Dear Participant, Nominee, Family or Guardian,

Important news about your services

Southern Stay is making a change.

Southern Stay will **stop** providing:

- Plan Management
- Support Coordination

These services will close on 2 December 2026

- We made this decision carefully.
- The change will happen gradually.
- We will work with you to help make this change as smooth as possible.

Why is this happening?

- The disability support system is changing.
- There are new rules and requirements that service providers need to follow.
- Because of these changes, Southern Stay has decided to focus on its core disability support services.
- We will work with you to make the change as smooth as possible.

Warrnambool Office
181 Fairy Street,
Warrnambool

Hamilton Office
46 Brown Street,
Hamilton

Portland Office
121a Percy Street,
Portland

P: (03) 5564 3444
W: www.southernstay.org.au
E: admin@southernstay.org.au

You can read more about changes to the NDIS on the NDIS website or the Australian Government website.
[Changes to the NDIS | NDIS]

What does that mean for you?

- Your support will continue.
- You will keep receiving your service while we help you make a plan for the future.
- Your service will not stop suddenly.
- We will support you to make decisions about what happens next.
- If you want, we can also work with your family, guardian or nominee.
- We want you to feel informed, supported and confident.
- You will not have to go through this change alone.
- You can decide what is right for you.
- We will not share your information with another provider unless you give us permission.

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What happens next?

- We will send you more information within 24 hours of this letter.
- If you receive:
    - Plan Management, you will receive information about this service.
    - Support Coordination, you will receive information about this service.
    - Both services, you will receive separate information about each service.

The information will explain:

- what is changing
- the support available to you
- what you need to do next
- Your services will continue while we support you through this change.

Our Commitment to You

- **Southern Stay is still here to support people with disability.**
- This change will help us focus on the services we provide across south-west Victoria.
- We want to keep providing high-quality services now and into the future.
- Our goal is for Southern Stay to stay strong and continue supporting people for many years to come.

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Support is Available

- We understand that this news may cause questions or concerns.
- You, your family, your nominee or your guardian can contact us if you need help.
- We have a dedicated team to support people through this change.
- We have included a Frequently Asked Questions (FAQ) document with more information.
- You can also visit our website: **https://southernstay.org.au/news/**

Contact Us

- If you have any questions, please contact us.
- Phone: **03 5564 3444**
- We are here to help and support you through this change.

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