

NDIS Participant Intake Form

Coordination and Care Services – Phone: 03 9642 0872

Email: admin@coordinationcare.com.au

1. Participant Details

Participant Name	Title	First name	Surname
Preferred Name			DOB
Phone	Home		Mobile
Email			
Residential Address			
Postal Address (if different)			
Language at home other than English			Interpreter required? <input type="checkbox"/> Yes <input type="checkbox"/> No
Preferred option for communication	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> Phone <input type="checkbox"/> Other _____		Do you identify as Aboriginal and Torres Strait Islander? <input type="checkbox"/> Yes <input type="checkbox"/> No
Primary Disability			
Is there a Family member or Advocate to support the Participant? <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, please detail below)			
Is there a Guardianship and/or Administration order in place? <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, please detail below)			
NOTE: For participants under the age of 18 years of age or under guardianship or in the care of family or caregivers please complete below.			

2. Nominated Support Person

Nominated Support Person: 1	Nominated Support Person: 2
<input type="checkbox"/> Advocate <input type="checkbox"/> Parent <input type="checkbox"/> Guardian <input type="checkbox"/> Support Person <input type="checkbox"/> Emergency Contact <input type="checkbox"/> Plan Nominee <input type="checkbox"/> Child Representative <input type="checkbox"/> Other: Details _____	<input type="checkbox"/> Advocate <input type="checkbox"/> Parent <input type="checkbox"/> Guardian <input type="checkbox"/> Support Person <input type="checkbox"/> Emergency Contact <input type="checkbox"/> Plan Nominee <input type="checkbox"/> Child Representative <input type="checkbox"/> Other: Details _____
Name	Name
Relationship to Participant	Relationship to Participant
Residential Address	Residential Address
Postal Address (if different)	Postal Address (if different)
Home Phone	Home Phone
Mobile	Mobile
Email	Email
Advocacy Form Supplied? <input type="checkbox"/> Yes <input type="checkbox"/> Action Required	Advocacy Form Supplied? <input type="checkbox"/> Yes <input type="checkbox"/> Action Required

3. Your Professional Support

Health Professional 1	Health Professional 2
Name	Name
Organisation	Organisation
Business Phone	Business Phone
Mobile	Mobile
Email	Email

4. Funding

Current funding arrangement for Professional Services?

☐ Medicare ☐ NDIS ☐ Other _____ ☐ New Participant

How did you hear about Coordination and Care Services?

☐ Friend ☐ Your Professional Support Person ☐ Other CCS client ☐ Other _____

NDIS Number:	
NDIS Plan start date:	

5. Supporting your preferences

Do you have specific preferences?	
• communication device	
• contact method/times	
• cultural/religious	
• easy read documents	
• language (written spoken)	
• other	

Please note:

- These records are owned by Coordination and Care Services.
- Information within these records will be shared with other staff within the organisation on and only when staff require the information to carry out their duties
- The participant can ask to see records and receive a copy
- Records are archived for a set period according to Coordination and Care Services policy and procedures
- All information obtained will be kept confidential.
- This information is used to set up the Service Agreement with Coordination and Care Services

- The Service Agreement is signed off by both the Applicant/Advocate, and Coordination and Care Services
- A signed Service Agreement is required to start Coordination and Care Support

Questions and Answers

Area /Questions	Information Details
What is Coordination and Care Services and how does it work?	Coordination and Care Services works with you to understand your NDIS plan. Our support coordinators assist you to build the skills you need to understand, implement and use your plan to achieve your goals. We work with you to improve your ability to connect with the community through informal and funded support networks. We work with you to help with your NDIS plan review.
What happens after my NDIS Plan is approved?	Firstly, congratulations as you now have NDIS funding to work towards achieving your goals. You then need to select a support coordinator to help you put your plan into action. At Coordination and Care Services we believe we are best placed to help you get the most from your funding through working with you and your support team.
Do I have to use Coordination and Care Services as my support Coordinator?	No. Choice and control remains with you regarding your funding and how you want to implement your funded services. We believe we are best placed to support you to achieve your goals as we have worked with you during your NDIS application process.
What happens if there is no funding in my plan for support coordination?	Again, congratulations as at least you have NDIS funding to support you to achieve your goals. There are other ways for you to make your plan work for you. You can use a plan manager to help with some of the complexity regarding rolling out your plan. Please talk to us as there are many ways forward.
Other information and support offered by Coordination and Care Services	At Coordination and Care Services we are here to help if you have any questions regarding the funding in your NDIS plan. We take pride in providing you with any information in a timely manner that can assist you in maximising the benefits from your funding. There are always better ways to get the most from your funding to achieve your goals. We can help with the details so that you can keep your focus on the way forward.
Can you opt out of Coordination and Care Services?	Yes. Choice and control remain with you regarding your plan and how you use your supports. Our focus is you and supporting your choices. If you prefer to move onto another provider, we will do our best to make sure there is a smooth transition so that your funded services can continue.
Individuals right to a support person or advocate.	All participants have the right to have a support person to help them with their NDIS Plan. This support person can help a participant with many aspects of their plan. Coordination and Care Services just needs the support person details and have them sign off on our Advocacy Form where appropriate.
Can I change my Advocate or support person?	Yes, the participant has the right to change their support person or Advocate at any time. Coordination and Care Services needs to be informed and new arrangements signed off.
Access for interpreter support if required.	At any time, if things are not clear due to language differences Coordination and Care Services is happy to provide interpreter support to ensure clear understanding of any information to do with our Plan Management service.
Privacy and confidentiality of information	All information supplied to Coordination and Care Services is treated as confidential. All information is kept as required by government regulation. For more information please go to www.coordinationcare.com.au
Coordination and Care Services feedback – compliments and complaints.	At Coordination and Care Services we are always happy to receive feedback regarding our services and support. If you have any compliments or complaints, please provide feedback either directly via phoning or emailing Coordination and Care Services. Alternatively you can provide feedback via our website at www.coordinationcare.com.au Also you can provide feedback directly to the NDIS via their website www.ndis.gov.au