



# Lifestyle Solutions

25 February 2025

## Important update about our Support Coordination services

Dear valued community member,

Please find an Easy English version of this letter enclosed in this envelope.

I am writing today with an important update about our Support Coordination services.

We are grateful for the trust people continue to place in us to deliver their Support Coordination services. We are proud of the quality support our team members have provided over the years, supporting people to overcome significant challenges to achieve safe and positive outcomes.

However, the findings of the Disability Royal Commission and evolving NDIS reforms emphasise the need to address potential conflicts of interest by separating support coordination from other forms of service delivery.

After a comprehensive review of our services, **we have made the difficult decision to cease delivering our Support Coordination services from Friday 30 May 2025.**

## Ensuring sustainable services

Please understand that this decision was not made lightly. Throughout our discussions, the needs of the people we support and our employees were always our top priority. We believe this transition will help to ensure the long-term sustainability of these services for both our team members and the people we support.

## What this means for you

I want to assure you that every person we support will continue to receive quality support coordination services from skilled and dedicated staff.

As part of this change, you will need to select a new Support Coordination provider. If you choose, we will assist you to do this. Our team will:

- Provide a tailored list of NDIS-registered providers in your area.
- Explain the services offered by these providers to help you understand your options.
- Support you in making an informed decision based on your preferences and needs.
- Facilitate referrals and ensure that all necessary information is shared for a smooth handover.

## Information Sessions

We are offering multiple online Information Sessions to ensure you have the opportunity to attend at a time that suits you and your family. These sessions will provide more detailed information about the change and offer an opportunity for you to ask any questions. These sessions will be held from 6-14 March.




# Lifestyle Solutions

## Information Session Dates and Times

Options	Date	Time
1	Thursday 6 March	4pm
2	Monday 10 March	4pm
3	Wednesday 12 March	2pm
4	Friday 14 March	10am

To attend, please contact our support team and let us know which session you would like to join. Kindly RSVP by 4 March.

 **Phone: 02 4935 6803**

 **Email: [questions@lifestylesolutions.org.au](mailto:questions@lifestylesolutions.org.au)**

After you contact us, we will send you the details to join the session.

If you are unable to attend any of the scheduled sessions, please call or email our support team. We can arrange an alternative way to share this important information with you.

### **Consent to share information**

To help you find and connect with a new Support Coordination provider, we will need your consent to share relevant information with your chosen provider. This will ensure they understand your support needs and can continue delivering the right services for you.

If you have a supportive decision-maker (such as a guardian, family member or advocate), they may need to provide consent on your behalf. Your Support Coordinator will discuss this with you and provide a Consent Form for you or your supportive decision-maker to review and sign.

Your choice and privacy are important to us, and we will only share your information with your permission.

### **Advocacy services**

We encourage every person we support to seek an independent advocate if they wish. You can find free and independent advocacy services in your area at <https://askizzy.org.au>.

### **Support contact**

If you have any questions about the upcoming transition, please contact the Lifestyle Solutions support team.

For more details about these changes and the support available, please visit the Lifestyle Solutions website under "Changes to Support Coordination". Here, you will find additional information, key dates and answers to common questions.

 Website: <https://www.lifestylesolutions.org.au/disability-services/support-coordination/support-coordination-changes/>

Thank you for your patience and understanding as we work through this process.

Yours sincerely,

**Angela Ruspandini**

Head of Support Coordination