



FREQUENTLY ASKED QUESTIONS

EMPLOYEES

25 August 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 Group”)

1. Frequently asked questions key takeaways

Key takeaways	
1	The Administrators have been appointed following the board’s assessment of the ongoing viability of the Group’s business
2	The Group will continue to operate as usual with a few small changes
3	Safety and wellbeing of employees and participants is the utmost priority to the Administrators
4	Wages from the date of the Administrators’ appointment will continue to be paid in the usual manner
5	Your entitlements accrued up to the date of appointment are frozen and are a priority unsecured debt
6	Your entitlements will continue to accrue from the date of appointment
7	If you have any questions, please contact the DSA Leadership Team or email ask@dsa.org.au in the first instance
8	Queries regarding your employment can also be directed to KPMG at AU-FMDSAEmployees@kpmg.com.au

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 Group on 25 August 2021.

The Administrators have been appointed by the board following an assessment of the ongoing viability of the Group’s business.

3. What is the Administrators' 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 Group 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. A separate formal notice of the first meeting of creditors will shortly be sent to all employees and creditors of the Group.

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 send a detailed report on options for the future of the Group to all creditors, 5 business days prior the second creditors' meeting. It is currently unknown whether any proposals will be made to recapitalise the Group. 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 as the second creditors' meeting.

There will be regular updates provided to employees during the administration.

Day to day operations

5. What will change in the day to day operations of the Group?

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 Group's 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.

6. Will participant services be impacted?

There is no impact on participant services which will continue as normal during the administration.

The administrators are conducting an assessment of DSA and the administrators will report on those options as part of the administration process.

My employment

7. Is my employment at risk?

We want to reassure you that the organisation will continue to deliver its services to participants on a normal basis, whilst we undertake an immediate assessment.

As with any employment, the Administrators cannot guarantee continued employment, however, it is the Administrators' intention to explore all options to ensure that your employment can be preserved. We will endeavour to provide you with a further update as soon as possible.

We seek your support through the Administration process to continue to deliver on your day to day roles in the organisation and provide high quality Participant care whilst we work through the assessment period.

The Administrators will keep in regular communication with all employees throughout the administration.

8. I am an employee and a participant, what happens now?

We want to reassure you that the organisation will continue to deliver its services to participants on a normal basis, whilst we undertake an immediate assessment.

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

The Administrators will keep in regular communication with all employees and participants throughout the administration.

As separate letter and FAQ has been provided to participants. Please reach out to your DSA contact if you have not received a copy or alternatively you can email KPMG at AU-FMDSAParticipants@kpmg.com.au

9. I was stood down prior to the date of appointment, what happens now?

You will continue to be stood down without pay until further notice unless you have already been redeployed to another area in the Group's business. The Administrators will provide further updates on your employment in due course.

10. I have a Maxxia Meal card, can I continue to use it?

Yes. All employees with a Maxxia Meal Card may continue to use their card as usual, in line with the existing policies and procedures.

If you have any questions regarding the use of your Maxxia Meal card, or experience any problems with its use, please contact your manager.

11. I have a corporate credit card, can I continue to use it?

Yes. Site corporate credit cards may continue to be used as normal in order to ensure the smooth running of operations. Corporate credit cards must be used in accordance with existing policies and procedures.

If you have any questions regarding the use of your corporate credit card, or experience any problems with its use, please contact your manager.

12. I have a Fuel Card, can I continue to use it?

Yes. Fuel cards may continue to be used as normal in order to ensure the smooth running of operations. Fuel card must be used in accordance with existing policies and procedures.

If you have any questions regarding the use of your Fuel Card, or experience any problems with its use, please contact your manager.

13. Can I speak to the media or post on social media?

No. All media requests should be directed to the Administrators. Posts are not to be made on social media sites without the approval of the Administrators.

14. How will rosters continue?

Rosters will continue as per usual unless otherwise advised. If you are unable to complete any scheduled shift, please contact your manager as soon as possible.

15. How will wages be paid?

Wages will continue to be paid via electronic deposit in the usual manner. The only change to this will be that the payment is now coming from the Administrators. If you have outstanding wages and other employee entitlements for the period prior to the appointment of Administrators (before 25 August 2021), those amounts will rank as priority claims against the relevant employing entities of the Group.

16. Can I take annual leave during the administration?

Your annual leave may be taken as normal if it has already been booked. If you are proposing to take annual leave in the future, please complete your annual leave request as you currently do for approval by your manager. Your manager will then obtain approval from the Administrators to grant you annual leave.

17. How does the appointment of Administrators affect my employment?

The business will continue to trade during the Voluntary Administration period and your employment with the relevant employing entity in the Group will continue and you will be paid on time and in the ordinary course.

Your entitlements accrued prior to the appointment of the Administrators (e.g. Annual Leave; Long Service Leave) are frozen at the date of appointment and are a priority unsecured debt of the relevant employing entity in the Group.

You will be notified of any changes to your employment.

18. How will my entitlements (e.g. annual and long service leave) accrue under the Administration?

The Administration does not cause any change in terms of how your employee entitlements will accrue. Your leave and other entitlements will accrue as normal.

19. What is the position on sick, bereavement and lieu days?

The Group's normal human resources policies will continue to apply in regard to these entitlements.

20. Will my outstanding entitlements be paid?

At this stage, we are not in a position to determine whether the Group will have sufficient funds to pay employee entitlements. In the event that the Group is ultimately placed into liquidation, a Federal Government Scheme exists, known as the Fair Entitlement Guarantee (**FEG**), which provides a safety net arrangement for eligible employees.

FEG provides eligible applicants with compensation for employee entitlements including unpaid wages, outstanding annual leave, long service leave, pay in lieu of notice and redundancy to a maximum limit in accordance with the scheme. FEG does not provide funds in respect of superannuation.

Please note that the eligibility of each claim is determined by the Department of Jobs and Small Business. We have also been in discussions with the Department in relation to the Group.

In the event that funds are available for distribution to creditors, employees of a relevant Group entity have a statutory priority of payment with respect to outstanding entitlements such as wages, superannuation contributions payable by the relevant Group entity, holiday pay and long service leave.

Please go to the FEG website at <https://www.ag.gov.au/industrial-relations/fair-entitlements-guarantee-feg> for more information.

21. What happens if I find another job, will my entitlements be paid?

If you resign from your position during the voluntary administration:

- You may miss the opportunity for future employment with a purchase of the Group's business in the event of a sale of business.
- You will not be entitled to redundancy payments based on your employment contract, enterprise agreement or award.
- Annual leave and long service leave accrued prior to the appointment, will not be paid out in your final wage payment. These amounts will be a priority claim in the administration.

22. What happens if I have already resigned, will my entitlements be paid?

If you resigned from your position prior to the voluntary administration:

- You may miss the opportunity for future employment with a purchase of the Group's business in the event of a sale of business.
- You will not be entitled to redundancy payments based on your employment contract, enterprise agreement or award.
- Annual leave and long service leave accrued prior to the appointment, will not be paid out in your final wage payment. These amounts will be a priority claim in the administration.

23. What communications should I expect to receive?

We will keep employees updated on a weekly basis and as key developments arise.

Within the coming days you will receive formal notice of the first meeting of creditors together with FAQs in relation to the first creditors' meeting.

24. Codes of conduct

It is important to remind you that your ongoing obligations under the Group's code of conduct and COVID-safe policies apply during the voluntary administration.

25. Employee Assistance Program

Employees can seek support through the employee assistance program. The employee assistance program is a confidential service available free of charge to all employees.

T: 1800 818 728. This number is available 24/7.

E: info@accesseap.com.au

W: www.accesseap.com.au

26. Who can I contact?

For all general queries on the administration process and how it affects the business, please contact the DSA Leadership Team or ask@dsa.org.au in the first instance.

Queries regarding your employment can also be directed to KPMG AU-FMDSAEmployees@kpmg.com.au

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