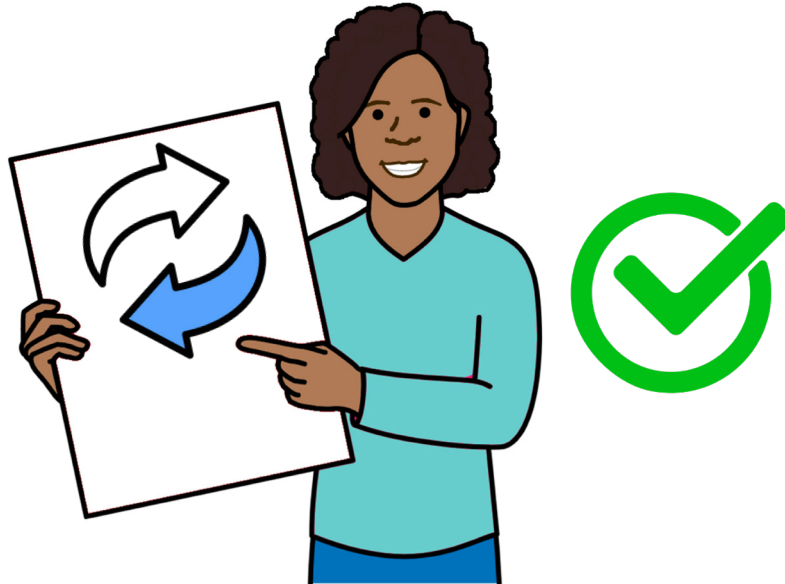


Changes to our disability services

How to give your consent



About this booklet



This booklet is from The Benevolent Society.

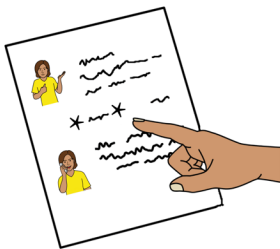
In this booklet we will say Benevolent.



This booklet is written in a way that is easy to understand.



You can read more information about our services on our [website](http://www.benevolent.org.au) www.benevolent.org.au



We add a star before and after ***hard words***. Then we explain what the words mean.

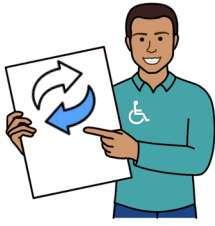


You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

Changes to our services



There are changes happening to our disability services.



The changes will happen to our

- therapy services



- behaviour support services.



Australian Health and Therapy Group or AHTG will now give these services to you using the name Avina.



The changes will make sure you get the best disability support services.



Someone from Benevolent or AHTG will contact you about the changes.



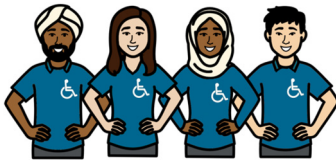
The changes will happen by
Sunday 15 June 2025.



Some things will stay the same.



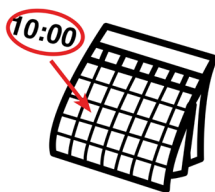
The therapy you get will **not** change.



You will have the same disability services staff.



The places you go for disability services will
not change.



You can keep the same days and times for
your disability services.

About Australian Health and Therapy Group



Australian Health and Therapy Group or AHTG are a large provider of disability services.



They have won lots of awards for the quality of their services.



They provide services in

- New South Wales



- Victoria



- Queensland



- South Australia.



They have over 350 therapists.



They are a provider of NDIS services.

Your *consent*



Consent means you understand and say **yes** to the changes.



We need your consent for AHTG to take over your ***service agreement***.



A service agreement explains

- your supports and services



- what we will do for you



- what you need to do for us.



Your service agreement is a legal document.



AHTG will follow the rules of your Benevolent service agreement until you consent to a new agreement with them.

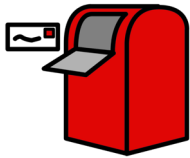
How to give your consent



You can give your consent in different ways.



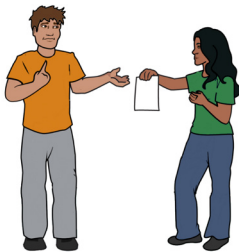
You can sign the letter you get from us.



Mail it 2E Wentworth Park Road
Glebe NSW 2037



Email it DisSerTransfer@benevolent.org.au



You can give the signed letter to your therapist
at your next visit.



You can call our Support Centre
and tell them you give your consent.



Call 1800 236 762



You also give your consent if you make an appointment with your therapist after you get the letter.



You must give your consent by **Friday 16 May 2025.**



You can say **no** to the changes.



If you choose **not** to give your consent your services will stop.



You can ask someone you trust to help you understand and sign the letter we send about the changes.

More information



If you have questions about the changes contact
The Benevolent Society.



Call 1800 236 762



Email customercare@benevolent.org.au



Website [Benevolent enquiry form](#)
[www.benevolent.org.au/contact-us/
general-enquiries](http://www.benevolent.org.au/contact-us/general-enquiries)



You can find more information about the
Australian Health and Therapy Group online.



Website [AHTG website](#)
www.ahtg.com.au

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



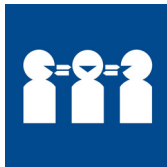
Call 1800 555 660



Website [NRS Helpdesk](#)

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](#)

www.tisnational.gov.au



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