



Frequently Asked Questions

Frequently Asked Question for Participants and Support Networks

We value and understand that you will have thoughts, feelings or questions that you may want to share with us. We will open a portal where you can ask questions, tell us how you feel or raise any concerns.

- Anonymous portal for families and support networks
<https://forms.office.com/r/nXh50dyYfm?origin=lprLink>

Questions will be reviewed each Friday and responded to the following week.

1. **When will Vinnies stop operating Mary MacKillop Outreach and Como Social and Leisure Centre?**

Vinnies will stop operating Mary MacKillop Outreach Como Social and Leisure Centre by June 30th.

Achieve Australia will operate services from Haberfield and Como from 1st July 2025.

2. **Do I have to transition to Achieve?**

No, you can choose to go to any provider that you want, and you feel best suits your needs. We will support you to find other providers if you do not want to transition to Achieve.

3. **How can I find out more information about Achieve?**

We are organising an information meeting for all participants, parents and guardians to meet Achieve. You will be able to ask them questions and meet some of their leadership team. You can also visit

<https://www.achieveaustralia.org.au/home>

4. **If I don't want to transition to Achieve, how will I find a new centre and provider?**

We will meet with you and your support network to find a new provider that meets your interests and goals. With your permission, we will give the new provider information about what's important to you, activities that you like and how they can best support you.

5. **Who can I talk to about this?**

We will provide you with resources to support your next steps following transition of Como and MMO. This might involve conversations with all or some of the following:

- Your support network
- The MMO and Como staff and your key workers
- Pastoral Care – email Corinne.Lindsell@vinnies.org.au
- Your Support Coordinator
- If you don't have a support coordinator, your support worker will help you to contact the NDIA to explain your circumstances have changed - call 1800 800 110 ([Change of Circumstances](#))

6. What if I want to raise a concern?

We have carefully considered the need for the transition of Mary MacKillop Outreach and Como Social and Leisure Centre and will continue to involve you in next steps. You can raise any concerns directly via the feedback portal or with the Disability Manager - Naia Armitage on 0415 359 878.

If you do not feel comfortable using the portal or contacting the Disability Manager directly, you may contact the Society's Complaints Officer on 13 18 12, at complaints@vinnies.org.au or by post at PO Box 5 Petersham NSW 2049.

If you are not happy with the outcome of your complaint to the Society NSW, you may wish to complain to the NDIS Quality and Safeguards Commission. A complaint can be made to the NDIS Commission by:

- Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Phoning the [National Relay Service](#) on 1800 035 544.
- Completing a NDIS Quality and Safeguards Commission [complaint contact form](#).

You may also seek support from family, a friend or an independent advocate in making a complaint. If you need help finding an advocate, you can try [Find an Advocate](#).