

NDIS PARTICIPANT FAQs YOUR QUESTIONS ANSWERED

These FAQs are designed to answer common questions about Hunter Primary Care's transition out of Level 2 Support Coordination—what this change means for you or the person you care for, and how we'll support you every step of the way.

Why is Hunter Primary Care stopping Level 2 Support Coordination services?

Hunter Primary Care is changing the way we deliver services, and there have been significant changes in the NDIS in structure and policy. We've made the difficult decision to phase out our Level 2 Support Coordination service.

When will this change happen?

Your support coordinator will work with you (or your guardian) on an individual transition plan. We will keep you updated so that you have plenty of time to prepare, and we will help you make arrangements in line with choice and control.

What does this mean for me?

As Hunter Primary Care will no longer be providing Level 2 Support Coordination, you will need a new support coordinator. We will work with you (or your guardian) to make sure you have the help and information you need to transition to a new support coordinator.

Will someone help me find a new support coordinator?

Yes. Your current support coordinator (or another Hunter Primary Care team member) will help you (or your guardian) find a new provider, give you a list of options, and support you with transition planning so you don't have to start over on your own.

Can I choose my new support coordinator?

Absolutely. You (or your guardian) have the right to choose a provider that suits your needs. We will give you information and support to help you make that decision.

Can I stay with my current support coordinator if they go to another job?

Your support coordinator will be helping you (or your guardian) with your transition plan. If your current support coordinator starts working for another provider, you are welcome to consider them as an option, but it will be your choice—and a new service agreement would need to be made with their new employer.

How will my information be handled during the change?

Your privacy is important. Any information about you and your supports will only be shared with your (or your guardian's) permission and only with your new Level 2 Support Coordination provider. No one will take your information without your consent.

I find changes hard. Will someone explain this to me in a way I can understand?

Yes. We will support you (or your guardian) with clear, respectful communication. If you need information in a different format (like Easy Read, audio, or another language), just let us know and we'll arrange it.

Will I lose my NDIS funding?

No. This change does not affect your NDIS funding. Your plan and supports will stay the same—this is just a change in your Level 2 Support Coordination provider.

Can someone from my family or support team help me with this?

Yes. We are happy to talk with your family, carers, or other trusted people to help you through this change—just let us know who you'd like involved.

I've heard about the new Navigator role, what is that?

For more information about this, please see the NDIS website:

<https://www.ndisreview.gov.au/resources/fact-sheet/finding-your-way-around-help-navigator>

Who can I talk to if I'm worried or unsure?

You can talk to your current support coordinator or contact our team directly via the phone number and email address below. We are here to help you through this process and answer any questions you may have.

Email: ndis@hunterprimarycare.com.au


Phone: (02) 4925 2259 and press 1 for NDIS enquiries

Are there other ways I can get support?


Please see the other support contacts listed on our website:

<https://hunterprimarycare.com.au/support-services/>



 (02) 4925 2259

 ndis@hunterprimarycare.com.au

 hunterprimarycare.com.au

