

---

Participants can choose to change support coordination providers at any time, as long as they follow the notice periods in their service agreement.

As part of the handover process, the current support coordinator should prepare a report which:

- outlines how a participant is going with:
  - pursuing their goals
  - using their plan
  - building skills and independence
  - strengthening their community and economic participation through connection with broader systems of support
- share any relevant reports from service providers with the participant's permission
- identify any barriers, risks or issues, including any strategies to address them
- provides clear evidence on future support needs, including recommendations.

The report must include an agreed and confirmed date when the current support coordinator's services will end. This will ensure services continued to be delivered and a smooth handover occurs.

The support coordinator should then [end the service booking](#) so that the participant can create their service agreement and booking with the new support coordinator.

Where a participant is plan-managing their support coordination services, the support coordinator should also notify the participant's plan manager.

---

This page current as of  
22 October 2024