



FREQUENTLY ASKED QUESTIONS

CREDITORS

2 September 2021

**Disability Services Australia Limited
ACN 002 507 655**

**Macquarie Employment Training Service Limited
ACN 643 269 112**

**DSA Mentoring Services Limited
ACN 629 308 881**

(All Administrators Appointed) (Collectively referred to as “the Companies”)

1. Frequently asked questions key takeaways

Key takeaways	
1	Voluntary Administrators were appointed to the Companies on 25 August 2021
2	The First Meeting of Creditors will held via teleconference on Monday, 6 September 2021 at 2:00pm (AEST) , registration from 1:30pm AEST
3	The meeting is procedural in nature and its purpose is to confirm the Administrators' appointment and decide whether to appoint a Committee of Inspection
4	We will be using the Creditors' Portal to conduct a poll for all resolutions put forward at the First Meeting of Creditors
5	If you wish to attend the meeting, please complete a proof of debt (electronically on the creditors portal at https://creditors.accountants/) and submit a proxy form included in the circular to creditors dated 27 August 2021 to KPMG
6	There is no requirement for creditors to attend the First Meeting of Creditors unless they wish to do so
7	Creditors who will be attending will be required to be logged in to the Creditors' Portal during the meeting to submit their votes

Voluntary Administration

2. Who are the Administrators and why have they been appointed?

Gayle Dickerson, Peter Gothard, and James Dampney were appointed Administrators of the Companies on 25 August 2021.

The Administrators have been appointed by the board following an assessment of the ongoing viability of the Companies' business.

3. What is the Administrator's role?

Voluntary Administration is a statutory regime that involves the appointment of an independent and appropriately qualified party to take control of a company and investigate options to resolve the financial position quickly.

The management team led by Leisa Hart remain employed by the Companies and will work closely with the administrators during the process.

4. What are the timeframes?

There are two creditors' meetings in the administration procedure.

The first creditors' meeting occurs within 8 business days of the appointment of administrators. That meeting will be held on **Monday, 6 September 2021 (First Meeting of Creditors)**.

The second creditors' meeting is held at the end of the administration process. The default time period is 25 business days unless extended by a court order.

The Administrators will send a detailed report on options for the future of the Companies to all creditors, 5 business days prior the second creditors' meeting. It is currently unknown whether any proposals will be made to recapitalise the Companies. The administrators will be discussing the process with NDIA and other parts of the Federal government. The report details the estimated returns to creditors for each option proposed. Creditors vote on those options at the second creditors' meeting.

Day to day operations

5. What operational changes have the Administrators made to trading and why?

We want to reassure you that the organisation will continue to deliver services to participants as normal and in accordance with the current NSW public health orders, while we undertake an immediate assessment.

The ongoing care and support of participants is our first and foremost priority, and we will be working closely with employees, participants and their guardians, families and government bodies to ensure that the quality of care of participants is maintained whilst the administration process continues.

There will be a few small changes, with the key changes being:

- No orders for any goods or services may be placed unless they have been duly authorized by the Administrators.
- No delivery of any goods or services should be accepted unless authorized by the Administrators.
- No goods should be returned to suppliers unless authorised by the Administrators.
- No asset should be removed from the Companies' custody or control.
- Should you have any queries, please contact your manager in the first instance.

The safety and wellbeing of employees and participants is the utmost priority to the Administrators. Immediate discussions are being undertaken with key government agencies to ensure that the services being provided to these participants are maintained with no changes in the short term.

Creditor claims

6. Will I get my money back?

The payment of unsecured creditors' accounts as at 25 August 2021 is postponed pending the outcome of the second creditors meeting. At this stage, it is not known whether there will be sufficient funds to pay a dividend (i.e. a % return) to unsecured creditors.

The Administrators will send a detailed report on options for the future of the Companies to all creditors, 5 business days prior the second creditors' meeting. This report will contain further information regarding the potential financial outcome for unsecured creditors.

7. How do I lodge my creditor claim and what documentation is required to substantiate my claim?

The Administrators wrote to all creditors contained within the Companies' records on our appointment to notify them of the Voluntary Administration.

The Administrators are using a portal to manage creditor claims and allow creditors to vote at the First Meeting of Creditors (**Creditors' Portal**).

Creditors wishing to vote at the meeting, must complete a formal proof of debt form electronically by registering their claim on the Creditors' Portal at <https://creditors.accountants/> by no later than 4.00pm on the last business day prior to the meeting.

Creditors wishing to vote at the meeting, who will not be attending in person or are a company, must complete a proxy form that can be scanned and emailed to:

Entity	Email address
Disability Services Australia Limited (Administrators Appointed)	AU-FMDSA@kpmg.com.au
DSA Mentoring Services Limited (Administrators Appointed)	AU-FMDSAmentoring@kpmg.com.au
Macquarie Employment Training Service Limited (Administrators Appointed)	AU-FMMET@kpmg.com.au

Creditors can find further guidance on how to register, submit and vote at the First Meeting of Creditors attached to the frequently asked questions.

8. What happens at the first meeting of creditors?

The Administrators must hold a first meeting of creditors within 8 business days of their appointment. The first meeting of creditors will be held on **Monday 6 September 2021 at 2.00pm (AEST)** by teleconference.

The meeting is procedural in nature and its purpose is to confirm the Administrators' appointment and decide whether to appoint a Committee of Inspection.

9. Do I have to attend the creditors meeting?

If you are owed amounts by the Companies as at 25 August 2021, your debt will rank as an unsecured creditor claim and you are entitled to attend and vote at meetings of creditors.

However, you are not obliged to attend the meetings.

It is important to note that your claim against the Companies is not prejudiced by your attendance or absence from meeting of creditors.

10. What is a Committee of Inspection (COI)?

A COI is a small group of creditors elected to represent the interests of creditors in the external administration. The COI advises and assists the Administrators and has the power to approve and request certain resolutions. Membership of the COI is a voluntary, unpaid position.

11. If I have any questions, where should these be directed?

Please direct any questions to:

Entity	Email address
Disability Services Australia Limited (Administrators Appointed)	AU-FMDSA@kpmg.com.au
DSA Mentoring Services Limited (Administrators Appointed)	AU-FMDSAMENTORING@kpmg.com.au
Macquarie Employment Training Service Limited (Administrators Appointed)	AU-FMMET@kpmg.com.au

For further information concerning the administration process and KPMG, you may wish to visit our website at www.kpmg.com.au.

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Short guide to the Creditors’ Portal

We are using the Creditors’ Portal as the primary tool for communicating with creditors and managing claims.

We have prepared this short guide to assist you as a creditor to understand the process that you must undertake to ensure you are appropriately registered as a creditor.

Please note, the email registered on the Creditors’ Portal will receive all notifications including circulars and reports issued by the Administrators.

Please refer to the following link for further guidance on how to register, submit and manage a claim:
<https://creditors.accountants/Help>



Step 1: Register

- Register as a user at the following link: <https://creditors.accountants/> (use chrome, edge or firefox).
- You will receive a confirmation email to verify your account (verify your email address within 24 hours of registering as a user).
- Once verified, you will be redirected to the Portal.
- If you are already a registered user, please skip to “Login” below.



Step 2: Log in

- Log into the Portal using your username and password.
- You will be redirected to a screen where you need to input the following details:
 - Company creditor – an ABN; or
 - Individual creditor – first and last name.
- You will be prompted to make a declaration to confirm that you are authorised to act on behalf of the company or individual and agree on how you wish to receive future correspondence.



Step 3: Link creditor

- Once you have completed your declaration, you will be redirected to the Portal landing page where you can view the company under “Recent Interactions”.
- If you cannot view the company listed on the landing page you may need a creditor code to link your profile to the company.
- Please contact the Administrators for a unique code to register your claim.
- Once you receive your creditor code, log in and click on your user name in the top right hand side and click on “Creditor Admin” and input your code and click “Link”
- There will be an option to provide an ABN (if relevant) for company creditors, click “I do not have an ABN” (individuals) and then click “continue”
- Follow the prompts and confirm you are authorised to act on behalf of the creditor.



Step 4: View company and documents

- You will be able to view the company on the landing page or under the “Debtors” tab and click “My debtors” or “My claims”. Click on “Details” to be directed to the company.
- You will be able to view any documents uploaded under the “Documents” tab that relate to the company.
- There are additional resources that you can also access under the “Resources” tab.



Step 5: Submit a Formal Proof of Debt Form (POD)

- You will be able to view the company on the landing page or under the “Debtors” tab and click “My debtors” or “My claims”. Click on “Details” to be directed to the company.
- Click on the “Proof of Debt” tab.
- Click on the “Submit” button and start completing the POD form.
- Tick “No” to the question “Is your proof of debt informal”. If you are an employee creditor, this will not be an option.
- Upload any supporting documentation for consideration.
- Press “Next” and “Submit”.



Step 6: Be admitted for voting (performed by the Administrators)

- Once you have submitted a POD with supporting documentation, we will evaluate your claim to admit for voting purposes at the online meeting.
- If necessary, the Administrators will request further information with respect to your claim.
- The Administrators will announce your admission status once the online meeting commences.



Step 7: Appoint a proxy (required for company creditors, optional for individuals)

- If you are a company creditor or individual that is appointing the Chairperson or an alternative person to vote (alternate email to the email registered initially) please complete a proxy form attached to the report to creditors and submit **via email** to the Administrators.
- The Administrators will provide the nominated proxy holder with a unique creditor code prior to the meeting for voting purposes only.
- The nominated proxy holder will need to register on the Portal (**Step 1 to Step 3**) to be provided with access to vote at the online meeting on behalf of the creditor.



Step 8: Voting at the online meeting

- You will only be able to vote from the time the online meeting commences (one hour before).
- Log into the Portal and click on “Open for voting” on the landing page or the “Debtors” tab and “My debtors” and click on the relevant company.
- You will be able to view the online meeting under the “Polls” tab.
- You will be able to view the resolutions on the screen with the option to vote “in favour, against or abstain”.
- If you are a nominated proxy holder, you will be able to view the resolutions and the creditor that you are acting on behalf of.
- The chairperson will read the resolutions, allow you to vote prior to locking the resolutions.
- Please ensure you click “Submit” after placing your votes.