

# Intereach Change of Coordinator Procedure NDIS



<b>Applies to</b>	All NDIS Employees.				
<b>Definitions</b>	Refer to Schedule of Definitions: definition				
<b>Version</b>	1.1	<b>Date approved</b>	30/06/2025	<b>Next review date</b>	30/06/2028

## 1. Objective

Where possible, a coordinator will be assigned to support a participant throughout the access and planning pathway. However, a change in coordinator assigned to support a participant may occur for a variety of reasons including reallocation of caseload, planned or unplanned extended staff leave, staff turnover, in relation to a complaint or the participant's choosing.

This procedure outlines the steps required to ensure a smooth transition for participants when a change in coordinator is needed.

## 2. Responsibilities

It is the responsibility of the Program Manager to:

- allocate a new coordinator to the participant within 2 weeks where capacity allows;
- advise the new coordinator of this change as soon as the allocation takes place; and,
- ensure a coordinator that is going on planned extended leave has contacted their participants to let them know prior and communicated who to contact during this time.
- consider system capabilities to support notification of participants when a coordinator is on planned extended leave or leaving the organisation e.g. utilising business systems to support notifications or engaging administrative staff to support the process where a coordinator does not have capacity.
- when related to a complaint, consider the "Guidance\_LAC\_Complaint cheat sheet" to support resolving the complaint and allocation of a new coordinator.
- take into consideration the participants preference of coordinator and any other preferences they have whilst also considering any conflict of interest, workload of coordinators and location of office/coordinator base.

It is the responsibility of the outgoing Coordinator to:

- communicate to their participants prior to their planned extended leave/departure and who to contact during this time; if this is unable to be met, then an email to the Program Manager is required for them to allocate someone else out to contact the participant/family.

It is the responsibility of all Coordinators to:

- Ensure their participants are aware of their rights to request a change of coordinator.

## 3. Procedure

### 3.1 Capacity for new Coordinator

When a change in coordinator has been made, the newly allocated coordinator must contact the participants to advise of the change.

Within two weeks of this notification, the coordinator must contact the newly assigned participant via their preferred contact method and include:

- introduction;
- confirmation of contact details for coordinator; and
- confirmation of preferred contact frequency and method.

### 3.2 No capacity for new Coordinator

Where capacity does not allow for the allocation of another coordinator, Intereach business system contact, and the NDIS contact will be updated to the Program Manager.

- If the participant is not allocated to a new coordinator, it is up to the Program manager to ensure that this is communicated with the participant within 2 weeks of the change and explain the reason for this to the participant. The Program Manager has the delegation to allocate this out to another staff member to complete.
- The Program Manager is required to ensure that the participant is aware they can contact the closest office location to them for support by any coordinator located in that office until a new coordinator is allocated and ensure they are aware of how to do this.

### 3.3 Coordinator on planned extended leave

When someone is taking planned extended leave, they are to ensure that they have turned on their email automatic replies function and updated their phone voicemail message (Refer [appendix](#)).

**Note: Intereach issued devices should be stored securely when not in use. As standard practice, Intereach and NDIA access details should never be shared.**

4. Context	
<b>4.1. Standards or other external requirements</b>	<p>Work Practice - Managing physical paperwork received by the NDIA and Partners related to the National Disability Insurance Scheme (NDIS) Doc No. NED 17/75713</p> <p>Managing physical paperwork received by the NDIA and Partners related to the National Disability Insurance Scheme (NDIS) Doc No. NED 19/24999 V2.01</p>
<b>4.2. Legislation or other requirements</b>	<p><a href="#">Privacy Act 1988 (Cth)</a></p> <p><a href="#">Privacy and Personal Information Protection Act 1998 (NSW)</a></p> <p><a href="#">Archives Act 1983 (Cth)</a></p>
<b>4.3. Reference Internal documents</b>	<p><a href="#">Intereach Privacy Policy</a></p> <p><a href="#">Intereach Code of Conduct Policy</a></p> <p><a href="#">Guidance_LAC_Complaint cheat sheet - Request to change LAC.docx</a></p>

## 5. Document control

Version	Date approved	Approved by	Next review date
1.0	05/08/2024	Senior Managers- NDIS	05/08/2027
1.1	08/04/2025	Senior and Program Managers – NDIS	08/04/2028
1.2	30/06/2025	Senior and Program Managers – NDIS	30/06/2028

## 6. Appendix

### NDIS/Intereach Email Auto Reply Message

*Thank you for your email.*

*I am currently out of the office from \_\_\_\_\_ to \_\_\_\_\_ and will respond to your email when I return.*

*If you require support during this time, please email “[insert regions email](#)” or call 1300 488 226.*

*If you are looking for information on the services Intereach offers, please visit [www.intereach.com.au](http://www.intereach.com.au)*

### Phone message bank

*Thank you for your phone call.*

*I am currently out of the office from \_\_\_\_\_ to \_\_\_\_\_ and will respond to your call when I return.*

*If you require support during this time, please email “[insert regions email](#)” or call 1300 488 226.*

*If this is a medical emergency, please call 000.*