Dear Clients, Families and Community Partners,

I am writing to share an important update regarding Step 2 Allied Health and our operations in South West Victoria. Since 2020, our organisation has been committed to building ethical, community-focused allied health services across the South West Victorian region. We have invested heavily in developing local career pathways and have seen this come to fruition for many Allied Health professionals in the Warrnambool community. Our goal has been to partner with Deakin University with consideration to the recent introduction of their Occupational Therapy course - for student placements, and graduate opportunities thereafter.

However, recent changes to NDIS travel funding, combined with the ongoing challenges of delivering services, in a capped-rate environment where workforce pressures continue to rise, has resulted in a position where operating our Warrnambool clinic is no longer sustainable for us. Despite our best efforts to absorb these changes and continue supporting the region, the substantial reduction in travel funding has significantly impacted our ability to provide ethical and accessible services in regional areas. As a result, **Step 2 Allied Health will be closing our Warrnambool clinic at 191 Liebig Street, in March 2026.**

Please note that our intention is to continue providing services to those clients who are already engaged with our allied health team, and each client/family will be contacted to discuss any impact, which will be reviewed on a case by case basis.

We remain proud of the work we have done, the integrity with which we have operated, and the commitment our team has shown to the community. We are aligned with many other providers in our view that the recent cuts to travel funding is a decision that was made in haste, void of due diligence and ultimately impacts individuals in regional areas that are already in dire need of services.

In light of these broader policy changes, we understand that many in our community may wish to share their experiences and concerns with decision-makers, or join with broader advocacy efforts to make their voices heard. The most effective way to do this is by joining with a Disabled People's Representative Organisation (DPRO) such as the ANPA (details below) and contacting your local representatives of state and federal government, to let them know how these funding changes are affecting, and have affected, access to allied health and other services in your area. Please see below for contact details of your local elected representatives and other organisations you may join with for support and change.

Thank you for your understanding.

Damian Hoare
Chief Executive Officer
Step 2 Allied Health

The Australian Neurodivergent Parents Association (The ANPA)
The Australian Neurodivergent Parents Association (ANPA) is a Disabled People's Representative Organisation, led by and for Neurodivergent parents.

Website: https://www.thisisanpa.org/
Harm Tracker Project Link: https://www.thisisanpa.org/the-harm-tracker-project
Email: exec@thisisanpa.org
Facebook: https://www.facebook.com/p/Australian-Neurodivergent-Parents-Association-ANPA-61559191388969/

Local Elected & Other Relevant Representatives

Hon Dan Tehan MP - Member for Wannon (Federal electorate including Warrnambool)
Phone: 1300 131 692 / (03) 5561 6405
Email: dan.tehan.mp@aph.gov.au

Roma Britnell MP - Member for South-West Coast (state electorate covering Warrnambool)
Phone: (03) 5562 8230
Email: roma.britnell@parliament.vic.gov.au

Ms Libby Coker MP - Member for Corangamite & Chair of Joint Standing Committee on the National Disability Insurance Scheme
Phone: (03) 5261 7683
Email: Libby.Coker.MP@aph.gov.au

Local advocacy and support contacts

South West Advocacy Association
Independent advocacy for people with disabilities and families in south-west Victoria (including individual advocacy, systemic advocacy and NDIS support)
https://swadvocacy.com.au/
Phone: (03) 5562 8230
admin@swadvocacy.com.au

NDIS Local Area Coordinator (LAC)
Latrobe Community Health Service partner office: 48 Kepler Street, Warrnambool VIC 3280.
Phone: 1800 242 696
Email: LAC partner contact (refer to your NDIS Plan)

NDIS local office - 109 Lava Street, Warrnambool VIC 3280 (provider of local scheme information and support).
https://www.ndis.gov.au/node/865