

NDIS SERVICE PROVIDER FAQs: YOUR QUESTIONS ANSWERED

These FAQs are designed to support NDIS service providers working with participants who currently share services with Hunter Primary Care. It outlines key information and next steps as we transition out of providing NDIS Support Coordination.

Why is Hunter Primary Care (HPC) transitioning out of Level 2 Support Coordination services?

HPC is reshaping the way we deliver services in response to broader structural and policy changes in the NDIS, including the introduction of the new 'Navigator' role and ongoing funding constraints. After careful consideration, we have made the difficult decision to phase out our Level 2 Support Coordination service.

This decision is not a reflection on the value of the service or the incredible work of our team—it is a necessary step to ensure our ongoing sustainability while continuing to support participant outcomes in new ways.

When will Level 2 Support Coordination services officially end?

HPC is working through a structured and staged co-designed transition plan, and will communicate key timeframes as soon as they are confirmed. Participants will be given ample notice and support throughout the transition process.

What does this mean for me if one of my participants has Support Coordination with HPC?

If a participant you support currently receives Level 2 Support Coordination from HPC, we want to reassure you that they will be supported through a structured and compassionate transition process.

This includes:

- A tailored transition plan that supports the participant's choice and control
- A handover to a new Support Coordination provider, with participant consent
- Ongoing communication and collaboration with care teams (including you) to ensure continuity of supports.

We will work closely with all relevant providers to minimise disruption and ensure the participant feels informed, safe and supported throughout the process.

There is no immediate action required from you at this stage. However, if you notice the participant becoming distressed, disengaged, or unsure about the change, please encourage them to speak with their support coordinator or contact us directly.

✉ Email: ndis@hunterprimarycare.com.au

☎ Phone: (02) 4925 2259 – Press 1 for NDIS enquiries

Thank you for continuing to support the people we work with in such a thoughtful and collaborative way.

How will participants be supported during this transition?

Each participant will receive a tailored, person-centred transition plan, developed with their needs, preferences and communication style in mind.

Our support coordinators have been actively involved in co-designing the transition process, including identifying potential risks for participants, shaping handover pathways and planning communication strategies that prioritise emotional safety.

Extra care will be taken with participants who have psychosocial vulnerabilities, complex needs, or limited informal supports, to minimise distress and reduce the risk of disengagement.

Can I tell participants that HPC is exiting Level 2 Support Coordination?

We kindly ask that you do not initiate this conversation with participants. HPC is actively contacting all affected participants directly, using communication approaches informed by our staff-led co-design sessions, to ensure messages are delivered with sensitivity and consistency.

If a participant raises the topic with you, please refer them to their support coordinator, our transition webpage, or invite them to contact us directly.

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🌐 Website: www.hunterprimarycare.com.au/ndislevel2supportcoordinationtransition

Thank you for working with us to ensure the people we support feel safe, informed and respected during this time.

Can providers speak with HPC staff about specific participant transitions?

Yes — with the participant's informed consent. HPC is committed to collaborating openly with external providers to ensure clear, well-structured handovers that prioritise participant outcomes and continuity of care.

Will providers be informed of the transition process?

Yes. HPC has created a dedicated transition webpage which includes resources, contact information and downloadable materials including FAQs for stakeholder groups. The phased communications plan includes contacting providers to inform them of this planned transition out of Level 2 Support Coordination. Follow this link to our website:

www.hunterprimarycare.com.au/ndislevel2supportcoordinationtransition.



What if a participant disengages or is at risk during the transition?

Our team is actively identifying participants who may be vulnerable or at higher risk of disengagement, including those with complex needs, psychosocial disability or limited communication access. With the support of our co-design working group, HPC is putting plans in place to proactively check in, respond early and coordinate with stakeholders such as the NDIA, guardians or care teams. Our aim is to minimise psychosocial risk and prevent service gaps wherever possible. If you are worried about a participant, please follow your organisation's risk management processes.

Who can I speak to if I have questions?

If you have any questions about the transition process or a specific participant (with consent), you're welcome to contact us directly:

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