



Form - Employee - Interview Questions – NDIS Support Coordinator

Applicants Name _____

Address _____

Date _____

Interviewers (panel member names)

Tell us about yourself _____

Comments _____

NDIS Worker Screening Check Yes No In Process _____

Working with Children Check Yes No In Process _____

Qualifications _____

Level Two First Aid Yes No

Comprehensive Care Insurance Yes No

Can you tell me what you know about Headway Gippsland? _____



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Intro. Provide a brief overview of Headway and the services that it provides, including NDIS components (Support Coordination, Plan Management, 1-1 and group support).

Including the following statement - (Panel member prompt)

Headway Gippsland is committed to the safety and wellbeing of all children accessing our service, including the cultural safety of aboriginal children, cultural safety of children from CALD backgrounds and the safety of children with a disability. Headway has zero tolerance for child abuse, believes the rights of the child are paramount and they should feel safe and supported accessing our service.

We have specific policies and procedures in place to support and educate our staff and volunteers and all allegations and safety concerns will be treated seriously and acted upon immediately.

Question 1: Tell us what you think an NDIS Support Coordinator does and why this role is important to the people we work with?

Applicant's comments

Panel member comments

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Question 2. What do you see as the difference between a case manager and a support coordinator?

Applicant's comments

Panel member comments

Question 3. You will be required to record journal notes, write professional reports, manage plan budgets, and ensure you are able to fully utilise our CRM to keep your client files up to date. At times you will be interrupted with phone calls/emails/meetings/competing priorities. Can you tell us how you would keep on top of the requirements of a caseload of participants and the administrative tasks that are also an essential part of the role?

Applicant's comments

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Panel member comments

Question 4. A large part of the role of a support coordinator is linking people in with services or supports who will help them meet their goals. What are some of the types of services you think you would need to liaise with/refer to? And how would you maintain a positive and strong network within the community?

Applicant comments

Panel member comments



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Question 5: Support Coordinators work with both adults and children. Have you had any experience working with children and can you tell us about your knowledge of safe working practices and how this would work when acting as support coordinator for a child?

Applicant Comments?

Panel member comments

Question 6: You will be working with a caseload of complex participants. There may be times you notice things that concern or worry you. Can you tell us how you recognise signs of abuse/neglect and what you would do if you felt this was occurring?

Applicant Comments?

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Panel member comments

Question 7. A person you are working with has 2 hours a month support coordination in their NDIS plan, but since you've been working with them you quickly realise, they need much more intensive support and will run out of support coordination funding within a few short months. What do you do?

Applicant's comments

Panel members comments

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Question 8. How do you go about strengthening healthy relationships with co-workers, so as to enhance an inclusive and fair workplace?

Applicant's comments

Panel members comments

Question 9. Is there anything else you would like to tell us that may assist in your application for this position?

Applicant's comments



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Panel Member comments?

Panel Member. Thank applicant for attending interview, advise time line that will be advised whether they are successful or not.

If you are successful, when are you available to start? _____

If they are successful, they will be advised of starting salary, requirement for a copy of current clear NDIS Worker Screen Check, WWC check, drivers' licence and comprehensive insurance for their car if they are to transport participants and a level 2 first aid certificate.

Do you have any pre-existing health conditions/problems that may prevent you from performing any of your duties if you are successful? Yes No

Panel member comments (proceed with employment yes/no) state concerns or comments
