



Dear clients, families and guardians

As shared recently, Achieve Australia will cease delivering Support Coordination on 14 July 2025. We have arranged for Uniting NSW.ACT to become our preferred hand-over partner. Below you will find why this change is happening, how the hand-over will unfold, and what we need from you.

Why this change?

- **Choice and control** – You remain free to select the Support Coordinator who best meets your needs.
- **Stronger safeguards** – The 2024 NDIS Review and Disability Royal Commission recommend separating Support Coordination from other direct supports to remove any potential conflict of interest.
- **Staying ahead of reforms** – Aligning now with new national standards protects your service continuity into the future.

Achieve will continue to deliver all your other supports exactly as we do today.

What happens next?

1. **Consent** – We first need your written permission to share information with Uniting NSW.ACT (see Action required below).
2. **Share profiles** – Once consent is received, we will send your client profile and risk assessment to Uniting.
3. **Meet and greet** – We will help arrange an introduction meeting so you and your family can ask Uniting NSW.ACT questions and feel confident before signing a service agreement.
4. **Handover pack** – Achieve completes final hand-over documentation to ensure a seamless transition.

Why did we choose Uniting?

Uniting NSW.ACT is a reputable, not for profit, registered provider of supports whose values and mission-based approach to service delivery aligns closely with Achieve Australia's passion and purpose. Uniting has signalled its intention to assume a Navigator role in New South Wales under the NDIS, once this new system is introduced, and is therefore expanding its Support Coordination services. Transferring our small Support Coordination service to Uniting enables you to move to a leading provider voluntarily, rather than through a mandated transfer when the Navigator model is formally launched.

A message from Uniting

"At Uniting, the most important person in every NDIS plan is you. Our Support Coordination team works alongside participants to build a circle of support, navigate plans creatively, connect you with the right providers and stay by your side if circumstances change. We offer face-to-face or virtual support across NSW, and our multilingual team can organise interpreting services when needed. We look forward to helping you achieve your goals."

For more about Uniting's Support Coordination, visit uniting.org/services/disability-services/support-coordination-ndis

Action required – please reply by Friday 20 June 2025 if you have not yet provided consent.

I (Participant's Name) provide my consent for Achieve Australia to provide my information to Uniting for Uniting to contact me and facilitate the provision of Support Coordination Services.

Yes / No

If we do not receive your response by 20 June 2025, 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 arrange an alternative Support Coordinator.

Questions?

We are here to help. If you have any questions, please email ble@achieveaustralia.org.au or call – [0477800084](tel:0477800084). Please also see the achieveaustralia.org.au/uniting-participant-and-family-info here to all previous communications.

We note that we will support your through a move to Uniting or another provider of your choice and will not be invoicing a fee for the Support Coordination services directly related to this transition. Thank you in advance for letting us know your preference by 20 June 2025.

Yours faithfully

Ainsley Carpenter
General Manager, Operations