



Frequently Asked Questions

Frequently Asked Question for Employees

We value and understand that you will have thoughts, feelings or questions that you may want to share with us. We have opened an anonymous feedback portal you can access via this <https://forms.office.com/r/cRXKrcUPV7?origin=lprLink> that we encourage you to use.

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

1. When will Vinnies stop operating MMO and Como?

In our transition to Achieve, we have agreed that we will continue to operate MMO and Como up until **June 30th 2025**.

From the **1st of July 2025**, Achieve Australia will provide community access and participation activities from the Haberfield and Como sites for any participant that chooses this provider. This will include all current supports offered.

We will have a get-together on **Friday the 27th of June 2025** for all staff to reflect on what we have achieved together through our specialised disability services.

2. Why aren't Supported Open Employment and our regional disability services impacted?

The Society remains committed to delivering disability services in regional NSW, where there are fewer support options for people with a disability. We are working to expand the Supported Open Employment Program within the Society and at external businesses as part of our commitment to an inclusive workforce.

3. What will happen to my current responsibilities?

While we undergo this transition process, there is no change to your current role.

4. Will I be entitled to a redundancy package, and what other entitlements will I be entitled to?

If you leave the Society because your position is no longer required, and we are unable to identify suitable alternative employment, and if you are entitled to a redundancy, you will receive a redundancy package.

Your redundancy, as well as how your entitlements will be treated, will be discussed in more detail at your individual consultation meeting with People and Culture.

5. If we transition the services to Achieve from July 2025, will I automatically get a job with them?

Achieve is very motivated to retain as many staff as possible therefore, although a new position is not guaranteed, you will have the opportunity to apply, through a fast-tracked recruitment process. Achieve will be in contact in the coming days with information about how the recruitment process will work.

6. What can I do to start preparing for a job, either with Achieve or with another organisation?

You can start preparing your resume as it is likely Achieve will request this as part of the interview process. Include in your resume your NDIS Workers Screening number, your Working With Children Check number and if you have First Aid qualifications. You may find this link helpful for updating your resume <https://www.seek.com.au/career-advice/article/free-resume-template>

7. Will I still get redundancy if I leave before we transition?

No, normal operations will continue until **June 30th, 2025**. It is our expectation that employees will continue in their roles until this date so we can meet our operational requirements. If you choose to leave before this date, you will not be entitled to a redundancy.

8. What career transition support will I receive?

We are committed to ensuring that all employees are well supported during this transition.

Support options include:

- **Transition** to the new provider, including facilitating potential employment in a suitable alternative position.
- **Redeployment to suitable alternative roles (where available)** within the organisation.

Employees will have access to the Employee Assistance Program on 1300 687 327 and support from Senior People and Culture Partner, Amanda Jenkins, throughout the process.

We will actively provide details of internal opportunities that are available throughout the process and provide support with applications for these roles.

9. What will happen to the participants?

Every participant will have the opportunity to transition to Achieve, or transition to a provider of their choice. If participants want to transition to another provider, we will support them to do this. Participants who transition to Achieve will initially have their services delivered at Haberfield and Como.

Every participant will receive an individual transition plan that will be customised to their goals and needs. We will work with new providers to ensure that each participant and their support network are supported through the transition.

All supports that are provided currently through these services will continue to be provided by Achieve. This will include In-home support and Transport in addition to Centre-based and Community Access.

10. Who can I talk to about this?

We will provide you with resources to support your next steps following the transition of the services at Como Social and Leisure Centre and Mary MacKillop Outreach. This might involve conversations with all or some of the following:

- Your personal support networks
- Employee Assistance Program – call 1300 687 327
- Pastoral Care – email Corinne.Lindsell@vinnies.org.au
- Senior People and Culture Partner, Amanda Jenkins

11. What if I want to raise a concern?

We have carefully considered this decision and transition the services of MMO and Como and will continue to involve you in the next steps. You can raise any concerns directly via the feedback portal or with Niamh Mannion, Executive Director, Vinnies Services or State Manager Disability and Inclusion, Laura Frangelli on 0414 061 607.

If you do not feel comfortable using the portal or contacting the State Manager directly, you may contact the Society's Complaints Officer on 13 18 12, or at complaints@vinnies.org.au.

If you are not happy with our response to your complaint, you can contact the NSW Ombudsman. Here is a detailed guide on how to do this: [How to make a complaint to the NSW Ombudsman](#).