



Dear clients, families and guardians

For many years Achieve has been privileged to work alongside you and your family. We are writing to let you know that Achieve Australia will discontinue its **Support Coordination Service** on **Monday 14 July**. We have arranged for Uniting NSW.ACT – a trusted, mission-aligned provider – to take on this role, should you choose to accept their service agreement. All other Achieve supports you receive remain unchanged.

What this means for you

- **Choice and control:** You are welcome to transition your Support Coordination to a different provider, rather than Uniting NSW.ACT.
- **Consent required:** We will only transfer your information after we receive your written consent.
- **Seamless hand-over:** If you consent, Achieve can facilitate the transfer of your current Support Coordination plan to Uniting NSW.ACT with minimal disruption.

Why is this happening?

- Recent NDIS reforms recommend keeping direct supports separate from Support Coordination to avoid conflicts of interest. Moving your Support Coordination to Uniting NSW.ACT aligns us with these new standards while maintaining continuity of care.

Action required by you

Please reply by Friday 20th June with the participants name and a **Yes** or **No** to the statement below:

I provide my consent for Achieve Australia to provide my information to Uniting for Uniting to contact you and facilitate the provision of Support Coordination Services.

Yes / No

If you do not respond to this correspondence by Friday 20th June, Achieve will not transfer any of your personal or sensitive information to Uniting. However, Achieve will no longer be providing Support Coordination Services, and you will need to access an alternative Support Coordinator.

If you have any questions, please email ble@achieveaustralia.org.au or call – [0477800084](tel:0477800084)

Yours faithfully

A handwritten signature in black ink, appearing to read 'Ainsley Carpenter'.

Ainsley Carpenter
General Manager, Operations