

# Participant Intake Form

## 客户信息表

AIIM Choices - 02 6056 6900 或邮件、微信

### 1. Participant Details 客户信息

<b>Participants Name</b> 姓名	Name 名		Surname 姓	
<b>Preferred Name</b> 昵称/英文名			DOB 生日	M/F 性别
<b>Phone</b> 电话	Home 家庭电话		Mobile 手机号码	
<b>Email</b> 邮箱				
<b>Residential Address</b> 住址				
<b>Postal Address</b> (if Different) 邮寄地址 (如果跟以上住址不同的话)				
<b>Language at home other than English</b> 您在家使用的语言, 除了英语			Interpreter required? 需要翻译员吗?	<input type="checkbox"/> 需要 <input type="checkbox"/> 不需要
<b>Preferred option for communication</b> 首选联系方式	<input type="checkbox"/> Email 电子邮件 <input type="checkbox"/> Post 信件 <input type="checkbox"/> Phone 电话 <input type="checkbox"/> Other 其他 _____		Primary Disability (Optional):	
<p>Is there a Family member or Advocate to support the Participant?          是否有家庭成员或者其他人员的支持/帮助?      <input type="checkbox"/> Yes 有 <input type="checkbox"/> No 没有 (If Yes, please detail below) (如果有, 请填写以下表格)</p> <p>Is there a Guardianship and/or Administration order in place?          是否有监护和/或者行政命令?      <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 不是 (If Yes, please detail below) (如果有, 请填写以下表格)</p> <p><b>NOTE:</b> For participants under the age of 18 years of age or under guardianship or in the care of family or caregivers please complete below.  <b>注意:</b> 对于未满 18 岁或在监护下或在家庭成员或其他照料者的照料下的参与者, 请在下面的表格填写。</p>				

## 2. Nominated Support Person 指定联系人

Nominated Support Person: 1 指定联系人: 1	Nominated Support Person: 2 指定联系人: 2
<input type="checkbox"/> Parent 父母 <input type="checkbox"/> Guardian 监护人 <input type="checkbox"/> Emergency Contact 紧急联系人 <input type="checkbox"/> 其他 : _____	<input type="checkbox"/> Parent 父母 <input type="checkbox"/> Guardian 监护人 <input type="checkbox"/> Emergency Contact 紧急联系人 <input type="checkbox"/> 其他 : _____
Name 姓名	Name 姓名
Relationship to Participant 与客户的关系	Relationship to Participant 与客户的关系
Residential Address 住址	Residential Address 住址
Postal Address (if different) 邮寄地址	Postal Address (if different) 邮寄地址
Home phone 家庭号码	Home phone 家庭号码
Mobile 手机号码	Mobile 手机号码
Email 邮件	Email 邮件

## 3. Your NDIS Plan Contacts 您的全国残障保险计划 (NDIS) 联系人

NDIA 计划人-NDIA Planner	NDIS 区域协调员-Local Support Coordinator	支持协调员-Support Coordinator
Contact Person 联系人姓名	Contact Person 联系人姓名	Contact Person 联系人姓名
Organisation 机构	Organisation 机构	Organisation 机构
Business Phone 商用电话	Business Phone 商用电话	Business Phone 商用电话
Mobile 手机	Mobile 手机	Mobile 手机
Email 邮箱	Email 邮箱	Email 邮箱

#### 4. 全国残障保险计划 (NDIS)

NDIS Number NDIS 号码	
NDIS Plan start date: NDIS 计划开始时间:	

Current funding arrangement?

目前资金安排:

- Self-Managed 自我管理  
  Plan Managed 计划管理  
  NDIA or Agency Managed -NDIA 管理  
  New Participant 新客户 (未知或未有方案)

How did you hear about AIIM Choices Plan Management Service?

您是从哪里知道我们这个服务机构的?

- Support Co-ordinator 支持协调员  
  NDIA Planner -NDIA 计划者  
  Friend or Family 朋友或家人  
  Other 其他

#### 5. Supporting your preferences 个人选项

Do you have any specific preferences?请让我们知道您希望的: - contact method(email,wechat or phone call) 联系方式 (邮件、微信或电话) - contact time 联系时间 - cultural/religious 文化背景 - easy read documents 容易阅读的文件 - language (written spoken) 语言 (书面或口头) - other 其他偏好	


Please note:

请注意:

- These records are owned by AIIM Choices.  
以上这些记录都将归于 AIIM Choices 所保管。
- Information within these records will be shared with other staff within the organisation on and only when staff require the information to carry out their duties  
所有收集到的客户信息只有在公司员工在其职责的情况下才会使用。
- The participant can ask to see records and receive a copy

客户可以要求查看记录并要求保留一份副本。

- Records are archived for a set period according to AIIM Choices policy and procedures  
根据 AIIM Choices 政策和程序，该记录会在设定的时间段内存档。
- All information obtained will be kept confidential.  
所有客户的信息将被保密。
- This information is used to set up the Service Agreement for Plan Management services. A signed service agreement is required to start AIIM Choices Plan Management service support.  
此信息将会用于计划管理服务的服务协议中，服务协议需要签署后才能启动 AIIM Choices 计划管理服务。
- The Service Agreement is signed off by both the participant/Advocate and AIIM Choices  
此服务协议由客户或推荐人和 AIIM Choices 的工作人员签署
- NDIS standard pricing applies for AIIM Choices Plan Management service  
NDIS 标准定价适用于 AIIM Choices 计划管理服务

 <b>Questions and Answers 常见问题</b>	
Area /Questions 问题	Information Details 相关信息解答
Differences between: 差异区分： <ul style="list-style-type: none"> <li>• Plan Management 计划管理</li> <li>• Self-managed 自我管理</li> <li>• Agency managed NDIA 管理</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Plan Management</b>, you're in control of services, but there is a separate service to access your funding to pay bills funded through your NDIS plan <b>计划管理 Plan managed</b>, 各项服务的决定权在您手中，您的 plan manager 会负责支付您 NDIS 的账单以及管理您的资金、提供专业意见。</li> <li>• <b>Self-Managed</b>, you're in control of your services, but you claim monies from the NDIS to pay your NDIS bills <b>自我管理</b>, 各项服务的决定权在您手中，但是需要您自己按照 NDIS 的要求来支付款项以支付 NDIS 的账单。</li> <li>• <b>Agency Managed</b>, you delegate the control of your services to an agency and they organise and pay for NDIS approved services and contractors <b>NDIA 管理</b>, 您将把服务的管理权交给 NDIS，由他们组织和支付 NDIS 批准的服务，且只可以使用在 NDIS 注册的服务供应商。</li> </ul> <p>For more information please contact the NDIS or <a href="http://www.ndis.gov.au">www.ndis.gov.au</a> 如果需要更多的信息请联系 NDIS 或者咨询 NDIS 的网站 <a href="http://www.ndis.gov.au">www.ndis.gov.au</a></p>
Can you opt out of Plan Management service agreements?  您可以选择退出计划管理服务吗？	<p>Yes – you can opt-out of Plan Management services at any time and become either self-managed or move to agency managed. You can stop using AIIM Choices at any time, we are ready to help with any changes. A 14 day notice period is required.</p> <p>是的，您可以随时退出计划管理服务，并成为自我管理者或转而由 NDIS 管理。您可以随时停止使用 AIIM Choices，如需要更改请提前 14 天通知我们。</p>
How much does NDIS Plan Management services cost?  NDIS 计划管理服务费用是多少？	<ul style="list-style-type: none"> <li>• The NDIS adds additional funding to you plan to fund Plan Management services NDIS 为您的计划添加了额外的资金，以资助计划管理服务</li> <li>• Our fee is the standard NDIS fee 我们的费用是以 NDIS 的标准费用来定价</li> <li>• There is no cost to you 您个人无需支付任何费用</li> </ul>
What is AIIM Choices Plan Management services and how does it work?	<p>AIIM Choices approach is about you having your own accounting service to take care of paying the bills for services funded from your NDIS plan. The steps are:- AIIM Choices 为您提供 NDIS 会计和资金管理服务，以支付由 NDIS 计划资助的服务的账单。步骤是：</p>

<p>什么是 AIIM Choices 计划管理服务，它是如何运用的？</p>	<ul style="list-style-type: none"> <li>The participant engages a provider for a service and sets up service agreement. This agreement is sent through to AIIM Choices email <a href="mailto:accounts@aiim.com.au">accounts@aiim.com.au</a> 客户和服务提供者签订服务协议，该协议通过电子邮件发送至 AIIM <a href="mailto:accounts@aiim.com.au">Choices 电子邮件 accounts@aiim.com.au</a></li> <li>The participant receives a service from the provider and gets invoiced for the activity 客户从提供者获得服务，并开具发票</li> <li>If they are happy with the invoice, the participant sends the invoice to AIIM Choices email <a href="mailto:accounts@aiim.com.au">accounts@aiim.com.au</a> 如果他们对发票满意，则参与者将发票发送到 AIIM <a href="mailto:accounts@aiim.com.au">Choices 电子邮件 accounts@aiim.com.au</a></li> <li>AIIM Choices claims the monies from the NDIS, then pays the invoice for you. AIIM Choices 向 NDIS 申请款项，然后为您支付发票。</li> <li><b>All services must be within the scope of your NDIS plan.</b> 所有服务必须在您的 NDIS 计划范围内。</li> </ul>
<p>Other information and support offered by AIIM Choices. AIIM Choices 提供的其他服务</p>	<p>At AIIM Choices we are here to help if you have and questions regarding the funding in your NDIS plan. We take pride in providing you with any information in a timely manner that can assist you in maximising the benefits from your funding.</p> <p>如果您有任何关于 NDIS 资金的疑问，我们将为您提供帮助。我们很荣幸能及时为您提供任何信息，以帮助您最大程度地使用您方案中的资金。</p>
<p>Individuals right to a support person or advocate. 选择个人代表的权利</p>	<p>All participants have the right to have a support person to help them with their NDIS Plan. This support person can help a participant with many aspects of their plan. AIIM Choices just needs the support person details and have them sign off on our Advocacy Form where appropriate.</p> <p>您有权指定相关人员作为您的代表，该支持人员可以在计划的许多方面代表您与我们沟通。AIIM Choices 仅需要支持人员的详细信息，并在适当的情况下让他们在我们的授权表格上签名。</p>
<p>Can I change my Advocate or support person? 我可以更换我的辩护人或者支持人吗？</p>	<p>Yes, the participant has the right to change their support person or Advocate at any time. AIIM Choices needs to be informed and new arrangements signed off.</p> <p>可以，参与者有权随时更改其支持人员或辩护人。如有信息变更，请您通知 AIIM Choices，并签署新的授权表。</p>
<p>Access for interpreter support if required. 如果需要我们提供口译服务。</p>	<p>At any time, if things are not clear due to language differences, AIIM Choices is happy to provide interpreter support to ensure clear understanding of any information to do with our Plan Management service.</p> <p>在任何时候，如果由于语言差异而导致沟通困难，AIIM Choices 乐于提供口译支持，以确保您对与我们的计划管理服务有关的任何信息有清晰的了解。</p>
<p>Do I need to email my NDIS Plan to AIIM Choices?</p>	<p>Yes, we need a copy of your NDIS plan so that we can set up the correct information on your service agreement. Using this information, AIIM Choices will</p>

<p>我是否需要将 NDIS 计划通过邮件发给 AIIM Choices?</p>	<p>then use the NDIS portal to access to your funding to enable your invoices to be paid.</p> <p>是的，我们需要您的 NDIS 计划的副本，以便我们可以在您的服务协议上填写正确的信息。然后，AIIM Choices 将使用此信息通过 NDIS 网站申请相关资金以支付您的发票。</p>
<p><b>Privacy and confidentiality of information</b> 信息的私密性和机密性</p>	<p>All information supplied to AIIM Choices is treated as confidential. All information is kept as required by government regulation. For more information please go to <a href="http://www.aiimchoices.com.au">www.aiimchoices.com.au</a></p> <p>提供给 AIIM Choices 的所有信息均被视为机密信息，所有信息均按照政府规定保留。有关更多信息，请访问 <a href="http://www.aiimchoices.com.au">www.aiimchoices.com.au</a></p>
<p><b>Option to opt out available for NDIS audit purposes.</b> 可以选择退出 NDIS 的审核</p>	<p>The NDIS, like many Government bodies, has an ongoing audit processes for its services. You have the right to opt out of an audit process at any time. You will be informed if your file is to be audited, however it' s up to you if you are OK with the audit process to proceed.</p> <p>与许多政府机构一样，NDIS 也对其服务进行持续的审核。您有权随时选择退出审核流程。系统会通知您是否要审核文件，但是由您自己决定是否进行审核。</p>
<p><b>AIIM Choices feedback – compliments and complaints.</b> 对 AIIM Choices 的反馈</p>	<p>At AIIM Choices we are always happy to receive feedback regarding our services and support. If you have any compliments or complaints please provide feedback either directly via phoning or emailing AIIM Choices. Alternatively you can provide feedback via our website at <a href="http://www.aiimchoices.com.au">www.aiimchoices.com.au</a> Also you can provide feedback directly to the NDIS via their website <a href="http://www.ndis.gov.au">www.ndis.gov.au</a></p> <p>在 AIIM Choices，我们是很期待收到有关我们的服务和支持的反馈。如果您有任何想提供给我们反馈或投诉，请直接通过电话或电子邮件 AIIM Choices 来告诉我们。另外，您可以通过我们的网站进行反馈 <a href="http://www.aiimchoices.com.au">www.aiimchoices.com.au</a> 或者您也可通过网站向国家残障保险网站 NDIS 上提供反馈 <a href="http://www.ndis.gov.au">www.ndis.gov.au</a></p>