

## **St Vincent de Paul Transition of Services to Achieve Australia**

### Frequently Asked Questions – Participants, Families and Guardians

#### **What is changing?**

St Vincent de Paul NSW (SVDP) is transitioning the Haberfield and Como centres and services to not-for-profit disability provider, Achieve Australia.

SVDP has made the decision to transition specialised disability services to a provider that shares its values and has a strong record of smooth service transitions.

Achieve will soon run your program and deliver services from Haberfield and Como.

#### **When?**

SVDP's last day of services will be 30 June 2025.

Achieve will commence services from 1 July 2025.

Pre-transition work runs May–June 2025.

- **May–June 2025** – recruitment, onboarding, individual service reviews, meet-and-greets.
- **July–September 2025** – intensive support, family engagement, training, wellbeing checks.
- **October 2025 onward** – growth and regular progress reviews; full post-transition review June 2026

#### **What stays the same?**

You will keep receiving the same services and coming to the same centre, doing the same activities, with the same support team and no change to existing NDIS funding.

## **Premises**

Achieve will continue to rent Haberfield and Como sites and retain the assets, tools and material essential for service delivery.

## **Vehicles**

Achieve will acquire two vans used for service delivery from SVDP and supplement these with a van and a pool car as needed from Achieve fleet.

## **Paperwork**

Achieve will meet with you to finalise your Service Agreement and Consent forms.

## **Employment**

All current employees offered employment with Achieve at the correct award level, where they meet the criteria and expectations of the available positions being offered.

## **Rosters & continuity**

Existing rosters and routines will carry across unchanged for the transition period. After approximately three months Achieve will review requirements and undertake the required roster consultation.

## **Engagement:**

Achieve team members will have been onsite to introduce the organisation and answer any questions. SVDP will inform you of these dates.

You will be invited to a 121 meeting with Achieve to get to know us and understand your new service agreement with Achieve, which you will be required to review, sign and return to us.

## **Governance**

Achieve Australia's Policies, Procedures and governance processes will apply from 1 July 2025.

## **Contact**

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We have set up a dedicated web page for you to view all current information and stay up to date. Here is the [Participant and Family Web Site](#)