

Independent Assessment Pilot: Assessor Introduction Script

Please find below an outline of the introduction that assessors should undertake at the beginning of the assessment. The assessor should take into consideration the audience and mode of assessment delivery (video or face to face) before they begin to ensure relevance and suitability of the introduction

1. Introduction – of self (assessor), experience background etc. to build rapport.
2. Ensure all people that are in the room/space are familiar with one another.
3. Explain IA process: (use tailored language appropriate for audience)
 - Conversation – meet & greet, build rapport, understand who is present and their roles.
 - Activity – Ask which activity they you/participant chosen. If required assessor advises if not appropriate.

Next is the assessment and Questionnaire - It is important that the responses to these questions be as accurate as possible and provided by the participant where possible. In some cases though, it will be more appropriate for <participant> to be supported to provide responses or have responses provided on his/her behalf.

- The questionnaire covers off things like life changes, living arrangements, what you do each day etc.
 - The assessment tools are standardised questions and there are standard responses to a lot of these questions, I/we will support you through these to make answering these as easy as possible. Directed to support people – if you think participant needs some assistance in answering some of the questions please feel free to support them through this.
One of the tools we use is called the Vineland, and we need to ask these questions to your support person without you/participant present. You/participant will get all of the answers that have been provided when NDIS send our your assessment report.
 - There are a number of questions that are covered that may not be relevant to you/participant specifically as we move through this assessment. We will ask you/participant all of these questions as we don't want to make assumptions about your disability or circumstance – you/participant is the expert in your own circumstances.
4. The assessment process can take a while, a few hours at least usually so please if you need a break at any time just let me know. Also if you/support people are unsure about anything at any stage please just let me know?

Independent Assessment Pilot: Booking Script

Initial Preparation

1. Prior to calling the participant or contact person provided for appointment, please ensure that you have confirmed the following details:
 - Participant's full name
 - Participant's date of birth
 - Participant's residential address
 - Name of contact (if not participant) being called for appointment
 - Preferred assessment type (Face-to-face or Video Assessment) as provided by NDIA
2. Select assessor(s) with appropriate qualifications to assess the client, based on:
 - Assessor's location (except for Video Assessment)
 - Assessor's availability
 - Any misc. preferences/considerations (i.e. Video vs face-to-face Ax. preference, gender of assessor, language/cultural preferences, etc.)
3. If client requires additional details/has further questions pertaining to IA Pilot, please refer them to NDIA on:
 - assessments@ndis.gov.au
 - 1800 800 110

Call Script – Representatives

<ul style="list-style-type: none"> • Call Child Representative and make initial introduction 	<p>e.g. Hi, this is <NAME> calling from <ORGANISATION NAME> on behalf of the NDIA. Am I speaking with <Child Representative>?</p> <p>Hi <Child representative>, how are you today?</p> <p><Child Representative>, we're just calling today as <PARTICIPANT> and yourself were recently offered to participate in the NDIA's 'Independent Assessment Pilot.</p> <p><ORGANISATION NAME> are the independent assessors who are completing these assessments for the NDIA, and we are calling today to arrange a time for you and <PARTICIPANT> to be seen by one of our trained assessors – is now a good time to go ahead and book something in?</p>
<ul style="list-style-type: none"> • Advise of call recording if applicable 	<p>Note: If call recording is declined, please record the date/time of the call, as well as the phone number called through to</p>
<ul style="list-style-type: none"> • Authentication via 3 points of ID – ensure that both participant AND child representatives details are correct and recorded. 	<p>3 points of ID include:</p> <ul style="list-style-type: none"> • Participant's full name • Participant's date of birth

<ul style="list-style-type: none"> • Confirm desired assessment type (Face to Face or Videoconference), as indicated in initial referral. • If have has requested Face to Face in an area where only Videoconference is available, advise that we are only able to proceed with a Videoconference assessment in this instance. If they do not wish to proceed with a Videoconference, advise that we are unable to proceed with scheduling an appointment in this instance. • If Video Assessment – Follow Option 1 section • If Face to Face Assessments – Follow Option 2 section 	<ul style="list-style-type: none"> • Participant's residential address <p>e.g. From the information that we received from NDIA, I can see that you were wanting to proceed with a Face to Face/Videoconference assessment – can I confirm that this is still the case?</p> <p>If client requests F2F in no F2F area – We're only able to offer Videoconference assessments in your area. Would it be okay if we were to proceed with scheduling in a Videoconference assessment instead?</p> <p>If no – Unfortunately we are only servicing your area via Videoconference so at this time we are unable to proceed with your assessment. Thank you again, for your interest in participating in this programme.</p>
<h2>OPTION 1 – Video Assessment</h2>	
<p>Confirm that the client has access to appropriate equipment/internet in order to complete video assessment. Also note down what specific equipment they will be using for the assessment. You will also need to confirm their e-mail address if that has not been provided by NDIA.</p> <p>If client does NOT have access to appropriate equipment:</p> <ol style="list-style-type: none"> 1. Offer to arrange Face to Face assessment instead 2. If Face to Face ax. not available in the region, please advise that we are unable to proceed with scheduling an appointment in this instance. 	<p>e.g. I can definitely look into booking in a video conference Assessment for you – I just need to confirm, however, that you have access to a computer/laptop/tablet with a webcam and internet access?</p> <p>If yes – Excellent. Am I also able to confirm what equipment you'd be using specifically for the assessment? (i.e. desktop, tablet, laptop, etc.)</p> <p>If no (COVID Risk Area) – I'm sorry to hear that – once restrictions are lifted, we could possibly arrange for a face-to-face appointment. For the time being, though, we may have to put this assessment on hold.</p> <p>No (If in Face to Face serviceable region)</p> <p>Unfortunately, I don't think we're able to proceed with a video instance in this instance. Would you be open instead to participating in a Face to Face assessment (if so, go to OPTION 2 section)</p> <p>No (if Face to Face unavailable in region)</p> <p>In this instance, we're unfortunately not able to proceed with arranging an assessment and will advise the NDIA. Thank you again, though, for your interest in participating in this programme.</p>
<p>Advise of Participant Interaction – discuss some potential activities for participant to engage in.</p>	<p>e.g. At the beginning of the appointment, our assessor will want to meet and greet you and your child and remain nearby while the child does a familiar activity to help the assessor learn a little about them. It is best your child does something as active as they can like playing with toys or a board game, or a self-care task like preparing a snack. Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity your child would be comfortable to participate in, to help the assessor learn more about them, prior to their appointment.</p>

	<p>Would you be able to have the computer set-up in such a way that the assessor would be able to view <PARTICIPANT> completing some tasks like this?</p> <p>A simple task would be great, and we expect this to take about 20 mins.</p> <p>Other than this task, <PARTICIPANT> is not required to be present for the remainder of the assessment.</p>
<p>Advise that some assessments must be completed with someone who knows the participant well</p>	<p>e.g. There is one part of the appointment, our assessor would like to talk to you without the < PARTICIPANT> present. For that part of the appointment <PARTICIPANT> would need to be occupied in another room. Is that okay?</p> <p>If this isn't possible, ask if there is somewhere else in the home they can go to complete the end of the assessment whilst someone else supervises the participant. OR;</p> <p>Consider scheduling on a day when they would have someone else present to assist. OR;</p> <p>Consider splitting up the assessment over two separate appointments if no other options.</p>
<p>Book in assessment time, as per assessor availability. If necessary, please clarify any preferences rep/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that rep/participant has no issues speaking to them during the assessment.</p> <p>Provide <ORGANISATION NAME> phone number and relay relevant follow-up information:</p> <ul style="list-style-type: none"> • Confirm you will follow-up call with a calendar invitation for the assessment, including; assessor details, link to the session, and instructions for accessing link for video assessment • Indicate you will also attach an information sheet about the assessment process, as well as assessment tools that will be conducted during meeting. 	<p>e.g. Once I've booked that appointment in, we'll send through an e-mail invitation for you to participate in the assessment online</p> <p>In this email, we'll also attach an information sheet that detail the specific assessments that the assessor will ask you to complete. We will also provide information on our Feedback process.</p>
<p>Confirm if client has any additional questions before completing call.</p>	<p>For any general queries related to NDIA that aren't about the of IA Pilot, refer the client to NDIA at 1800 800 110</p>
<h2>OPTION 2 – Face-to-face assessment</h2>	
<p>Advise of Participant Interaction assessment – remind to have activity for completion on the day.</p>	<p>e.g. At the beginning of the appointment, our assessor will want to meet and greet you and your child and remain nearby while the child does a familiar activity to help the assessor learn a little about them. It is best your child does something as active as they can like playing with</p> <p>toys or a board game, or a self-care task like preparing a snack. Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity your child would be comfortable to participate in, to help the assessor learn</p>

	<p>more about them, prior to their appointment. A simple task would be great, and we expect this to take about 20 mins.</p>
<p>Advise that some assessments must be completed with someone who knows them well</p>	<p>There is one part of the appointment, our assessor would need to talk to you without <PARTICIPANT> present. For that part of the appointment, <PARTICIPANT> would need to be occupied in another room. Is that okay?</p> <p>If this isn't possible, ask if there is somewhere else in the home they can go to complete the end of the assessment. OR;</p> <p>Consider splitting up the assessment over two separate appointments if no other options or moving to an alternate day where someone else is able to be present to assist.</p>
<p>Book in assessment time, as per assessor availability. If necessary, please clarify any preferences rep/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that rep/participant has no issues speaking to them during the assessment.</p>	
<p>Confirm the appointment time/date, provide <ORGANISATION NAME> phone number, and then relay relevant follow-up information</p>	
<p>Confirm if client has any additional questions before completing call.</p>	<p>For any general queries related to NDIA that aren't about the IA Pilot, refer the client to NDIA at 1800 800 110</p>

Call Script – Participant

<ul style="list-style-type: none"> • Call Participant and make initial introduction 	<p>e.g. Hi, this is <NAME> calling from <ORGANISATION NAME> on behalf of the NDIA. Am I speaking with <Child Representative>?</p> <p>Hi <PARTICIPANT>, how are you today?</p> <p><PARTICIPANT>, we're just calling today as you were recently asked to participate in the NDIA's 'Independent Assessment Pilot.</p> <p><ORGANISATION NAME> are the independent assessors who are completing these assessments for the NDIA, and we are calling today to arrange a time for you to be seen by one of our trained assessors – is now a good time to go ahead and book something in?</p>
<ul style="list-style-type: none"> • Advise of call recording 	<p>Note: If call recording is declined, please record the date/time of the call, as well as the phone number called through to</p>
<ul style="list-style-type: none"> • Authentication via 3 points of ID – ensure that both participant details are correct and recorded. 	<p>3 points of ID include:</p> <ul style="list-style-type: none"> • Participant's full name • Participant's date of birth • Participant's residential address
<ul style="list-style-type: none"> • Confirm desired assessment type (Face to Face or Videoconference), as indicated in initial referral. • If have has requested Face to Face in an area where only Videoconference is available, advise that we are only able to proceed with a Videoconference assessment in this instance. If they do not wish to proceed with a Videoconference, advise that we are unable to proceed with scheduling an appointment in this instance. • If Video Assessment – Follow Option 1 section • If Face to Face Assessments – Follow Option 2 section 	<p>e.g. From the information that we received from NDIA, I can see that you were wanting to proceed with a Face to Face/Videoconference assessment – can I confirm that this is still the case?</p> <p>If client requests F2F in no F2F area – We're only able to offer Videoconference assessments in your area. Would it be okay if we were to proceed with scheduling in a Videoconference assessment instead?</p> <p>If no – Unfortunately we are only servicing your area via Videoconference so at this time we are unable to proceed with your assessment. Thank you again, for your interest in participating in this programme.</p>

OPTION 1 – Video Assessment

<p>Confirm that the client has access to appropriate equipment/internet in order to complete video assessment. Also note down what specific equipment they will be using for the assessment. You will also need to confirm their e-mail address if that has not been provided by NDIA.</p> <p>If client does NOT have access to appropriate equipment:</p> <ol style="list-style-type: none"> 1. Offer to arrange Face to Face assessment instead 2. If Face to Face ax. not available in the region, please advise that we are unable to proceed 	<p>e.g. I can definitely look into booking in a Video Assessment for you – I just need to confirm, however, that you have access to a computer/laptop/tablet with a webcam and internet access?</p> <p>If yes – Excellent. Am I also able to confirm what equipment you'd be using specifically for the assessment? (i.e. desktop, tablet, laptop, etc.)</p> <p>No (If in Face to Face serviceable region) –</p> <p>Unfortunately, I don't think we're able to proceed with a video conference in this instance. Would</p>
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<p>with scheduling an appointment in this instance.</p>	<p>you be open instead to participating in a Face to Face assessment (if so, go to OPTION 2 section)</p> <p>No (if Face to Face unavailable in region)</p> <p>In this instance, we're unfortunately not able to proceed with arranging an assessment and will advise the NDIA.. Thank you again, though, for your interest in participating in this programme.</p>
<p>Advise of Participant Interaction – suggest some potential activities for participant to engage in.</p>	<p>e.g. At the beginning of the appointment, our assessor will want to meet and greet you and remain nearby while you do an activity that helps them learn about you It is best you do something as active as you can manage, such as a leisure activity or hobby I ke scrap booking, or a kitchen task I ke making a cup of tea or a snack. Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity you would be comfortable to participate in, to help the assessor learn more about you prior to the appointment.</p> <p>The next part of the assessment will be assessors asking questions to complete different assessments. You can choose to have a support person attend the appointment if you would I ke. The assessor will talk to you and/ or your support person to ask the assessment questions.</p> <p>Would you be able to have the computer set-up in such a way that the assessor would be able to view you completing some tasks like this?</p> <p>(e.g. Hobbies, crafts, activities of daily living, chores, etc.)</p> <p>We expect this to take about 20 mins.</p>
<p>Advise that one of the assessments must be completed someone who knows the participant well</p>	<p>e.g. There is one part of the appointment where a person who knows you well answers questions without you present. Is this okay? That person doesn't have to be present during all of the assessment, just for the last hour or so that our assessor needs to ta k to them.</p> <p>If this isn't possible, discuss with the person who knows the participant well whether there is somewhere they can go and join the assessment to finalise the assessment.</p> <p>Consider splitting up the assessment over two separate appointments if no other options.</p> <p><i>Note: the participant may request CSC phone the representative to confirm their attendance on their behalf.</i></p>
<p>Book in assessment time, as per assessor availability. If necessary, please clarify any preferences nominee/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that nominee/participant has no issues speaking to them during the assessment.</p> <p>Provide <ORGANISATION NAME> phone number and relay relevant follow-up information:</p> <ul style="list-style-type: none"> • Confirm you will follow-up call with a calendar invitation for the assessment, including; 	<p>e.g. Once I've booked that appointment in, we'll send through an e-mail invitation for you to participate in the assessment online</p> <p>In this email, we'll also attach an information sheet that detail the specific assessments that the assessor will ask you to complete. We will also provide information on our Feedback process.</p>

<p>assessor details, link to the session, and instructions for accessing link for video assessment</p> <ul style="list-style-type: none"> Indicate you will also attach an information sheet about assessment process, as well as assessment tools that will be conducted during meeting. 	
Confirm if client has any additional questions before completing call.	For any general queries related to NDIA not about the IA Pilot, refer the client to NDIA at 1800 800 110
<h2>OPTION 2 – Face-to-face assessment</h2>	
Advise of Participant Interaction assessment – suggest some potential activities for participant to engage in.	<p>e.g. At the beginning of the appointment, our assessor will want to meet and talk to you and remain nearby while you complete an activity that helps them learn a little about you. It is best to do something as active as you can manage, such as a leisure activity or hobby like scrap booking, or kitchen task like making a cup of tea or a snack. Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity you would be comfortable to participate in, to help the assessor learn more about you prior to the appointment.</p> <p>We expect this to take about 20 mins.</p>
Advise that One of the assessments need to be completed by someone who knows you well	<p>e.g. There is one part of the appointment where a person who knows you well answers questions without you present. Is this okay? That person doesn't have to be present during all of the assessment, just for the last hour or so that our assessor needs to talk to them</p> <p>If this isn't possible, discuss with the person who knows the participant well whether there is somewhere they can go and join the assessment to finalise the assessment; OR</p> <p>Consider splitting up the assessment over two separate appointments if no other options.</p> <p><i>Note: the participant may request CSC phone the representative to confirm their attendance on their behalf.</i></p>
Book in assessment time, as per assessor availability. If necessary, please clarify any preferences nominee/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that nominee/participant has no issues speaking to them during the assessment.	Obtain contact details for their nominated Representative who will complete the Vineland.
Confirm the appointment time/date, provide <ORGANISATION NAME> phone number, and then relay relevant follow-up information	
Confirm if client has any additional questions before completing call.	For any general queries related to NDIA not about the IA Pilot, refer the client to NDIA at 1800 800 110

Call Script – Contact Person

<ul style="list-style-type: none"> Call contact person and make initial introduction 	<p>e.g. Hi, this is <NAME> calling from <ORGANISATION NAME> on behalf of the NDIA. Am I speaking with <Child Representative>?</p> <p>Hi <contact person>, how are you today?</p> <p><contact person>, we're just calling today as <PARTICIPANT> and yourself were recently asked to participate in the NDIA's 'Independent Assessment Pilot.</p> <p><ORGANISATION NAME> are the independent assessors who are completing these assessments for the NDIA, and we are calling today to arrange a time for <PARTICIPANT> to be seen by one of our trained assessors – is now a good time to go ahead and book something in?</p>
<ul style="list-style-type: none"> Advise of call recording 	<p>Note: If call recording is declined, please record the date/time of the call, as well as the phone number called through to, and email CS TL to request recording is deleted.</p>
<ul style="list-style-type: none"> Authentication via 3 points of ID – ensure that both participant AND carer details are correct and recorded. 	<p>3 points of ID include:</p> <ul style="list-style-type: none"> Participant's full name Participant's date of birth Participant's residential address
<ul style="list-style-type: none"> Confirm desired assessment type (Face to Face or Videoconference), as indicated in initial referral. If have has requested Face to Face in an area where only Videoconference is available, advise that we are only able to proceed with a Videoconference assessment in this instance. If they do not wish to proceed with a Videoconference, advise that we are unable to proceed with scheduling an appointment in this instance. If Video Assessment – Follow Option 1 section If Face to Face Assessment– Follow Option 2 section 	<p>e.g. From the information that we received from NDIA, I can see that you were wanting to proceed with a Face to Face/Videoconference assessment – can I confirm that this is still the case?</p> <p>If client requests F2F in no F2F area –We're only able to offer Videoconference assessments in your area. Would it be okay if we were to proceed with scheduling in a Videoconference assessment instead?</p> <p>If no – Unfortunately we are only servicing your area via Videoconference so at this time we are unable to proceed with your assessment. Thank you again, for your interest in participating in this programme.</p>

OPTION 1 – Video Assessment

<p>Confirm that the client has access to appropriate equipment/internet in order to complete video assessment. Also note down what specific equipment they will be using for the assessment. You will also need to confirm their e-mail address if that has not been provided by NDIA.</p> <p>If client does NOT have access to appropriate equipment:</p> <ol style="list-style-type: none"> Offer to arrange Face to Face assessment instead 	<p>e.g. I can definitely look into booking in a Video Assessment for you – I just need to confirm, however, that you have access to a computer/laptop/tablet with a webcam and internet access?</p> <p>If yes – Excellent. Am I also able to confirm what equipment you'd be using specifically for the assessment? (i.e. desktop, tablet, laptop, etc.)</p> <p>No (If in Face to Face serviceable region) –</p> <p>Unfortunately, I don't think we're able to proceed with a video conference in this instance. Would</p>
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<p>2. If Face to Face ax. not available in the region, please advise that we are unable to proceed with scheduling an appointment in this instance.</p>	<p>you be open instead to participating in a Face to Face assessment (if so, go to OPTION 2 section)</p> <p>No (if Face to Face unavailable in region):</p> <p>In this instance, we're unfortunately not able to proceed with arranging an assessment and will advise the NDIA.. Thank you again, though, for your interest in participating in this programme.</p>
<p>Advise of Participant Interaction – discuss some potential activities for participant to engage in.</p>	<p>e.g. At the beginning of the appointment, our assessor will want to meet and talk with <PARTICIPANT> and remain nearby while they do an activity to help the assessor learn a little about them. It is best <PARTICIPANT> does something as active as they can like such as a leisure activity or hobby like scrap booking, or a kitchen task like making a cup of tea or a snack.</p> <p>Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity that <Participant> you would be comfortable to participate in, to help the assessor learn more about them prior to the appointment.</p> <p>Would you be able to have the computer set-up in such a way that the assessor would be able to view <PARTICIPANT> completing some tasks like this?</p> <p>(e.g. Hobbies, crafts, activities of daily living, chores, etc.)</p> <p>A simple task would be great, and we expect this to take about 20 mins.</p> <p>After meeting < PARTICIPANT>, the next part of the appointment will involve the assessor asking questions to complete different assessments. It is important the responses to these questions be as accurate as possible and provided by the participant where possible. In some situations, it may be more appropriate for <PARTICIPANT> to be supported to provide responses or or have responses provided on his/her behalf.</p> <p>If <Participant> does require support to answer questions or have questions answered on their behalf, please ensure someone is available at the appointment. <Participant> is not required to be present for this part of the appointment but can be if they choose.</p> <p>Other than this task, <PARTICIPANT> is not required to be present for the remainder of the assessment if they do not wish to be.</p>
<p>Advise that one of the assessments must be completed by someone who knows the participant well</p>	<p>e.g. There is one part of the appointment that the assessor will need to talk to you without <PARTICIPANT> being present. For that part of the assessment <PARTICIPANT> will need to be occupied in another room. Is that okay?</p> <p>If this isn't possible, discuss with the person who knows the participant well whether there is somewhere they can go and join the assessment to finalise the assessment. OR;</p> <p>Consider scheduling on a day when they would have someone else present to assist. OR;</p>

	<p>Consider splitting up the assessment over two separate appointments if no other options.</p>
<p>Book in assessment time, as per assessor availability. If necessary, please clarify any preferences nominee/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that nominee/participant has no issues speaking to them during the assessment.</p> <p>Provide <ORGANISATION NAME> phone number and relay relevant follow-up information:</p> <ul style="list-style-type: none"> • Confirm you will follow-up call with a calendar invitation for the assessment, including; assessor details, link to the session, and instructions for accessing link for video assessment • Indicate you will also attach an information sheet about assessment process, as well as assessment tools that will be conducted during meeting. 	<p>e.g Once I've booked that appointment in, we'll send through an e-mail invitation for you to participate in the assessment online</p> <p>In this email, we'll also attach an information sheet that detail the specific assessments that the assessor will ask you to complete. We will also provide information on our Feedback process.</p>
<p>Confirm if client has any additional questions before completing call.</p>	<p>For any general queries related to NDIA not about the IA Pilot, refer the client to NDIA at 1800 800 110</p>
<h2>OPTION 2 – Face-to-face assessment</h2>	
<p>Advise of Participant Interaction assessment – remind to have activity prepared on the day.</p>	<p>e.g. At the beginning of the appointment, our assessor will want to meet and talk with <PARTICIPANT> and remain nearby while they do an activity to help the assessor learn a little about them. It is best <PARTICIPANT> does something as active as they can like such as a leisure activity or hobby like scrap booking, or a kitchen task like making a cup of tea or a snack. Activities should be something other than sitting in front of a TV or computer game.</p> <p>Please think about an activity that <Participant> you would be comfortable to participate in, to help the assessor learn more about them prior to the appointment.</p> <p>A simple task would be great, and we expect this to take about 20 mins.</p> <p>After meeting < PARTICIPANT>, the next part of the appointment will involve the assessor asking questions to complete different assessments. It is important the responses to these questions be as accurate as possible and provided by the participant where possible. In some situations, it may be more appropriate for <PARTICIPANT> to be supported to provide responses or have responses provided on his/her behalf.</p> <p>If <Participant> does require support to answer questions or have questions answered on their behalf, please ensure someone is available at the appointment.</p> <p><Participant> is not required to be present for this part of the appointment but can be if they choose.</p>
<p>Advise that one of the assessments must be completed by someone who knows them well</p>	<p>e.g. There is one part of the appointment that the assessor will need to talk to you without <PARTICIPANT> being</p>

	<p>present. For that part of the assessment <PARTICIPANT> will need to be occupied in another room. Is that okay?</p> <p>If this isn't possible, discuss with the person who knows the participant well whether there is somewhere they can go and join the assessment to finalise the assessment. OR;</p> <p>Consider splitting up the assessment over two separate appointments if no other options or moving to an alternate day where someone else is able to be present to assist.</p>
<p>Book in assessment time, as per assessor availability. If necessary, please clarify any preferences nominee/participant may have when selecting assessor (cultural/language preferences, gender preference, etc.), to ensure that nominee/participant has no issues speaking to them during the assessment.</p>	
<p>Confirm the appointment time/date, provide <ORGANISATION NAME> phone number, and then relay relevant follow-up information</p>	
<p>Confirm if client has any additional questions before completing call.</p>	<p>For any general queries related to NDIA not about the IA Pilot refer the client to NDIA at 1800 800 110</p>