



### **Dear participants, families and guardians,**

Achieve Australia is delighted to have been chosen by St Vincent de Paul NSW to continue the Centre based Community Access and Participation Programs you enjoy at either Haberfield or Como. Our target date to begin providing supports is 1 July, and we will keep you informed at every step.

### **Why is this happening?**

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

We stood out because we live and breathe inclusion, follow a “growing communities – not just services” approach and have successfully welcomed people and support teams from other organisations many times before. In fact, we successfully transitioned 10 Supported Independent Living clients from SVDP to Achieve in 2023.

### **What will stay the same?**

- **Same centres** – you will still attend the Haberfield or Como program you know
- **Same services, same routines** – you will receive the same community-based services and supports currently provided by SVDP
- **Same friendly faces** – the support-team members you see every day will be offered roles with Achieve, where they meet our employment criteria, so your daily support continues without disruption.

- **Same goals and choices** – your voice and preferences remain at the centre of every decision.

## **What will change?**

The only immediate difference is that Achieve becomes your service provider from 1 July 2025 should you choose to sign our service agreement.

Over time you will also have access to Achieve's broader Community and Lifestyle Program options and future Supported Independent Living pathways, especially helpful for people who may wish to move out of home in time.

## **Our transition plan**

### **Now – July**

- Introduce Achieve, our local leaders and key members of your ongoing support team.
- Meet with team members and offer roles to current support-team members, keeping rosters the same wherever possible.
- Engage each participant and family member or guardian to answer questions and book a meeting at a time that suits you.
- Hold in-person meetings to introduce Achieve finalise your Service Agreement, Statement of Service and Consent forms.

During the service transition we will send you a short update regularly, so you always know what is happening. Post transition we will check in by phone and in person to confirm supports still feel right and routines remain unchanged.

## **Let's get to know each other**

We have created an Easy Read version of this letter and a video message to welcome you, which you can view via this [link](#). An Achieve team member will phone you soon to arrange a meeting.

If you have questions in the meantime, please contact:

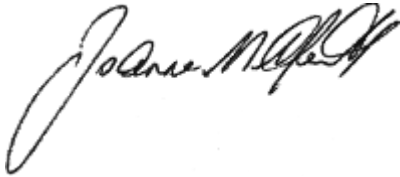
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We look forward to working with you and building a great future together.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jo-Anne Hewitt', with a stylized flourish at the end.

Jo-Anne Hewitt

Chief Executive Officer, Achieve Australia