



Professional Referral Guide

A practical guide for Support Coordinators, Plan Managers, Allied Health Professionals, participants and families.

Local support

Port Macquarie, Kempsey and surrounding communities

Structured intake

Reviewed for suitability, location and capacity

Clear communication

Participants and referrers kept informed

Make a referral: 1300 081 573 | operations@includecare.com.au | includecare.com.au/referral/

About IncludeCare

IncludeCare is a professional disability service provider supporting NDIS participants across Port Macquarie, Kempsey and surrounding communities. We focus on practical, person-centred supports that help participants build independence, maintain routines and participate more confidently in community life.

We work collaboratively with participants, families, representatives and professional referrers so expectations are clear, communication is responsive and supports are matched to participant goals, preferences and assessed needs.

Important intake note

Submitting a referral does not guarantee service commencement. Each referral is reviewed for participant consent, funding, support requirements, location, support complexity and workforce capacity.

Who this guide is for

Professional referrers

Support Coordinators, Plan Managers, Allied Health Professionals, Behaviour Support Practitioners and community organisations seeking a responsive local provider.

Referral partners

Participants and families

Participants and families looking for practical support, stronger routines, independent living skills and more confidence in community life.

Self-referrals welcome

Supports at a glance

The guide below explains the main support areas IncludeCare can assist with. Funding and service availability are always reviewed against the participant's plan, goals, consent and support needs.

Daily Living Support Practical assistance with routines, personal activities, meal preparation and everyday living skills. Core Supports	Community Participation Support to participate in social, recreational and community activities aligned with goals and preferences. Core Supports	Household Tasks Assistance to maintain a safe, clean and comfortable home environment, including laundry, light cleaning and organisation. Core Supports
Transport Assistance Support to attend appointments, activities and community-based opportunities where appropriate within the service plan. Core Supports	Short-Term Accommodation Flexible short-term support and planned breaks where appropriate, subject to participant needs, suitability and workforce capacity. Core Supports	Capacity Building Support Goal-focused skill development to strengthen confidence, independence, routines and community participation. Capacity Building

Referral pathway

Our referral pathway is designed to be simple, responsive and participant-focused. The aim is to understand support needs early and provide clear next steps.

1	2	3	4	5
Submit referral	Referral review	Initial contact	Meet and greet	Service commencement
Provide available participant, plan and support information.	We review needs, suitability, location, risks and available capacity.	We contact the participant or representative to discuss goals and support requirements.	Where appropriate, we arrange an introduction to confirm fit and expectations.	Supports commence once suitability, onboarding and service requirements are completed.

Referral information checklist

To help us review a referral promptly, please include as much relevant information as available. Missing information does not prevent a referral, but it may affect how quickly suitability can be reviewed.

Participant information ✓ Participant name or initials ✓ Preferred contact person and contact details ✓ NDIS number, if available ✓ Plan dates and plan management type, if available	Support and safety information ✓ Support needs and participant goals ✓ Preferred commencement timeframe ✓ Current support network and allied health involvement ✓ Known risks, behaviours of concern or safety considerations ✓ Relevant reports or support plans, if available
---	--

Current referral capacity

Accepting referral enquiries

IncludeCare welcomes referral enquiries from Support Coordinators, Allied Health Professionals, Plan Managers, participants, families, carers and community organisations. Service availability may vary based on participant needs, location and workforce capacity.

Our intake commitment

Referral enquiries acknowledged within 1 business day	Referrals reviewed promptly	Communication maintained through intake	Participant-centred onboarding approach
--	------------------------------------	--	--

Service area

IncludeCare currently provides supports throughout Port Macquarie, Kempsey and surrounding communities.

Primary service areas	Additional areas considered
Port Macquarie, Wauchope, Lake Cathie, Bonny Hills, Laurieton, Camden Haven and Kempsey.	Nambucca Heads, South West Rocks and Macksville may be considered depending on participant needs, travel requirements and workforce availability.



Referrals outside usual service areas

Referrals outside our usual service area may be considered on a case-by-case basis, depending on participant needs and workforce availability.

Contact IncludeCare

Phone	1300 081 573
Email	operations@includecare.com.au

Website	includecare.com.au
Referral form	includecare.com.au/referral/

Ready to discuss a referral?

Contact IncludeCare to discuss participant needs, service suitability and next steps before submitting a referral. Services are subject to participant consent, funding, support requirements, location and workforce availability.