

Frequently asked questions about the cessation of support coordination services

General information

Why is Possability Group ceasing Support Coordination services?

Possability/Lifestyle Solutions has been proud to deliver a range of services to people with disability, including both direct supports and Support Coordination. However, due to the latest NDIS reforms and guided by recommendations from the Disability Royal Commission, we will cease offering Support Coordination services by 30 May 2025. This change aims to strengthen independence in support coordination and reduce conflicts of interest, ensuring clients have the freedom to choose providers that best align with their needs and goals. We are committed to supporting clients through this transition, prioritising their preferences and continuity of support.

When will Possability/Lifestyle Solutions cease services?

Support Coordination services will cease on Wednesday 30 May 2025, allowing enough time for a smooth transition to new providers.

What key dates should I be aware of (e.g., information sessions, 1:1 meetings, final transition date)?

Information sessions: these sessions will be held between 6-14 March and will provide detailed information about the transition process and allow you to ask questions.

1:1 Meetings: your Support Coordinator will arrange individual meetings with you during March to discuss your specific needs, provider options and transition plan. Meeting times may vary depending on your availability and scheduling requirements.

Client referral process: referrals to new providers are expected to commence from mid-March and continue until late-May. The timing of referrals may depend on the availability of suitable providers in your area and your specific needs.

Final transition date: the transition process will be completed by 30 May 2025. While we aim to meet this timeline, some flexibility may be required to ensure a smooth transition for each client.

Transition process and support

Will my current support arrangements change during the transition?

No immediate changes will occur to your support during the transition. You will continue to receive services until you transition to a new provider.

Who will continue to support me during this period?

Your current Support Coordinator will continue to support you during the transition process and help you connect with a new provider.

When will I transition to a new provider?

The exact transition date will vary depending on your chosen provider's availability, but all transitions are expected to be completed by 30 May 2025.

What happens if I have difficulty finding a new Support Coordinator?

If you encounter any challenges, your Support Coordinator will work closely with you to identify suitable alternatives and support you until you are connected with a new provider.

Choosing a new provider**How do I find and choose a new Support Coordination provider?**

Your Support Coordinator can assist you in finding and selecting a new Support Coordination provider. The decision is entirely yours, and your Support Coordinator will ensure you feel confident and supported throughout the process. This includes:

- **Reviewing provider options:** your Support Coordinator will provide you with a list of NDIS-registered providers in your area that is tailored to your needs and goals.
- **Information and guidance:** they will explain the services offered by these providers and help you understand the available options.
- **Supporting your decision:** if requested, your Support Coordinator can facilitate meetings with potential providers to help you make an informed choice.
- **Client preferences:** you are encouraged to share any preferences or specific criteria you have for a new provider to ensure the right match.
- **Referrals and handover:** once you select a provider, your Support Coordinator will help facilitate the referral, ensuring the new provider receives all the necessary information to support a smooth transition.

Who will help me understand my options and guide me through the process?

Your Support Coordinator will help you understand your options, provide information about available providers and assist with the referral process.

How much input do I have in choosing a provider?

You have full control over your choice of provider. Your Support Coordinator will provide information and recommendations, but you make the final decision.

If we would like to continue working with our current Support Coordinator, is that possible?

We understand that building trust with your current Support Coordinator is important. While Possability/Lifestyle Solutions will cease providing Support Coordination services by 30 May 2025, we cannot confirm whether your current Support Coordinator will move to a new provider or remain in the same role elsewhere.

Our focus is on helping you find a provider that meets your specific needs and preferences. During your 1:1 meetings, we will discuss your options and ensure you feel supported and informed throughout the process. If you have specific preferences, including continuity with your current Support Coordinator, we will take those into account when facilitating your transition.

Can I change my provider later if I'm not satisfied?

Yes, you can change your provider at any time by working with your chosen provider to transition to a new Support Coordinator.

Provider selection criteria

How are new providers selected and added to the referral list?

Providers are selected and placed on our referral list based on their ability to meet client needs and preferences. To be included, providers must be NDIS-registered, currently deliver Support Coordination in your area, and have the capacity to accept new clients within the required timeframes.

Additionally, the referral list may be updated based on feedback and recommendations from clients, families and other stakeholders.

What criteria do providers need to meet to be listed as an option for referrals?

Providers must be NDIS-registered, have available capacity and demonstrate their ability to meet the individual support needs of clients.

Are all listed providers NDIS-registered?

Yes, all listed providers must be NDIS-registered.

How is the provider's capacity assessed before being listed?

We assess a provider's capacity through direct communication and capacity checks to ensure they can take on new clients.

How often will the provider list be updated during the transition?

The provider list will be updated regularly based on feedback and changes in provider capacity.

Is there a way for staff or families to provide feedback on the performance of a provider?

Yes, families can provide feedback to their Support Coordinator to help us improve the referral process and ensure that new providers meet the expectations of clients and families.

How can we be sure that providers have enough capacity to take on our clients?

We will regularly assess provider capacity and communicate with them to confirm they can accommodate new clients.

Referrals and provider information

How will referrals be made to new providers?

After you select a provider, your Support Coordinator will, with your consent, handle referrals to the new provider and provide the necessary client handover information.

Will you provide a list of recommended providers?

Yes, we will provide you with a list of NDIS-registered providers that meet our service quality, capacity and experience criteria. The list will include details about each provider's location, services offered and contact information to help you make an informed choice.

However, you are not limited to the providers on this list—you can choose any NDIS-registered provider that meets your needs. Your Support Coordinator will be available to guide you through the selection process and assist with any referrals.

Will we be able to choose providers outside the listed options?

Yes, you can select any NDIS-registered provider that meets your needs, not just the listed options.

What happens if I prefer a provider not on the referral list?

If you prefer a provider not on the referral list, your Support Coordinator can help check their availability and add them to the list if appropriate.

What happens if I need more time to decide?

If you need more time to make your decision, your Support Coordinator will continue to support you while you consider your options.

Support and assistance

What support will be available if I have questions or concerns?

For additional assistance, you can contact your Support Coordinator, attend information sessions, or reach out via our transition support phone number, 02 4935 6803 or email questions@lifestylesupport.org.au.

What information will be provided and when?

We aim to provide you with all the information and support you need when you need it so that you feel informed, confident and supported throughout this process. You will receive clear and timely information at each stage of the transition process, including:

Provider options: we will provide you with a list of potential Support Coordination providers in your area and guidance to help you make an informed decision.

Information sessions: these sessions will give you a detailed overview of the transition process and provide an opportunity to ask questions.

1:1 meetings (late February to mid-March): your Support Coordinator will meet with you to discuss your specific needs, review provider options and begin your individual transition plan.

Ongoing updates: regular updates about your transition progress, including referral and handover details, will be shared throughout the process.

Handover information: your new provider will receive all necessary documents, such as your support plans and risk assessments, to ensure the seamless continuation of your services.

Who can I contact if I need support or more information?

You can contact your Support Coordinator directly or contact our transition support team by phone on 02 4935 6803 or email questions@lifestylesupport.org.au.

Data privacy and consent

Will providers receive information about clients' support needs in advance to ensure they are prepared?

Yes, with the client's consent, Support Coordinators will share relevant information about the client's support needs, goals and any other necessary details with the new provider before the transition takes place. This ensures that the new provider is ready to meet your specific needs from the start.

Do I need to formally consent to the referral to a new provider?

Yes, formal consent is required before we share your information with the new provider.

Will my private information be shared securely with my chosen provider and with my consent?

Yes. We will securely share your information with your chosen provider only after obtaining your formal consent.

Advocacy and support services

Can clients or families engage an advocate to support them during the transition?

Yes, you can engage an advocate to assist you during the process and attend meetings with you if needed.

How can clients or families access advocacy services if they need assistance with decision-making?

We can provide contact details for advocacy organisations, or you can contact NDIS-funded advocacy services for assistance.

Can an advocate attend 1:1 meetings or information sessions with the client or their family?

Yes, advocates can attend meetings or information sessions to support clients and their families.

Will support coordinators help clients connect with advocacy services if requested?

Yes, Support Coordinators can provide information and referrals to advocacy services if requested.

NDIS plan and funding

Will this change affect my family member's NDIS plan or funding allocation?

No, the transition should not affect your family member's NDIS plan or funding allocation. However, your new provider can assist with any questions you may have.