



Questions and answers about Support Coordination changes.



General information

Why are you ending Support Coordination services?

The government does **not** like providers

- providing support coordination services
- as well as**
- supporting people with other services.

They say it is a **conflict of interest**.



When will Support Coordination services end?

These services will stop on Friday 30 May 2025.



What important things do I need to know?

- **Information meetings**

Meetings to tell you how the change will work and let you ask questions.

- **One-on-One meetings**

Your Support Coordinator will meet with you in the next few weeks

They will talk about what you need and your choice of new provider.

The meeting will be on a day when you are free.

- **Referral to a new provider**

Referrals to new providers will start in late February and will end in mid-April.

- **Last day**

Everything should be finished by Friday 30 May 2025.



How the change will take place and your support

Will my support change during this time?

No. Your support will stay the same until you move to a new provider.

Who will help me during the change?

Your Support Coordinator will help you during this change.



When will I start working with a new provider?

It depends on your chosen provider.

It will be before 30 May 2025.

What if I can't find a new Support Coordinator?

Your Support Coordinator will help you until you find a new provider.

Choosing a new provider



How do I choose a new Support Coordinator?

You can tell us what you want.

We will help you choose.

Your Support Coordinator will

- give you a list of providers in your area who can support your needs and goals
- explain their services
- help make a meeting with them if you want
- help make the move to your new provider easy.



Who chooses a new provider?

You will make the decision.

Can I keep working with my current Support Coordinator if I want to?

We will consider that when helping you with this change.

We do not know yet if your current Support Coordinator will join a new provider or find a different job.

Can I change my provider later if I am not happy?

Yes, you can change your provider any time you want to.



What providers are on the referral list?

Providers must

- be registered with the NDIS
- have room for more clients
- show us that they can give you what you need.

You do **not** have to choose a provider from our list.

You can choose any provider you want that is registered with the NDIS.

Your Support Coordinator can help you choose.

What if I need more time to decide?

That is ok. Your Support Coordinator will help you until you make your decision.

Support and help

What help can I get if I have questions or worries?

If you need more help you can:

- talk to your Support Coordinator
- come to an information meeting
- phone us on 02 4935 6803

or

- email us at questions@lifestylesolutions.org.au



Privacy and consent

Do I have to say yes to be referred to a new provider?

Yes. We will only talk to a new provider and tell them things about you if you say **yes**.



Advocacy and support services



Can I get an advocate to help me during the change?

Yes. You can find someone to help you and come to meetings with you if you want.

How can I find an advocate if I need help making decisions?

We can give you contact details for advocates

or

You can phone the hotline on 1800 643 787

or

Your Support Coordinator can help you find an advocate.

NDIS plan and funding

Will this change affect my NDIS plan or funding?

No. The change to a new provider should not affect your NDIS plan or funding.

Your new provider can answer any questions you have.



Ways you can talk to us



Phone 02 4935 6803



Email questions@lifestylesolutions.org.au



This letter was written by Possability.
February 2025.



Images in this letter come from: Photosymbols
www.photosymbols.com