



MAPLE[®]
Community Services

The Maple Onboarding Roadmap

What to expect, from
referral to living every
day with *Maple*.

How onboarding works at MAPLE[®] Community Services

At Maple, we aim to make onboarding simple, transparent, and easy for Support Coordinators to navigate.

This roadmap outlines the key steps, timeframes, and communication touchpoints you can expect once a referral is submitted.

Our focus is to:

- Respond promptly
- Communicate clearly at every stage
- Keep coordinators informed, especially if delays occur

This process aligns with NDIS best practice while allowing flexibility to support individual participant needs.



From Referral to Everyday Support



1

Submit Referral

- a. Referrals are submitted via Maple's referral form or directly to our Intake Team via phone or email.
- b. From the moment we receive it, your referral is actively allocated to the most appropriate Intake Officer for the services and location requested.

2

Immediate Acknowledgement (Within 2 hours)

- a. The Intake Officer will make contact within 2 hours to:
 - i. Confirm receipt of the referral
 - ii. Introduce themselves as your key point of contact
 - iii. Collect additional information that may be missing from the referral form / required for successful onboarding.
 - iv. Seek approval to engage directly with the participant / their guardian if that is the preferred method of onboarding.

3

Referral Confirmed & Intake Commences

- a. We work heavily in the background to get a Case Worker allocated, Workforce Team Member allocated, a pool of suitable Support Workers, and start to build a draft roster for the requested supports.
- b. We will send through to you a Quote for Services to ensure supports are aligned with expectations.
- c. Due diligence is then completed through seeking fund approval from the Plan Manager, or completing a Fund Check through the NDIA - to ensure no overspending is occurring through the budgeted supports.

4

Document Collection, Verification & System Setup

- a. Once all is approved, we will issue out a Service Agreement to the participant or their Guardian for completion.
- b. Our Intake Officers will offer to attend in person to explain the Service Agreement to the participant if desired.
- c. Once Service Agreement is signed, the Roster is set live and supports are ready to commence.

5

Services Commence

- a. Once supports are ready to begin, you'll receive:
 - i. Confirmation of the service start date
 - ii. Overview of the agreed supports and arrangements
 - iii. Introduction to your Case Worker for smooth handover into service delivery

6

Ongoing Communication with You

- a. This is where Maple really stands out.
- b. We do not disappear once services start
- c. You'll receive regular, proactive updates (weekly, fortnightly, or monthly depending on complexity)
- d. Your supports are reviewed regularly internally to ensure we are actively working towards your NDIS goals.
- e. You'll always know where things are at and who to contact.

We aim to get all of this done withing 7 days, with our current onboarding timeframe sitting below this mark, at 5 business days.

For more complex services, or supports that occur within a home setting, additional documentation will be required, by example Behaviour Support Plans and associated Trainings, At Home Risk Matrix's, OT Plans for physical supports, etc.

What Support Coordinators can expect from Maple

- Active communication every step of the way - don't go 1 day without contact from our Intake Officer during the onboarding process.
- Dedicated Intake Officer as your single point of contact
- 7-day onboarding target
- No referral left idle



Want to refer or have questions?

Reach out to the Maple intake team or submit a referral anytime



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