

10/8/2023

Konstantin Kondratenko  
1 Tumbulgum Road  
Murwillumbah

Dear Mr Kondratenko

I am writing to inform you that due to recent incidents, where you have breached the Manage Service Plan that was in place. By attending the *TURSA* Murwillumbah office. Part of the Managed Service Plan requirements was that you were not to attend any *TURSA* office. You attended the Murwillumbah office twice. One of the incidents the Police were called. We have now put a new Managed Service Plan in place.

Below are the requirements of the new Managed Service Plan

- Assistance will be provided to you via phone.
- This arrangement will be for the period 10/8/2023 – 9/2/2024.
- During this period, you are not permitted to attend any *TURSA* site or write to any *TURSA* staff – all contact is to be via the above arrangements. If you require urgent assistance out of your schedule appointment time, please contact the Murwillumbah office on 02 6672 6712.
- During the Managed Service Plan period, you will be required to continue with your Mutual Obligation requirements. Your requirements will be reviewed and if required will be updated and any updates made will need to be agreed to online via your My gov account.
- Service arrangements will be monthly phone appointments.

Regards,



David Wiblen  
Manager- Workforce Australia

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