



NDIS PARTICIPANT FAQS

EASY READ



HOW TO USE THESE FAQs



Hunter Primary Care wrote these FAQs.

When you see the word **we** it means Hunter Primary Care and our staff.



We have written these FAQs in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this document.

A friend, family member or support person may be able to help you.



Please let us know if you would like us to help you.

WHY IS THIS CHANGE HAPPENING?



Hunter Primary Care is changing the way it delivers services.



Because of changes to the NDIS, we have decided to stop offering Support Coordination.

WHEN WILL THIS HAPPEN?



Your support coordinator will work with you or your guardian to make a plan.



We will tell you what is happening and give you time to get ready.

WHAT DOES THIS MEAN FOR ME?



You will need to choose a new support coordinator.



We will help you with this change and give you the support you need.

WILL SOMEONE HELP ME FIND A NEW SUPPORT COORDINATOR?



Yes.

We will help you (or your guardian)
by:

- Giving you a list of options
- Helping with the paperwork
- Supporting you through the change

CAN I CHOOSE WHO MY NEW SUPPORT COORDINATOR IS?



Yes.

You or your guardian can choose a support coordinator that is right for you.

CAN I KEEP MY CURRENT SUPPORT COORDINATOR IF THEY MOVE TO A NEW JOB?



Maybe.

If your current support coordinator goes to a new job, you can choose to go with them.



But you will need a new agreement with their new workplace.

WHAT HAPPENS TO MY INFORMATION?



Your personal information is private.



We will only share it with your permission.



It will only be shared with the new support coordinator you choose.

I FIND CHANGE HARD. WILL SOMEONE EXPLAIN THIS TO ME?



Yes.

We will explain everything clearly and kindly.



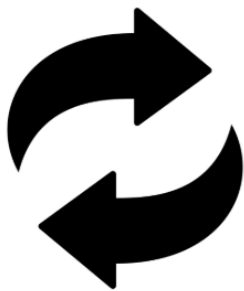
If you need information in a different format (like audio or another language), just ask.

WILL I LOSE MY NDIS FUNDING?



No.

Your NDIS plan and funding will stay the same.



This is just a change to who helps you with Support Coordination.

CAN MY FAMILY OR SUPPORT TEAM HELP ME?



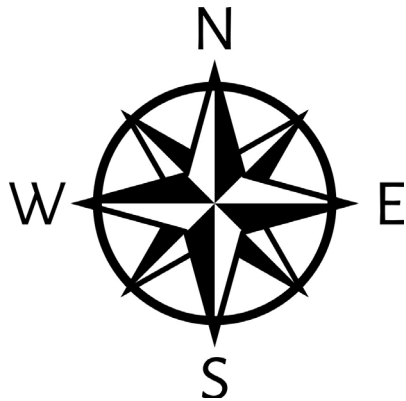
Yes.

You can ask family, carers, or trusted people to help you.



Just let us know who you want involved.

WHAT IS A NAVIGATOR?



A Navigator is an upcoming role in the NDIS.



To learn more, visit the NDIS website
www.ndisreview.gov.au/resources/fact-sheet/finding-your-way-around-help-navigator

WHO CAN I TALK TO IF I'M WORRIED?



You can:

- Talk to your support coordinator
- Call us on (02) 4925 2259 and press 1
- Email us at

ndis@hunterprimarycare.com.au



We are here to help.

CAN I GET OTHER KINDS OF SUPPORT?



Yes.

Visit our website for more support services:

www.hunterprimarycare.com.au/support-services