



FREQUENTLY ASKED QUESTIONS

PARTICIPANTS

26 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 “Your Provider”)

Key information

- The Administrators have been appointed following the board’s assessment of the ongoing viability of the Group’s business
- Your Provider will continue to operate as usual
- You will continue to receive the same level of care, services and support
- The ongoing care and support of participants is our first and foremost priority
- If you have any questions, please reach out to your DSA contact in the first instance or contact Customer Connections on 1300 372 121

What is an Administrator?

An Administrator is an independent qualified party appointed by the board to investigate options to resolve the financial position of a business quickly.

Who are the Administrators?

There are 3 Administrators: Gayle Dickerson, Peter Gothard, and James Dampney. They were appointed on 25 August 2021.

Why have the Administrators been appointed?

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

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.

How will the Administrators help?

The Administrators will manage Your Provider and look at options to resolve the financial difficulties. The Administrators will work closely with Your Provider's staff, including Leisa Hart, to make sure the process is smooth and you continue to receive your supports and services.

Will I still receive my regular supports? Will anything change for me?

Right now, nothing will change, making sure all public health orders are followed.

The Administrators are working closely with Your Provider's employees, your carers, NDIA, and NDIS Quality and Safeguards Commission to make sure you continue to receive the support and services you need.

Your safety and wellbeing are everyone's priority.

The Administrators will review Your Provider's financial situation.

Supported Independent Living (SIL)

We want to reassure you that:

- Your Provider will continue to deliver its operations on a normal basis 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;
- We are working closely with employees, participants and their guardians, families, NDIA and NDIS Quality and Safeguards Commission to make sure participants continue to receive the support and services that they need;
- There will be no changes to SIL accommodation arrangements in the short term; and
- Participants receiving independent living support will continue to do so, and your accommodation arrangements will remain unchanged for the time being.

Enhance Health Services (EHS)/ School Leaver Employment Services (SLES)/ Disability Employment Services (DES)

- Your Provider will continue to deliver its operations on a normal basis 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;
- we are working closely with employees, participants and their guardians, families, NDIA and NDIS Quality and Safeguards Commission to make sure participants continue to receive the support and services that they need;
- EHS will continue as usual. The professional team of consultants, psychologists, speech and behaviour therapists will continue to provide allied health support to participants and their support network, in accordance with the current NSW public health orders;
- the SLES program will continue to operate as usual, in accordance with the current NSW public health orders; and
- the DES program will continue to support eligible jobseekers as usual, in accordance with the current NSW public health orders.

Day programs

Day programs had previously been suspended as a result of COVID-19 and the restrictions across NSW. These programs will remain suspended until further notice.

I am the guardian, carer or family member of a participant

We understand that this news will come as a shock and may raise significant concerns.

We want to reassure you that:

- the organisation will continue to deliver its services to participants on a normal basis;
- the ongoing care and support of participants is our first and foremost priority;
- the Administrators are working closely with NDIA and NDIS Quality and Safeguards Commission to make sure participants continue to receive the support and services that they need;
- the Administrators will communicate regularly with participants and keep participants up to date on the progress on the administration; and
- the impact on participants will be minimal.

Please be patient with DSA staff and employees, as this is a difficult period of uncertainty for them also. They will not have all of the answers immediately, however we will be working closely with them so as to maintain consistent and regular communication, and to support you and the participants during this time.

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

We want to reassure you that:

- Your Provider will continue to deliver its services to participants on a normal basis;
- the ongoing care and support of participants is our first and foremost priority;
- we are working closely with employees, participants and their guardians, families, NDIA and NDIS NDIS Quality and Safeguards Commission to make sure participants continue to receive the support and services that they need;
- we will communicate regularly with you and keep you up to date on the progress on the administration; and
- the impact on you will be minimal.

As part of this process, we will also be seeking expressions of interest in the organisation across its disability, employment services and packaging operations.

As separate letter and FAQ has been provided to employees. Please contact your line manager or the DSA Leadership Team if you have not received a copy.

Alternatively you can email ask@dsa.org.au or KPMG at AU-FMDSAemployees@kpmg.com.au

If I am a DSA employee, 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.

What communications should I expect to receive?

We will keep participants updated on a regular basis and as key developments arise.



Who can I contact?

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

For all general queries on the administration process and how it affects you, please reach out to your DSA contact in the first instance or contact Customer Connections on 1300 372 121.

In regards to concerns for your support, please reach to your DSA contact, support coordinator and/or local area coordinator.

If you have any concerns you may also contact the NDIS Quality and Safeguards Commission (**the Commission**). The Commission is keeping a careful overview of how the change will be handled with a focus on participant support, wellbeing and safety.

The Commission can be contacted by:

Call: 1800 035 544

Visit the website: www.ndiscommission.gov.au

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