being purchased by NDIS Participants only. These stores are not open to the general public.

### **Who will get access to my NDIS Number?**

Your NDIS Number will remain private. It is needed to enter the PPE store only. It will not be recorded or passed on to anyone.

## **What can I buy?**

Gloves, gowns, surgical masks, face shields, hand sanitiser and disinfectant wipes will be available from the online stores.

## **Are the same products available in both stores?**

The same types of products are available in both stores. The brands which RSEA or Blackwoods choose to sell is at their discretion. Both Blackwoods and RSEA provide high quality PPE products.

## **How do I choose the size of the product?**

Products such as gloves come in a range of sizes. You will need to choose the size which best suits you. You may need to select your colour preference before size options are made available.

## **What if I need PPE that is not available in the stores?**

We are interested in your thoughts on PPE including any feedback you may have about the PPE online stores. Your feedback will assist us to provide feedback to the government on the PPE needs of people with disability and also ensure the online stores are user friendly and provide NDIS participants with what they need. Please [complete this short survey](#) - it will take around 5 minutes to complete.

## **Will the products in these stores cost more than my usual supplier?**

Both Blackwoods and RSEA have priced products as reasonably as possible, specifically for NDIS participants. The Summer Foundation has also negotiated reduced delivery costs for NDIS participants.

In the current internationally competitive market, quality PPE is hard to source and can be expensive. The prices reflect the current market rate for goods of this standard and quality.

You may find less expensive PPE on other sites however the quality and delivery timeframes are variable.

## **Are prices the same in both stores?**

RSEA and Blackwoods operate independently and will continue to adjust their prices in line with the market.

## **How do I pay?**

Payment is by credit card. You will need to pay for your own PPE unless it is a reasonable and necessary support in your NDIS plan. The Summer Foundation has worked alongside RSEA and Blackwoods to get the PPE stores up as quickly as possible, credit card is the easiest payment method to set up. Blackwoods and RSEA may look at other payment options in the future.

## **Does everyone need to use PPE during the COVID-19 pandemic?**

No. If you or your support workers use PPE as a regular part of your support arrangements, you should continue to do so, including if your supports require close physical contact. If you don't already use PPE, there is no need to wear face masks if you and your support worker are both well. You can find more information about who should use PPE and other ways to stay safe during the pandemic on the [PPE information page on our website](#).

## **What is the purpose of the survey?**

PPE is a significant issue for many people with disability during COVID-19. We are interested in both your feedback on the PPE online stores and any other issues you have related to PPE.

Your feedback will assist us to provide feedback to the government on the PPE needs of people with disability and also ensure the online stores are user friendly and provide NDIS participants with what they need.

## **Is the Summer Foundation running the online stores?**

The Summer Foundation is working collaboratively with 2 of Australia's largest providers of PPE – RSEA and Blackwoods – to provide the online stores specifically for NDIS participants. Orders are filled and sent out by these companies. The Summer Foundation does not have any financial interest in the sale of PPE via RSEA Safety or Blackwoods. The Summer Foundation does not run the retail store and is not involved in the day to day operations.

## **Why is the Summer Foundation involved in a retail operation?**

In April 2020, the Summer Foundation conducted an online survey of NDIS participants about their PPE needs. Many of them reported that the current COVID-19 pandemic made it very difficult for them to get PPE at a reasonable price. The online stores are part of our Support & Connect response to the pandemic where we are working to provide tangible and direct support to people with disability and complex needs.

The Summer Foundation does not run the retail store and is not involved in the day to day operations. Summer Foundation will pass on any feedback received about the stores to RSEA and Blackwoods to help them improve the stores.